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**From:** Laura.Johnson@rbkc.gov.uk  
**Sent:** 01 August 2013 10:58  
**To:** grenfellleaseholdersassociation@hotmail.co.uk  
**Cc:** cllr.feilding-mellen@rbkc.com; Jon.Morcom@rbkc.gov.uk; [REDACTED] aparkes@kctmo.org.uk; pmaddison@kctmo.org.uk  
**Subject:** RE: NEW CENTRAL HEATING SYSTEM LOCATED ON ROOF SERVING ALL FLATS.

Dear Tunde,

I don't personally think I need more detailed information on the history of the problems with the heating and hot water system which are well documented and I think we all agree that this is a system that is well passed its sell by date and in need of replacement which is what we've provided the funding to do. I was responding to your e-mail in the context of a specific incident which you had raised about the failure of the system last week.

The TMO have advised me that this was the result of the drive belt snapping on one of the gas boosters which resulted in one of the boilers shutting down. An out of hours order was raised on 28.7.13; works were completed on 29.7.13 at mid day. Once the belt was replaced it took 2-3 hours for the system to come back up to temperature. The TMO have subsequently requested that all belts to be inspected and renewed if necessary.

Regards  
Laura

#### Director of Housing

Royal Borough of Kensington and Chelsea  
Town Hall, Hornton Street, W8 7NX  
Email: laura.johnson@rbkc.gov.uk  
Tel: [REDACTED]

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**From:** Grenfell Tower Leaseholder's Association [mailto:grenfellleaseholdersassociation@hotmail.co.uk]  
**Sent:** 01 August 2013 10:40  
**To:** Johnson, Laura: HS-Housing  
**Cc:** Cllr, Atkinson, Robert; Cllr, Foreman, Todd; Jones, Janice: RBKCTMO Ltd; Cllr, Dent Coad, Emma; pdunkerton@kctmo.org.uk; Bore, Jonathan: PC-Plan; Seward, Janet: RBKCTMO Ltd; camilla.horrox@trinitymirror.com; Johnson, Amanda: HS-Housing; Cllr, Williams, Charles; Cllr, Will, Emma; Cllr, Weatherhead, Doreen; Cllr, Weale, Mary; Cllr, Warrick, Paul; Cllr, Wade, Linda; Cllr, Taylor, Frances; Cllr, Rutherford, Elizabeth; Cllr, Rossi, Marie-Therese; Cllr, Read, Jonathon; Cllr, Pascall, Will; Cllr, Palmer, Matthew; Cllr, Paget-Brown, Nicholas; Cllr, O'Neill, Dez; Cllr, Neal, Matthew; Cllr, Moylan, Daniel; Cllr, Mosley, Louis; Cllr, Mingay, Robert; Cllr, Mills, Julie; Cllr, Mason, Pat; Cllr, Marshall, Quentin; Cllr, Mackover, Sam; Cllr, Lindsay, David; Cllr, Lightfoot, Warwick; Cllr, Jones, Tim; Cllr, Husband, James; Cllr, Holt, Tony; Cllr, Hoier, Bridget; Cllr, Healy, Pat; Cllr, Hargreaves, Gerard; Cllr, Gardner, Joanna; Cllr, Freeman, Robert; Cllr, Faulks, Catherine; Cllr, Donaldson, Ian; Cllr, Condon-Simmonds, Maighread; Cllr, Collinson, Deborah; Cllr, Coleridge, Timothy; Cllr, Coates, Anthony; Cllr, Caruana, Carol; Cllr, Campion, David; Cllr, Campbell, Elizabeth; Cllr, Campbell, Barbara; Cllr, Buxton, Terence; Cllr, Buxton, Fiona; Cllr, Buckmaster, Christopher; Cllr, Borwick, Victoria; Davis, Tim: TTS-EnvHealth; maria.memoli@localgovernance.co.uk; Maddison, Peter: RBKCTMO Ltd; Rumble, Siobhan: RBKCTMO Ltd; Wood, Daniel: RBKCTMO Ltd; Parkes, Anthony: RBKCTMO Ltd; [REDACTED] Francis O'Connor; Eddie daffarn; abosnjakszekeres@kctmo.org.uk; Scrutiny: CP-PPU; Cllr, Blakeman, Judith; Sacha Jevans; Robert Black; abosman@kctmo.org.uk; Adelola Dairo; Cllr, Feilding-Mellen, Rock; Clifton, Jane: RBKCTMO Ltd  
**Subject:** RE: NEW CENTRAL HEATING SYSTEM LOCATED ON ROOF SERVING ALL FLATS.

