
From: David Collins <david@future-conversations.com>
Sent: 20 August 2015 13:07
To: Peter Maddison
Cc: 'councillor blakeman'; 'Robert Atkinson'; Yvonne Birch; Sacha Jevans; Samantha DeHaan; Janet Edwards; Janet Seward
Subject: Re: Request for support with setting up a Compact RA for Grenfell Tower

Dear Peter,

Thank you for the full and considered response, which was shared with our group at a meeting last night. Many of the responses you provided were well received, and some we may want to talk with you more about. I welcome your willingness to discuss some of these matters more, and your interest in how we can impact some of the big issues together.

To this end we would like you to attend our 9th September meeting, which will take place from 645pm. We would also like Councillor Blakeman to attend, and I will invite her by separate email. The location of this meeting is to be confirmed.

Best Wishes,

David

From: Peter Maddison
Date: Monday, 17 August 2015 16:32
To: David Collins
Subject: RE: Request for support with setting up a Compact RA for Grenfell Tower

Dear Mr Collins

Thank you for your messages (and for the photo of your son's artwork!). I look forward to having confirmation of a date to meet.

Effective communication throughout this project has been challenging. I want to give my commitment to work with the residents of Grenfell Tower and ensure that there is a clear and effective dialogue and that key issues are resolved effectively.

Thank you for your comments and for your commitment to working with us in resolving current issues and to improving communication going forward. There are clear benefits of this approach to the current project and for the ongoing relationship between KCTMO and the community of Grenfell Tower.

KCTMO is committed to working with residents to make sure that we can achieve broad and effective consultation and communication with all parts of the community. I hope that the proposed compact will help achieve this.

I agree that it would be best to discuss the detail of the specific issues you have raised when we meet. However, I would make the following comments at this stage:

Changes in Floor numbering

The floor numbering was addressed initially in the newsletter of February 2015. The situation was later confirmed in the April 2015 newsletter.

The new flats in the lower floors need postal addresses, for which the TMO applied to the Council, who liaise with Royal Mail.

The Royal Mail procedure requires the lower floors to be numbered, so that the address is easily identifiable for the emergency services in the case of any incident. This means that the floors have been re-numbered and temporary signage fitted, until the final version is available. While it does not affect any individual flat address, this does mean that the floor levels have altered.

Unfortunately for the above reason we cannot revert to the old floor levels.

Location of HIU's

There is no question that any resident has been threatened with the loss of their tenancy relating to the location of the HIU in the hallway.

I am happy to personally meet any resident who has a concern about the current location of the HIU to clarify the current issues and options and to understand the detail of any inappropriate message that residents feel was communicated to them in agreeing the works carried out to date.

I am also open to any other suggestion you might about how we might resolve this matter.

Regarding the "Approval form for Heat Interface Unit installation in kitchen at Grenfell Tower", I have reviewed paragraph 7 and agree that it is not appropriate. The intention was to highlight that we cannot guarantee that the kitchen will be precisely the same condition after the disruption of removing kitchen units etc. However, we will ensure that the kitchen is reinstated to a similar condition. We will either amend this paragraph to say something more appropriate, or delete it entirely.

Regular Meetings

I am happy to attend regular meetings with appropriate members of the team to discuss key issues and agree a way forward on the project.

Anticipated Completion Date

The current projected completion date is scheduled for the end of October. However, this period is likely to be extended slightly as there are some additional works to be added into the contract relating to the environmental improvements between the current site boundary and the boundary of the Academy and Leisure Centre. We are awaiting further details of this and will give you an update when it is available.

Rydon Site Manager

Simon O'Connor, the Rydon Site Manager, [REDACTED]
[REDACTED] Rydon have changed their management team structure slightly to bring in new staff that will ensure continuity to the end of the project.

Independent assessment of the HIU location in the hallway

We are arranging for Building Control to inspect the installations. We will give you an update when it is available.

