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**From:** Judith Blakeman [REDACTED]  
**Sent:** 03 September 2015 09:48  
**To:** 'David Collins'; 'councillor blakeman'; 'cllr.r.atkinson@rbkc.gov.uk'  
**Subject:** RE: Urgent Action Required

Our e-mails have crossed, many thanks. I will try and visit her today.

Judith

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**From:** David Collins [mailto:david@future-conversations.com]  
**Sent:** 03 September 2015 09:47  
**To:** councillor blakeman; cllr.r.atkinson@rbkc.gov.uk  
**Subject:** FW: Urgent Action Required

Maryam Adam  
Flat 14  
07946 229270

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**From:** David Collins  
**Date:** Thursday, 3 September 2015 09:36  
**To:** councillor blakeman, "[cllr.r.atkinson@rbkc.gov.uk](mailto:cllr.r.atkinson@rbkc.gov.uk)"  
**Cc:** Simon Lawrence, Peter Maddison, Janet Edwards, <[john.sweeney@parliament.uk](mailto:john.sweeney@parliament.uk)>, <[rblack@kctmo.org.uk](mailto:rblack@kctmo.org.uk)>, Siobhan Rumble, Samantha DeHaan, "Tucker, Pilgrim", Claire Williams  
**Subject:** Urgent Action Required

Dear Judith & Robert,

At our Grenfell Tower residents' meeting last night we had a woman join us half way through the meeting, looking very pale. When we asked her why she had come to our meeting she told us the following story; I have attempted to summarise the main points. She came to the meeting as she had seen our latest newsletter (attached) asking people to come talk to us if they had issues. As there are other people copied on this email I will not provide her address and name to all, but will forward that separately. She does not have email, but I have her mobile and flat number. She was extremely humble, quiet, and as you can read in her story she is vulnerable.

"I have many problems in my flat.

Rydon have made many appointments to come and carry out work in my flat, and they have not come to them, or let me know that they were not coming.

I have been making time to stay at home for Rydon, and they have continually not come when they said they would.

They took my curtains down for 9 days. They broke my curtain rail.

For a period of two weeks they kept saying, "We are coming tomorrow", but they did not come. I kept phoning them but they did not answer my calls. I talked to their Managers about this, but got no response.

As a result of Rydon working in my home over this period my gas and electric bills have risen. I live here on my own. Normally by joint bill is never more than £70 for 3 months, the last bill was £117. I have received a red bill notice. I asked TMO if they would pay some of the charge, they agreed, but (did not catch what was said here). I do not even use heating.

I have a health problem. I have never used the heating in my flat before because of my health. It is dangerous for me to get hot. I have to have my windows open, even in the winter, with no heating on because of my health condition. I am really worried about what is going to happen with new windows and this new heating system.

TMO only told me about the other works, other than the windows.

They have put a heating system in my hallway, there is no room in my flat any more, it makes everything cramped. I would like it moved.

They told me everything would take 2 weeks. What happened is I couldn't use the toilet for 3 months, the loo for four days. I had to visit a friend in Shepherds Bush to use their toilet and bathroom. I had no drinking water in the flat during the night.

It would be good if your newsletter came out in another language that just English, as all the notices come out in English"

She continued to talk of other problems, but we didn't have time to capture it all. The details recorded in the email do not seem to quite capture her situation – most people in our meeting were moved to silence. I told her I would forward her details to Councillors Blakeman and Atkinson. Please could you contact her?

The reason I have copied others on this email is because it highlights (for me and us) what has happened in this area of Kensington & Chelsea as a result of the lack of effective engagement and dialogue between TMO and the community, by the TMO not listening immediately to our concerns in March 2015 and proceeding with a tactic of refusing to engage with the community, and the ongoing and continued lack of response and investigation in to reports of people people feeling they have been harassed, threatened or poorly taken care of during the improvement works (and beyond). In my opinion, it is imperative we act on these three things immediately.

I am convinced this woman's story is simply one example of others we have not yet heard. When we knocked the doors of people in Grenfell Tower earlier this year, we met other people who were not getting taken care of and who were not able to speak up for themselves. I have met at least two other women in the last three weeks who want to speak about their problems, but have not yet made it to the Councillors surgery or to the point of formalising what they want to say (one came to the door but didn't come in – she is scared of losing her tenancy).

I cannot get to the bottom of all these cases; but we must. We do not accept that people are impacted in such a way whilst we try to "improve" things, or that nothing should be done to find out if there are more people who have experienced completely avoidable hardships this past six to twelve months. And given the personal experiences we have and hear we do not accept there is any notion of the improvement works currently being "good enough".

Yours,

David Collins

Public meeting to discuss Post Office proposals to close Earls Court branch.

Tuesday 8 September, 7pm to 9pm. St Cuthbert's Church, 50 Philbeach Gardens, SW5 9EB.

Come along and have your say <http://www.rbkc.gov.uk/postoffice>

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