
From: Fola Kafidiya <fkafidiya@kctmo.org.uk>
Sent: 22 March 2016 10:24
To: 'Edward Daffarn'
Cc: SWEENEY, John; [REDACTED] David Collins; (T) Complaints
Subject: RE: Complaint Grenfell Tower Energy supplier

Dear Mr Daffarn,

Thank you for your email which I received yesterday. I was out of the office yesterday and unable to acknowledge receipt. Your complaint is being passed to the Complaints Team to be addressed and they will be in touch with you on the next steps.

Many thanks

Mrs Fola Kafidiya-Oke FCIS
Head of Governance & Company Secretary
The Royal Borough of Kensington & Chelsea
Tenant Management Organisation Limited
t: [REDACTED]



w: www.kctmo.org.uk
a: 346 Kensington High Street, London W14 8NS

 Before printing, please think about the environment

From: Edward Daffarn [REDACTED]
Sent: 21 March 2016 16:39
To: Fola Kafidiya
Cc: SWEENEY, John; [REDACTED] David Collins
Subject: Complaint Grenfell Tower Energy supplier

To whom it may concern,

I wish to make an official complaint against the TMO as I do not believe that your organisation have consulted adequately with the residents of Grenfell Tower with regards our future heating and hot water supplier.

To date, Grenfell Tower residents have not been consulted with about a choice of future energy suppliers or how we would like to pay our bills in future.

My complaint centers around the fact that the TMO have a duty to consult with residents over alterations and improvement to our homes but that you have failed to undertake any consultation with regards our future energy supplier.

The omission to consult with residents is made increasingly upsetting as there is now a Grenfell Tower Compact that was set up explicitly so that our views could be taken into account and not marginalised. There are grave consequences if the TMO have failed to obtain the best deal for residents as many tenants and leaseholders will be terrified of high fuel costs.

Please could the TMO explain why there appears to be no transparency or resident involvement in the choice of Wilson Energy as the TMO's chosen partner?
In addition, it is not clear how the tariff for heating costs will be calculated, who will set this tariff and how it will be monitored to ensure that residents are not being over-charged?
Please can you, also, explain why residents are not being provided with a choice of energy suppliers as is our right under consumer legislation?
Please can you respond to all these specific points in your answer to my complaint?
I have brought this matter to the attention of my MP, Lady Victoria Borwick, my local Councillor, Judith Blakeman, and, also, to the Chair of the Grenfell Tower RA, David Collins.
Regards,
Edward Daffarn
134 Grenfell Tower

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