
From: Edward Daffarn [REDACTED]
Sent: 03 December 2015 12:27
To: jseward@kctmo.org.uk
Cc: [REDACTED]
Subject: FW: Complaint against TMO's use of solicitors letters.

Dear Ms Seward,

Please be notified of the support and advice that I have received from TMO Board Member and Ward Councillor, Judith Blakeman and be aware that I have also raised this matter with my MP, Lady Borwick who is due to visit Lancaster West on 14th December to listen to Grenfell Tower residents wider concerns.

Regards,

Edward Daffarn

From: [REDACTED]
To: [REDACTED] clmwilliams@kctmo.org.uk
CC: john.sweeney@parliament.uk; rblack@kctmo.org.uk; complaints@kctmo.org.uk; david@future-conversations.com
Subject: RE: Complaint against TMO's use of solicitors letters.
Date: Wed, 2 Dec 2015 13:50:58 +0000

Dear Mr. Daffarn

You appear to me to be at Stage One of the TMO Complaints Procedure – you have not yet had a response to the Stage One complaint and if you are not satisfied with the response, you should be offered the opportunity to progress to Stage Two and then on to Stage Three as appropriate. I do not believe that the works can or should be done to your flat until your complaint has been either resolved satisfactorily or the complaints procedure has been exhausted.

Kind regards.

Cllr Judith Blakeman

From: Edward Daffarn [REDACTED]
Sent: 02 December 2015 10:57
To: clmwilliams@kctmo.org.uk
Cc: [REDACTED] SWEENEY, John; R BLACK TMO; Complaints@kctmo.org.uk; David Collins
Subject: Complaint against TMO's use of solicitors letters.

Dear Ms Williams,

I am writing to you in order to lodge a formal complaint against the TMO who I believe are inappropriately using solicitors letters to attempt to bully and intimidate me.

Yesterday afternoon at 3.45pm I was handed a letter from DMH Stallard solicitors dated 1st December and informing me that if I didn't grant access to Rydon workmen at 8.00am on 2nd December I would have the TMO apply to the County Court immediately without further notice for an injunction requiring me to

allow access for these works and that the TMO will seek to recover the costs of that process from me. I found the threats contained inside the solicitors correspondence very intimidating and totally disproportionate as I have always agreed to work with the TMO and Rydon to ensure access will be granted and that the works are completed in the near future.

I woke up at 6.00am this morning in fear and anticipation of what would happen at 8.00am when Rydon workmen were due to commence work on my home. I had no time to get any legal advice to inform me of my rights or time to formulate a plan about moving furniture and preparing the rooms for workmen.

The solicitors letter stated that the TMO would like to make it very clear that this (2nd December @ 8.00am) was the only opportunity that they have to complete the works as Rydon plumbers are going off site by mid December so if works have not been completed I will be left without heating or hot water and all the TMO will provide me with is an electrical heater.

However, despite the explicit threat that I had received from the TMO solicitors that I needed to be at home at 8.00am this morning to grant access to workmen by 9.30am no-one from Rydon had turned up to gain access to commence works at my property.

I then phoned Lynda Prentice at Rydon to ask what was happening she told me that the decision to send me a solicitors letter was the responsibility of the TMO and that Rydon had no knowledge about this letter being sent.

I, therefore wish to formally complain that I was threatened by a solicitors letter sent on behalf of the TMO to allow workers entry to my property but that no workers from Rydon had any knowledge or plan to commence works at 8.00am on 2nd December. Will the TMO compensate me for the time I have had to take off work today?

Please can you also satisfy me how the TMO intend to apologise for threatening me with legal action when I have made it perfectly clear that I am willing to co-operate and work with the TMO and Rydon to get the works completed inside my property without hassle or delay. The only action that I have requested is to meet with you and representatives of Rydon prior to the works starting in order to understand what changes will be made on my home and to take photos prior to works commencing.

I have taken the liberty of cc'ing this email to my MP and to our Ward Councillors who will no doubt take a dim view of the TMO's intimidating and highly abusive behaviour.

Regards,

Edward Daffarn