Investigations in to complaints of "harassment and threats"

In order to investigate such matters, we need residents to provide specific details so the complaints can be properly investigated. Such complaints can either be channelled through

Rydon or through the KCTMO Complaints Procedure. We will reconfirm details of these channels and the appropriate contact details in the next edition of our newsletter.

Cleaning of Communal Areas at the end of each day.

Rydon have agreed to review their cleaning regime at the end of each day. They have also been working closely with our cleaning contractor, OCS to better coordinate the activities of the two companies. Rydon would also be happy to meet with residents, with on a one off, or more regular basis, to walk the block and pick up any areas where standards of cleanliness do not reach an acceptable standard.

Blue Lift Cover

Rydon have cleaned the blue lift cover. However, this has been limited to a dry vacuum cleaning, as wet cleaning would damage the fire retardant coating on the cover. I have asked Rydon to review the cover and look at options for keeping it cleaner. I have also asked them to remove the cover as a matter of course each weekend. We can review this matter when we meet in September.

Contractor Work Hours

Contractor Work Hours are 8am – 5pm
Noisy working is limited to 9am – 3pm

Inappropriate Operative Behaviour

Any inappropriate behaviour, such as swearing, playing music, or making inappropriate comments should be reported to Rydon as with any other complaint. Rydon take this very seriously and the more precise the information provided, the more likely they will be able to address the matter.

Each operative has a numbered vest and if that number is quoted as part of the complaint, then the more likely that the matter can be effectively tackled.

Washing Facilities while hot water services are disrupted.

We are looking at options for providing access to alternative hot water facilities for washing and will confirm this in advance of the works.

Notice board within the reception area of Grenfell Tower

We will be happy to provide a notice board in the reception area.

Indicator Lights in the Lifts

I will investigate this matter further.

This response is not intended to be comprehensive, however, I wanted to give you an early response to help develop our dialogue.

I look forward to meeting you again in the near future.
Yours sincerely

Peter Maddison
Director of Assets and Regeneration

t: [REDACTED]



w: www.kctmo.org.uk

a: 292a Kensal Road, London, W10 5BE

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From: David Collins [<mailto:david@future-conversations.com>]

Sent: 13 August 2015 08:51

To: Peter Maddison; 'Judith Blakeman'

Cc: 'councillor blakeman'; Yvonne Birch; Sacha Jevans; Samantha DeHaan; Janet Edwards; Robert Atkinson

Subject: Re: Request for support with setting up a Compact RA for Grenfell Tower

Dear Peter,

The Grenfell Tower residents group will discuss the dates of forthcoming meetings when it meets next Wednesday evening, and we will get back to you after that.

I understand that some of the issues I have raised are not simple ones to fix. For instance, people being fearful of speaking up for fear of retribution is not a simple thing to address. There is no single simple solution to such an issue that I know of, despite many good people at work on it. Where it works it takes getting the culture right, which takes good caring leadership and the right kind of behaviour from the key parties involved (in our case that'll probably mean TMO and a residents group), processes which match up to good intentions, and then it can take time and many positive experiences for people to start to consider that things are different – that's when they may change their behaviour.

As I understand things the culture in this area has featured an element conflict for a long time, and that has been reflected in some aspects of the relationship between TMO and residents. One of the things I would like the Compact and TMO to talk about as a leadership issue is how do we change that culture, and what kind of culture would we want to have? By addressing such systemic issues I believe that future work or change in this area can be achieved much more effectively and with a greater sense of accomplishment for all parties. I'm not naive enough to think that is simple, or even likely, without a great deal of commitment, work and understanding on all sides. That is one of the things I would like the Compact to address, but for now we will wait and see what other people want, as mine is only one view and may not be an aspiration shared by others!!

The reason I write this is that I know you will not have an answer to immediately solve once and for all some of the issues raised. And also to encourage a leadership dialogue between the residents' group here and TMO, which I think does have the potential to change things. I for one would much rather be discussing these things than trying to work things out by email – but needs must right now.

