
From: Victoria Borwick [REDACTED]
Sent: 27 January 2016 22:44
To: Judith Blakeman
Subject: FW: Introduction

For information only

Vx

From: Victoria Borwick
Sent: 27 January 2016 22:45
To: 'Kush'
Cc: 'SWEENEY, John'
Subject: RE: Introduction

Great to talk to you, as I said, sadly I don't think this has been the best managed project and the subcontractors really let the TMO down. Many of these residents are vulnerable for a range of reasons, and thus they need additional explanation and assistance

Communication that should have been clear and enlightened was not, and very poor practice was allowed to happen.

I do not think that TMO intended any of this, but there are lessons to be learned. I would support the letters written by residents, and more importantly I would support the testament of Cllr Judith Blakeman who I have known for many years, and although we may be on different sides politically she is an EXCELLENT councillor, has good judgement and always works hard for residents.

On projects like this I think you have to explain very clearly what is going to happen, why it is going to happen, and exactly HOW it is going to happen and then you have to stick to it in terms of timetable for families to know what is happening. You cannot leave people without water for days, you cannot be "unreliable".

For many of the flats what was proposed turned out to NOT be suitable, and I appreciate that this involved additional costs and disruption for many. However the original proposals for the water heaters were not appropriate in many of the flats, and thus this should have been appreciated at the beginning. (notwithstanding it may have been the cheapest option)

Once it was realised that there was a problem with the position and the installation, then a more positive and elegant solution and communication plan should have been put into place to bring the improvements about.

I used to work in a service industry for over 25 years, and I am well aware that once things start to go wrong they escalate and the word goes around like wild fire. People then closed their doors and did not want the contractors to come anywhere near them as they had heard of the problems elsewhere, this made the situation worse as the rumours spread.

It is important to get an audit of where we are now – and to start rebuilding the trust between the TMO and the residents – not the subcontractors, a friendlier residents group needs to be started.

Longer term what is going to happen about the renovation of this block – much better to start getting an understanding of what will happen in the longer term? As people do buy their properties they will no longer be the responsibility of the TMO.

Anyway, I would be happy to talk any time and wish you well with your deliberations

Every good wish

Victoria

Cllr Victoria Borwick MP

From: Kush [REDACTED]
Sent: 26 January 2016 15:26
To: Victoria Borwick
Cc: Amanda Coyle
Subject: Re: Introduction

Dear Victoria,

Pleasure to meet you and thank you for the introduction Amanda.

I was wondering if we could meet informally so I can take a note of your key insights and recommendations from your visits to Grenfell tower and your meetings with our residents. This will enable me to make sure that these are addressed during our review. Due to the nature of these concerns and that this is not common practice, I request that we keep our meeting informal and if possible private.

We have a stage 3 complaints panel review in a couple of weeks and board review later, so would be happy to come meet you when convenient.

Hope you understand my concerns in these matters and look forward to meeting you.

Best Regards,
Kush Kanodia

On 26 Jan 2016, at 14:44, Victoria Borwick [REDACTED] wrote:

of course, my Senior Caseworker has been on the case and I have visited several times, so please let us know when we can ring? or how would he like us to take it forward?

VB
xxxx

Victoria Borwick

On 26 Jan 2016, at 12:50, Amanda Coyle <Amanda.Coyle@london.gov.uk> wrote:

Victoria,

Hi there & hope you have settled into your new role – no doubt you are just as busy as ever and we must meet for that coffee we keep talking about?

Can I introduce you to colleague of mine (formerly NHS) who is working in the voluntary sector and is one of your constituents. He is the Vice Chair and Board Member for the Kensington and Chelsea TMO and on the review for Grenfell Tower. He would like to meet with you to explore your thoughts and insights before the review. I have copied him into this email so you both have each other's contact details.

Talk soon,

Amanda

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<http://londonelects.org.uk/news-centre/news-listing/way-you-register-vote-changing>

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