Dear Ms Laura Johnson,

Thank you for your email.

It was confirmed by Cllr Feilding-Mellen in his email dated 29<sup>th</sup> July 2013 and also we were expecting details explanation regarding the central heating and hot water system and email sent to Cllr. Tim Coleridge dated 29<sup>th</sup> July 2012 and it was exactly year ago.

If you require further information about the condition of the Heating and hot water system at Grenfell Tower we request you to contact our Local cllr. Judith Blakeman who has years of knowledge going back decade and she was in the picture from day one.

We wait to hear from you as a matter of urgency.

Best Wishes

**Tunde Awoderu**

**The Vice Chairman**

**The Grenfell Tower Leaseholder's Association**

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From: Laura.Johnson@rbkc.gov.uk

To: grenfellleaseholdersassociation@hotmail.co.uk

CC: Cllr.Feilding-Mellen@rbkc.gov.uk; Amanda.Johnson@rbkc.gov.uk

Subject: RE: NEW CENTRAL HEATING SYSTEM LOCATED ON ROOF SERVING ALL FLATS.

Date: Mon, 29 Jul 2013 09:41:14 +0000

Tunde,

I shall ask the TMO for information on why the hot water failed and come back to you as soon as possible.

RBKC and KCTMO are committed to improving conditions for all Council tenants, we have committed to invest a considerable sum to improve both the fabric and services to Grenfell Tower, as we said at the meeting on the 29<sup>th</sup> of July it will take some time before this can take place but both organisations are working toward making this happen as soon as possible.

Regards

Laura Johnson

Director of Housing

Royal Borough of Kensington & Chelsea

Tel. [REDACTED]

[laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk)

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**From:** Grenfell Tower Leaseholder's Association [<mailto:grenfellleaseholdersassociation@hotmail.co.uk>]

**Sent:** 28 July 2013 22:20

**To:** Cllr, Feilding-Mellen, Rock; Johnson, Laura: HS-Housing

**Cc:** Cllr, Atkinson, Robert; Cllr, Foreman, Todd; Jones, Janice: RBKCTMO Ltd; Cllr, Dent Coad, Emma;

[pdunkerton@kctmo.org.uk](mailto:pdunkerton@kctmo.org.uk); Bore, Jonathan: PC-Plan; Seward, Janet: RBKCTMO Ltd;

[camilla.horrox@trinitymirror.com](mailto:camilla.horrox@trinitymirror.com); Johnson, Amanda: HS-Housing; Cllr, Williams, Charles; Cllr, Will, Emma; Cllr, Weatherhead, Doreen; Cllr, Weale, Mary; Cllr, Warrick, Paul; Cllr, Wade, Linda; Cllr, Taylor, Frances; Cllr, Rutherford, Elizabeth; Cllr, Rossi, Marie-Therese; Cllr, Read, Jonathon; Cllr, Pascall, Will; Cllr, Palmer, Matthew; Cllr, Paget-Brown, Nicholas; Cllr, O'Neill, Dez; Cllr, Neal, Matthew; Cllr, Moylan, Daniel; Cllr, Mosley, Louis; Cllr, Mingay, Robert; Cllr, Mills, Julie; Cllr, Mason, Pat; Cllr, Marshall, Quentin; Cllr, Mackover, Sam; Cllr, Lindsay, David; Cllr, Lightfoot, Warwick; Cllr, Jones, Tim; Cllr, Husband, James; Cllr, Holt, Tony; Cllr, Hoier, Bridget; Cllr, Healy, Pat; Cllr, Hargreaves, Gerard; Cllr, Gardner, Joanna; Cllr, Freeman, Robert; Cllr, Faulks, Catherine; Cllr, Donaldson, Ian; Cllr, Condon-Simmonds, Maighread; Cllr, Collinson, Deborah; Cllr, Coleridge, Timothy; Cllr, Coates, Anthony; Cllr, Caruana,