If you do want to respond to any of the points raised in writing that would be much appreciated. If you did that before next Wednesday (and I know you are on holiday next week so time may be tight) then the residents' group here could discuss your responses on the evening of 19th August.

In responding, it is worth bearing in mind there are issues raised here (for instance, the floor numbering) where residents believe they know the existing reasoning behind the decision (for instance, the post office / royal mail) and still see a greater need to have things changed.

Hope that all makes sense and is appreciated in the way it is meant. I have also attached a picture. My seven year old son has obviously heard me mention "TMO" a number of times in the past few weeks and months. When we came home from the swimming pool yesterday afternoon, he quietly sat down and proceeded to make this "TMO" display on the floor using his Jenga bricks. I thought I would share it.

Best Wishes,

David

From: Peter Maddison

Date: Wednesday, 12 August 2015 07:31

To: 'Judith Blakeman', David Collins

Cc: 'councillor blakeman', Yvonne Birch, Sacha Jevans, Samantha DeHaan, Janet Edwards, Robert Atkinson

Subject: RE: Request for support with setting up a Compact RA for Grenfell Tower

Dear David

I have a commitment on 2nd Sept, but could make another evening that week. I am available on 9th September.

In the meantime, I will provide a written response to the issues that you have raised.

Regards

Peter

Peter Maddison

Director of Assets and Regeneration



t: [REDACTED]
m: [REDACTED]

a: The Network Hub, 292a Kensal Road, London, W10 5BE

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From: Judith Blakeman [REDACTED]

Sent: 11 August 2015 12:38

To: 'David Collins'; Peter Maddison

Cc: 'councillor blakeman'; Yvonne Birch; Sacha Jevans; Samantha DeHaan; Janet Edwards; Robert Atkinson

Subject: RE: Request for support with setting up a Compact RA for Grenfell Tower

David

I can meet on 2nd but not 9th September.

I was sorry to see some matters on your outstanding list that I have already raised with the TMO. I will follow all this up as Cllr Atkinson [REDACTED]

It would also be helpful if Ms. Edwards can send us the constitution and other arrangements for establishing a Compact.

Judith

From: David Collins [<mailto:david@future-conversations.com>]
Sent: 11 August 2015 12:17
To: Judith Blakeman; 'Peter Maddison'
Cc: 'councillor blakeman'; 'Yvonne Birch'; 'Sacha Jevans'; 'Samantha DeHaan'; 'Janet Edwards'
Subject: Re: Request for support with setting up a Compact RA for Grenfell Tower

Dear Judith & Peter,

Thank you for the willingness to meet this week. However, it is not right for us to meet with you tomorrow without giving residents notice that we are doing so, giving people the opportunity to attend or contribute - particularly as we don't have a Compact and its representatives in place yet. One day is not a fair amount of notice for us to give to residents, so I need to decline meeting tomorrow. Please accept my apologies for getting you excited and all set up to meet!

As it is holiday season our meetings are not happening every week in August, and [REDACTED] Peter, please would you both like to attend a meeting on 2nd September (again at 645 in the Community Rooms opposite the base of Grenfell Tower)? If that date does not work, the 9th September?

In the meantime, below are a list of issues which residents have raised, in the form of a number of requests. These are listed in no order of importance. Eight of these were raised with Councillor Atkinson on Saturday 8th August. This list may not be exhaustive (i.e. when we meet with a wider group there may be more issues forthcoming). However, addressing them would go a long way towards working together with residents.

There are a number of issues here, some small or simple to address and others more complicated. By sending you these now it will give us all chance to get ahead of things, and for you to be aware of the problems people would like to see addressed, before you meet with a group of residents. Thank you again for acting on some of the issues we have already raised and discussed, such as making sure the security door cannot be simply pinned open anymore.

