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**From:** [REDACTED]  
**Sent:** 02 July 2015 12:01  
**To:** Judith Personal E mail. & Mobile  
**Subject:** Re: Grenfell Tower

Fierce but measured. Excellent  
Sent from my BlackBerry® smartphone on O2

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**From:** "Judith Blakeman" [REDACTED]  
**Date:** Wed, 1 Jul 2015 22:21:59 +0100  
**To:** 'Robert Black' <rblack@kctmo.org.uk>; [REDACTED]  
**Cc:** 'Peter Maddison' <pmaddison@kctmo.org.uk>; 'Claire Williams' <clwilliams@kctmo.org.uk>; <Cllr.Feilding-Mellen@rbkc.gov.uk>; <yourcommunity@rydon.co.uk>; <Steve.R.Jones@met.pnn.police.uk>; <cllr.r.atkinson@rbkc.gov.uk>; <cllr.lasharie@rbkc.gov.uk>; <Cllr.Blakeman@rbkc.gov.uk>; 'Sacha Jevans' <sjevans@kctmo.org.uk>  
**Subject:** RE: Grenfell Tower

Dear Mr. Black

We infer from this statement: "The TMO will ensure that a full response is sent to you before your next surgery meeting to be held on Saturday 11 July 2015" that we will be expected to reply to residents' concerns on behalf of the TMO, but we have reached the point where we are no longer prepared to mediate between residents and the TMO and would like representation from the TMO and Rydon to join us at our surgery.

Kind regards.

Cllr. Judith Blakeman

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**From:** Robert Black [mailto:rblack@kctmo.org.uk]  
**Sent:** 01 July 2015 17:52  
**To:** [REDACTED]  
**Cc:** Peter Maddison; Claire Williams; 'Cllr.Feilding-Mellen@rbkc.gov.uk'; 'yourcommunity@rydon.co.uk'; 'Steve.R.Jones@met.pnn.police.uk'; 'cllr.r.atkinson@rbkc.gov.uk'; 'cllr.lasharie@rbkc.gov.uk'; 'Cllr.Blakeman@rbkc.gov.uk'; Sacha Jevans  
**Subject:** Re: Grenfell Tower

Dear Councillor Atkinson and Blakeman

Thank you for your e-mails which I have just read.

I would just like to clarify the reply from Katherine Dack our Complaints Manger is an acknowledgement of Cllr Blakeman's e-mail and was not intended to be a full reply.

This confirms Peter Maddison will be responding to this in full and will address all the points in her e-mail. I expect this to be completed tomorrow.

I hope this clarifies the matter

Best wishes

Robert

Robert Black  
Chief Executive

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**From:** [REDACTED]  
**Sent:** Wednesday, July 01, 2015 05:28 PM  
**To:** Robert Black  
**Cc:** Peter Maddison; Claire Williams; [Cllr.Feilding-Mellen@rbkc.gov.uk](mailto:Cllr.Feilding-Mellen@rbkc.gov.uk) <[Cllr.Feilding-Mellen@rbkc.gov.uk](mailto:Cllr.Feilding-Mellen@rbkc.gov.uk)>; [yourcommunity@rydon.co.uk](mailto:yourcommunity@rydon.co.uk) <[yourcommunity@rydon.co.uk](mailto:yourcommunity@rydon.co.uk)>; [Steve.R.Jones@met.pnn.police.uk](mailto:Steve.R.Jones@met.pnn.police.uk) <[Steve.R.Jones@met.pnn.police.uk](mailto:Steve.R.Jones@met.pnn.police.uk)>; [cllr.r.atkinson@rbkc.gov.uk](mailto:cllr.r.atkinson@rbkc.gov.uk) <[cllr.r.atkinson@rbkc.gov.uk](mailto:cllr.r.atkinson@rbkc.gov.uk)>; [Cllr.Lasharie@rbkc.gov.uk](mailto:Cllr.Lasharie@rbkc.gov.uk) <[Cllr.Lasharie@rbkc.gov.uk](mailto:Cllr.Lasharie@rbkc.gov.uk)>; Judith Council. Address <[Cllr.Blakeman@rbkc.gov.uk](mailto:Cllr.Blakeman@rbkc.gov.uk)>  
**Subject:** Re: Grenfell Tower

