
From: Claire Williams <clwilliams@kctmo.org.uk>
Sent: 03 December 2015 15:36
To: 'Judith Blakeman'; Complaints; [REDACTED]
Subject: RE: Ms Betty Kasote, 41 Grenfell Tower, Grenfell Road, W10 1TG

Dear Councillor Blakeman

When our clerk of works talks through the HIU to ensure the resident is familiar with it, a conversation is held over the location of the HIU. This is also the point that if Ms Kasote has any other general concerns that she can ensure this is documented.

Claire Williams
Project Manager



t: [REDACTED]
m: [REDACTED]
a: The Network Hub, 292a Kensal Road, London, W10 5BE
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From: Judith Blakeman [REDACTED]
Sent: 03 December 2015 15:32
To: Complaints; [REDACTED] Claire Williams
Subject: RE: Ms Betty Kasote, 41 Grenfell Tower, Grenfell Road, W10 1TG

Dear Ms. Williams

You have not addressed the request from Ms. Kasote to have the HIU unit moved into her kitchen.

Cllr Judith Blakeman

From: Dulce De Oliveira [<mailto:doliveira@kctmo.org.uk>] **On Behalf Of** Complaints
Sent: 03 December 2015 13:58
To: [REDACTED] Claire Williams
Subject: Ms Betty Kasote, 41 Grenfell Tower, Grenfell Road, W10 1TG

Dear Councillor Blakeman

Thank you for your email of 29 November 2015 in relation to Ms Betty Kasote of 41 Grenfell Tower.

I have spoken to Rydon about the problems cited in your email and as a result their Resident Liaison Officer (RLO) Lynda Prentice spoke with Ms Kasote on Tuesday 1st December 2015. Ms Kasote said she had not informed Rydon of these issues. I understand the agreement made was that Ms Kasote is going to ring Rydon's RLO, Lynda Prentice, on week commencing 7 December 2015, when her work schedule is known, so that she can arrange access for Rydon to remedy the wardrobe and the paint issues. Rydon are also going to see if they have any carpenters on site to put up Ms Kasote's blinds.

Meanwhile I understand that as our inspection's of occupied flats is progressing, our clerk of works (employed by the TMO) has also tried to gain access to this property so that they can take 'handover' of this flat from Rydon. At this point the resident is asked if they understand the windows and HIU usage, booklets are handed out, and also there is a chance to talk through any resident issues. Ms Kasote will therefore have a chance to pick up anything else at this point.

Kind regards

Claire Williams
Project Manager



t: [REDACTED]

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

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From: Judith Blakeman [REDACTED]
Sent: 29 November 2015 18:50
To: Complaints@kctmo.org.uk
Cc: Peter Maddison; Claire Williams; [REDACTED]
Subject: Ms Betty Kasote, 41 Grenfell Tower, Grenfell Road, W10 1TG

Dear Mr. Maddison

Ms Kasote has had the HIU installed in her hallway. It is not flush with the ledge, but protrudes significantly, by about 8 inches. This is not as was demonstrated in the show flat at 145 Grenfell Tower, although she was not advised that it would be different in her flat. Ms Kasote would like the HIU moved and placed in her kitchen.

There are two other problems. When the operatives moved her wardrobe, one of the legs fell off. This was not been put back on properly and as a result she cannot open the lower drawer. A lot of paint has been smeared on the floors and this needs to be cleaned up. She has had to buy new blinds because the other ones do not fit the new windows, but has no one to fit them for her. Will these works be undertaken by Rydon or by TMO Repairs Direct?

Many thanks.

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