1. There remain residents who feel they were pressured to have the HIU in their hallways; that they would have lost their tenancy if they said no to it. One woman came to Councillor Atkinson's surgery on Saturday morning, but left before speaking to him. I saw her later that weekend and she is still scared that she will lose her tenancy if she speaks up. She also is not happy with the HIU in its hallway location. She said she walks / bumps in to it, and that one of the workmen walked in to it also when he came to do some more of the work in her home. She knows there is a plan to box the HIU in the hallway, but is concerned it will be an even larger obstruction then. She would like to say she always wanted the HIU in her kitchen, but is scared. There are other people who feel similarly, and who remain scared to come forward and say what they feel or want for fear of retribution. Please could you think about how to address and communicate with people in this situation and feeling this way? The following request may partly address them.
2. Please could Judith and Robert please write to all residents in the tower to let them know what you have already done to respond to the concerns of people living here, and how you can further represent others who are feeling reluctant or scared to come forward? I believe you sent to me (and others) drafts of a couple of letters which could have gone out to all residents. These letters were very clear and powerful, and I think it would make a difference for you to communicate with all residents about what has happened and is happening. If help is required to circulate those letters a group of us here would help – from experience, it takes about 20 minutes for one person to post letters to every home. Alternatively, if the Councillors could go door knocking to find out if people have unresolved issues about the works that would be even more useful.
3. A recent "Approval form for Heat Interface Unit installation in kitchen at Grenfell Tower" was sent out by TMO to leaseholders and tenants (image attached). As discussed with Councillor Atkinson, Paragraph 7 needs complete reconsideration please, as it is not acceptable.
4. We would like to set up regular monthly meetings between TMO (Peter Maddison) and residents for the life of the construction works, beginning now. This can be facilitated through the Compact once it is formalised. This could also include a senior Rydon representative. The purpose being to have the project run as smoothly as possible, and to have us work well together. Please use us as a residents group and work with us. We believe that by consulting with us, outcomes will be achieved more easily. For instance, the form mentioned in 3 above could have been run past a residents group before being sent out, which would have helped to avoid the negative reception it has received.
5. Please could you provide the current (if revised) scheduled completion date for the works?

6. Has Simon, the previous Rydon Site Manager, been removed from the project and /or made redundant by Rydon?
7. Peter, you previously said there would be an independent investigation carried out to assess the safety and risks associated with the HIU location in the hallway, particularly it's close proximity to electrics and a fuse box (which seems even more important if people are walking and bumping in to their HIUs). Please could you provide an update on this, in relation to both one and two bedroom flats?
8. Please could an update be provided as to the investigations in to complaints of harassment and threats by Rydon (and to a lesser extent TMO) employees? Simon Lawrence promised he would follow up any such matters with the serious intent with which they deserve, and a number of residents raised these matters at a meeting in Flat 145 on Saturday 11th July (he wrote down the flat numbers for some of the people raising such experiences).
9. Please could Rydon employ the practice of mopping landing floors at the end of the day when they have been working extensively (particularly drilling) on a particular floor? When they do not, or when they simply sweep up the large bits of rubble without mopping, then dust is being spread throughout people's homes.
10. Please could the blue cover being used within the lift during the working day be cleaned?
11. Please could the blue lift cover be removed each weekend (this is now happening much more regularly again, thank you, but can it continue with regularity)?
12. Please could the working times be clarified, particularly the hours when drilling can take place and when it cannot?
13. Please could workmen not have foul, abusive or sexual conversations when working on the climbers outside of the building, or when working internally (from what I hear it is more a problem with the workers on the outside of the building, they may not realise all of their conversations can be heard inside people's homes)? These conversations are understandably something the workmen may wish to have, just not outside people's homes please. Please could workmen also not play music outside people's homes too? Again, some have been listening to music full of swearing, etc.
14. Once the work begins to install HIU's in people's kitchens / hall cupboards there is going to be disruption in terms of people not having hot water in their homes for up to five days. Please can it be arranged so that people have access to the Sports Centre for showers, etc?
15. Please could the altered numbering in the lifts be unaltered? It is making no sense to people visiting the tower, people's visitors and delivery drivers are getting lost looking for flats, etc. It is never going to make sense for floor numbers not to match flat numbers. Please can the floor numbers be changed back to reflect the flat numbers, and a new way to number the two new floors be found?
16. Also, please can the red lights in one of the lifts be changed to blue as all the others?
17. Please could we have a notice board within the reception area of Grenfell Tower for the Compact to use to communicate with all residents in future, so that we can organise events, let people know what is happening, display newsletters, etc?