Dear Mr Black,

I too am disappointed by your perfunctory reponse to the serious and substantive report sent to you by Cllr. Blakeman and wish to support Cllr. Blakeman's response as forcefully as I can . The large delegation of residents who attended our surgery were polite, eminently reasonable and appear to be truly representative of the majority of the residents. I urge you to take Cllr Blakeman's detailed report seriously.

It almost appears that the TMO has taken the unrepresentative and disruptive behaviour of a singler resident as an excuse to ignore the serious complaints of the majority of other residents.

It is important that a senior representative of The TMO attends our next surgery. I expect that an even greater number of residents will be in attendance and what they want is a reasoned dialogue . Newsletters and written correspondence isnot enough

Sincerly  
Cllr Robert Atkinson  
Sent from my BlackBerry® smartphone on O2

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**From:** Judith Blakeman [REDACTED]  
**Date:** Wed, 1 Jul 2015 16:16:15 +0100  
**To:** 'Robert Black' <[rblack@kctmo.org.uk](mailto:rblack@kctmo.org.uk)>  
**Cc:** <[pmaddison@kctmo.org.uk](mailto:pmaddison@kctmo.org.uk)>; <[clwilliams@kctmo.org.uk](mailto:clwilliams@kctmo.org.uk)>; <[Cllr.Feilding-Mellen@rbkc.gov.uk](mailto:Cllr.Feilding-Mellen@rbkc.gov.uk)>; <[yourcommunity@rydon.co.uk](mailto:yourcommunity@rydon.co.uk)>; <[Steve.R.Jones@met.pnn.police.uk](mailto:Steve.R.Jones@met.pnn.police.uk)>; <[cllr.r.atkinson@rbkc.gov.uk](mailto:cllr.r.atkinson@rbkc.gov.uk)>; <[Cllr.Lasharie@rbkc.gov.uk](mailto:Cllr.Lasharie@rbkc.gov.uk)>  
**Subject:** Grenfell Tower

Dear Mr. Black

I do hope that this response does not mean that the TMO will be expecting ward councillors merely to act as a conduit to residents for your responses to our detailed enquiry? I think we have been doing that for long enough now. It is time that we had some support from the TMO itself and that you and Rydon will be able to send a representative to our surgery.

Kind regards.

Cllr. Judith Blakeman

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**From:** Catherine Dack [<mailto:cdack@kctmo.org.uk>]  
**Sent:** 30 June 2015 11:21  
**To:** 'jmbalakeman'  
**Subject:** Acknowledgement of enquiry

Dear Cllr Blakeman,

**RE: Enquiry Ref 204014 – Grenfell Tower**

I am writing to you further to your recent enquiry about the quality of the repair work being undertaken at Grenfell Tower and lack of communication.

Your enquiry has been passed to Peter Maddison Director of Assets and Regeneration for investigation and a response. The TMO will ensure that a full response is sent to you before your next surgery meeting to be held on Saturday 11 July 2015.

Please contact me on either [REDACTED] or email me at [complaints@kctmo.org.uk](mailto:complaints@kctmo.org.uk) if I can be of any further assistance.

**Catherine Dack**  
**Interim Complaints Manager**  
t: [REDACTED]



w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: Unit A, 292 Kensal Road, London W10 5BE  
Before printing, please think about the environment

Kind regards

Catherine

**Catherine Dack**  
**Complaints Manager (Interim)**  
t: [REDACTED]



w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: 292A The Network Hub, Kensal Road, London, W10 5BE

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Ask Nick: Conversation and question time with Council Leader, Cllr Nick Paget-Brown.  
Thursday 9 July, 6pm to 8pm, Holy Trinity Brompton, SW7 1JA.

Submit your question and register to attend at <http://www.rbkc.gov.uk/asknick>

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