

---

**From:** Anne.Wright@rbkc.gov.uk  
**Sent:** 06 January 2016 14:59  
**To:** [REDACTED]  
**Cc:** Cllr.Marshall@rbkc.com  
**Subject:** RE: Petition from Residents of Grenfell Tower

**Importance:** High

Dear Cllr Blakeman,

Please could you confirm the names of the residents that will be attending HPSC tonight and that wish speak on this matter?

Many thanks,  
Miss Wright

**Anne Wright**  
Senior Governance Administrator  
The Royal Borough of Kensington and Chelsea  
Tel: [REDACTED]

**Think before you print: Do you really need to print this email?**

 [REDACTED] | Website: [www.rbkc.gov.uk/councilanddemocracy.aspx](http://www.rbkc.gov.uk/councilanddemocracy.aspx)

Our Values:  
**Responsive; Innovative; Collaborative; Enterprising; Serving our Public**

---

**From:** Judith Blakeman [REDACTED]  
**Sent:** 06 January 2016 11:43  
**To:** Cllr, Marshall, Quentin; Cllr, Mackover, Sam; Cllr, Allison, Eve; Cllr, Berrill-Cox, Adrian; Cllr, Nicholls, David; Cllr, Palmer, Matthew; Cllr, Pascall, Will; Cllr, Rutherford, Elizabeth; Cllr, Bakhtiar, Mohammed; Cllr, Blakeman, Judith; Cllr, Press, Monica; Cllr, Feilding-Mellen, Rock  
**Cc:** Wright, Anne: CP-Gov; Johnson, Laura: HS-Housing; 'Robert Black'; SWEENEY, John; [victoria.borwick.mp@parliament.uk](mailto:victoria.borwick.mp@parliament.uk); Cllr-Atkinson (rbkc.com); Cllr, Lasharie, Beini  
**Subject:** Petition from Residents of Grenfell Tower

Dear Colleague

I have been working with residents of Grenfell Tower, along with my ward colleagues and Victoria Borwick MP, on many of their concerns about how the refurbishment project has been managed.

We have identified some learning points that perhaps could be translated across to other refurbishment programmes with residents in occupation that the TMO may run on behalf of the Council. The aim is to ensure that other residents do not face some of the difficulties that Grenfell Tower residents feel they have encountered. There does seem to be a bit of a mis-match between the arrangements the TMO put in place to address these difficulties and residents' understanding of how to utilise those arrangements. They feel as though they have been the "guinea pigs" for future projects and would like the learning from their experiences to benefit other residents of Council/TMO estates.

I ran a version of the attached document past the TMO Board on Monday evening and the Board did agree to the following:

1. to look at examples of good practice around mechanisms to consider collective and/or general complaints
2. to consider allocating a dedicated complaints officer to future projects of this nature
3. to review the overall project once it is completed, using the resident board members, Independents and council-nominated board members, this will provide the independence, challenge and support to the process.

I am just not sure that Grenfell residents would accept TMO Board members as being sufficiently independent of the TMO to meet their request for an independent investigation of the project.

Cllr Judith Blakeman

\*\*\*\*\*

The Royal Borough of Kensington and Chelsea.

This e-mail may contain information which is confidential, legally privileged and/or copyright protected. This e-mail is intended for the addressee only. If you receive this in error, please contact the sender and delete the material from your computer.

\*\*\*\*\*