Looking forward to seeing you again soon, and moving all of this forward. As mentioned previously, our group is not going to meet now until the 19th August, and then we meet again on the 2nd September, when I hope you can join us.

Best Wishes,

David

On 10/08/2015 18:04, "Judith Blakeman" [REDACTED] wrote:

I am happy to meet this week.

Judith

-----Original Message-----

From: David Collins [<mailto:david@future-conversations.com>]

Sent: 10 August 2015 16:24

To: Peter Maddison

Cc: councillor blakeman (cllr.blakeman@rbkc.gov.uk); Yvonne Birch; Sacha Jevans; Samantha DeHaan; Janet Edwards

Subject: Re: Request for support with setting up a Compact RA for Grenfell Tower

Given you are both available Wednesday this week, it may make sense and be meaningful to meet with a small number of us. We can then take things forward with the group [REDACTED] as and if appropriate. Please can I come back to you to confirm one way or the other in the morning? David

On 10/08/2015 15:33, "Peter Maddison" <pmaddison@kctmo.org.uk> wrote:

Dear David

I am afraid that I cannot make that date as [REDACTED]

I would be happy to attend a subsequent meeting.

Please let me know how you would like to proceed.

Peter

Sent from Samsung Mobile

----- Original message -----

From: David Collins <david@future-conversations.com>

Date: 10/08/2015 12:20 (GMT+00:00)

To: Peter Maddison <pmaddison@kctmo.org.uk>

Cc: "councillor blakeman (cllr.blakeman@rbkc.gov.uk)"

<cllr.blakeman@rbkc.gov.uk>, Yvonne Birch <ybirch@kctmo.org.uk>, Sacha

Jevans <sjevens@kctmo.org.uk>, Samantha DeHaan

<sdehaan@kctmo.org.uk>, Janet Edwards <jedwards@kctmo.org.uk>

Subject: Re: Request for support with setting up a Compact RA for Grenfell Tower

Dear Peter & Judith,

My apologies, I made a typo in the email I sent last week. The next meeting of our group is in fact Wednesday 19th August from 6.45 pm. Are you both available that evening?

The venue will be the Community Rooms opposite the ground floor of Grenfell Tower (i.e. opposite what is currently the Rydon site entrance).

Once I have had chance to consult with others I will circulate an agenda or a list of things to discuss.

Thanks for the speedy response, and the willingness to meet.

David

From: Peter Maddison
Date: Monday, 10 August 2015 11:37
To: David Collins
Cc: "councillor blakeman
(cllr.blakeman@rbkc.gov.uk<<mailto:cllr.blakeman@rbkc.gov.uk>>)", Yvonne
Birch, Sacha Jevans, Samantha DeHaan, Janet Edwards
Subject: RE: Request for support with setting up a Compact RA for
Grenfell Tower

Dear David

I will be happy to attend your meeting on Wednesday 12th August at 6.45pm.

Can you please confirm the venue?

It would also be helpful if you could clarify any specific issues you wish to discuss.

Regards

Peter Maddison
Director of Assets and Regeneration
[cid:image001.jpg@01CDF8A3.A52C8B50]<<http://www.kctmo.org.uk/>>
t: [REDACTED]
a: The Network Hub, 292a Kensal Road, London, W10 5BE PBefore
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From: David Collins [<mailto:david@future-conversations.com>]
Sent: 06 August 2015 16:36
To: Janet Edwards
Cc: councillor blakeman
(cllr.blakeman@rbkc.gov.uk<<mailto:cllr.blakeman@rbkc.gov.uk>>); Yvonne
Birch; Sacha Jevans; Peter Maddison; Samantha DeHaan
Subject: Re: Request for support with setting up a Compact RA for
Grenfell Tower

Dear Janet at al.,

Thank you for your email last week. I contacted Samantha today, and we are going to move forward setting up the Compact.

As you noted we are in the middle of major regeneration works, and we would like to take you up on the offer of discussing these works with the Grenfell Tower Compact. As it is going to take a little while to get the paperwork sorted out, and we have some issues we would like to discuss which are current and ongoing, please could Peter Maddison attend our group's meeting next Wednesday evening, 12th August at 6.45pm? This would bridge a gap until the Compact is officially set up, and continue the meaningful dialogue which has begun this past month. We would like Peter to attend as he is the Director responsible for the project, and as such will be able to make decisions based on our conversations.

Thank you & Best Wishes,

David

From: Janet Edwards
Date: Friday, 31 July 2015 15:49
To: David Collins

Cc: "councillor blakeman
(cllr.blakeman@rbkc.gov.uk<<mailto:cllr.blakeman@rbkc.gov.uk>>)", Yvonne
Birch, Sacha Jevans, Peter Maddison, Samantha DeHaan
Subject: RE: Request for support with setting up a Compact RA for
Grenfell Tower

Hi David

Following your request for assistance in setting up a Resident Compact, I can confirm that we will assist you with the process of setting up a recognised TMO Compact at Grenfell Tower. To this end Samantha DeHaan, Resident Engagement Officer, will contact you to arrange to meet with your group to set up the Compact.

On another note, I am aware that major regeneration works are currently being undertaken at Grenfell Tower, and I can advise that the TMO are happy to discuss these works with the Grenfell Tower Compact if invited to do so.

Many thanks.

Janet

Janet Edwards
Head of Resident Engagement
KCTMO
Unit A, 292 Kensal Road
London W10 5BE

Tel: [REDACTED]
E-mail: jedwards@kctmo.org.uk<<mailto:jedwards@kctmo.org.uk>>
Website: www.kctmo.org.uk<<http://www.kctmo.org.uk>>
[cid:image002.jpg@01CE311D.DC3EF850]

From: David Collins [<mailto:david@future-conversations.com>]
Sent: 29 July 2015 11:45
To: Janet Edwards
Subject: Re: Request for support with setting up a Compact RA for
Grenfell Tower

Thanks Janet.
David

From: Janet Edwards
Date: Tuesday, 28 July 2015 10:50
To: David Collins
Cc: "ClIr.Blakeman@rbkc.gov.uk<<mailto:ClIr.Blakeman@rbkc.gov.uk>>"
Subject: RE: Request for support with setting up a Compact RA for
Grenfell Tower

Hi David

Thanks for this. I will come back to you within the next few days.

Many thanks.

Janet

Janet Edwards

Head of Resident Engagement
KCTMO
Unit A, 292 Kensal Road
London W10 5BE

Tel: [REDACTED]
E-mail: jedwards@kctmo.org.uk<<mailto:jedwards@kctmo.org.uk>>
Website: www.kctmo.org.uk<<http://www.kctmo.org.uk>>
[cid:image002.jpg@01CE311D.DC3EF850]

From: David Collins [<mailto:david@future-conversations.com>]
Sent: 27 July 2015 12:33
To: Janet Edwards
Cc: Clr.Blakeman@rbkc.gov.uk<<mailto:Clr.Blakeman@rbkc.gov.uk>>
Subject: Request for support with setting up a Compact RA for Grenfell Tower

Dear Janet,

We are writing to you seeking help and support to set up a Compact Residents' Association for Grenfell Tower, following the recommendation we do so from our newly elected MP Lady Victoria Borwick.

A group of residents from Grenfell Tower have been meeting on a weekly basis for a period of around six months. We have formed a positive community voice, and we wish to carry this forward in to the future.

Please could one of your team attend one of our Wednesday evening residents meetings, to help us form in to a well organised Compact RA?

Thank you and Best Wishes,

David Collins
[REDACTED]

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The Royal Borough of Kensington and Chelsea.

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