Carol; Cllr, Campion, David; Cllr, Campbell, Elizabeth; Cllr, Campbell, Barbara; Cllr, Buxton, Terence; Cllr, Buxton, Fiona; Cllr, Buckmaster, Christopher; Cllr, Borwick, Victoria; k.buck@rpkn-labour.co.uk; Davis, Tim: TTS-EnvHealth; Buckley, Richard: H&F; [REDACTED] maria.memoli@localgovernance.co.uk; Maddison, Peter: RBKCTMO Ltd; Rumble, Siobhan: RBKCTMO Ltd; Wood, Daniel: RBKCTMO Ltd; Parkes, Anthony: RBKCTMO Ltd; [REDACTED] Francis O'Connor; Eddie daffarn; sweeneyjf@parliament.uk; Cllr, Blakeman, Judith; Scrutiny: CP-PPU; shaylorc@parliament.uk; abosman@kctmo.org.uk; Manson, Alasdair: RBKCTMO Ltd; abosnjakszekeres@kctmo.org.uk; Clifton, Jane: RBKCTMO Ltd; Robert Black  
**Subject:** FW: NEW CENTRAL HEATING SYSTEM LOCATED ON ROOF SERVING ALL FLATS.

Dear Cllr Rock Fielding Mellen and Ms Laura Johnson,

Thank you very much for attending the stakeholder's meeting on 19<sup>th</sup> July 2013; it was nice to meeting both of you. We have a genuine feeling that you will make serious commitment for the GTRP like your predecessor Cllr Coleridge, to start the project as quickly as possible, not next year.

We are very much obligated to forward this email originally sent to Cllr. Coleridge dated 29<sup>th</sup> July 2012, in relation to the heating and hot water system at Grenfell Tower. We also believe that by highlighting the issues and concerns faced for the past two decades and by sharing them with our local Cllr. Judith Blakeman, we would like to think we are making a serious contribution first and foremost to Grenfell Tower and the LWE and the council.

We handed over the bundle to you before the meeting and there was 100% coverage by the Residents of GT. We are not a few individuals but a collective community acting for the betterment of everyone. The Leaseholders act with the full support of the residents without any vested interest.

Your commitment and comments on improving the heating and hot water system at Grenfell Tower would be highly appreciated and it's an emergency. Just to let you know this week again, the residents of Grenfell Tower suffered a loss of hot water. It is quite a frequent occurrence and we believe our ward Cllr can give you a detailed update on the heating and hot water system if required.

We request both of you to look into this with open and sincere mind.

**Tunde Awoderu**

**Vice Chairman**

**The Grenfell Tower Leaseholder's Association**

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From: grenfellleaseholdersassociation@hotmail.co.uk

To: [REDACTED]

CC: leader@rbkc.gov.uk; derek.myers@rbkc.gov.uk; laura.johnson@rbkc.gov.uk; [REDACTED] maria.memoli@localgovernance.co.uk; aparkes@kctmo.org.uk; cllr.blakeman@rbkc.gov.uk; jane.trethewey@rbkc.gov.uk; strobes@private-eye.co.uk; srumble@kctmo.org.uk; rama.venchard@tribalgroupp.co.uk; staffordt@parliament.uk; sally.lawson-ritchie@aldridgefoundation.com; penelope.tollitt@rbkc.gov.uk; peter.bradbury@rbkc.gov.uk; [REDACTED] tonyw@planningaidforlondon.org.uk; sjevans@kctmo.org.uk; cllr.e.campbell@rbkc.gov.uk; cllr.mason@rbkc.gov.uk; cllr.weatherhead@rbkc.gov.uk; honor.wilson-fletcher@aldridgefoundation.com; tcomplaints@kctmo.org.uk; [REDACTED] [REDACTED] letters@standard.co.uk; cllr.borwick@rbkc.gov.uk; cllr.gardner@rbkc.gov.uk; cllr.husband@rbkc.gov.uk; cllr.marshall@rbkc.gov.uk; cllr.freeman@rbkc.gov.uk; cllr.coates@rbkc.gov.uk; cllr.holt@rbkc.gov.uk; cllr.condon-simmonds@rbkc.gov.uk; cllr.daley@rbkc.gov.uk; cllr.neal@rbkc.gov.uk; cllr.buxton@rbkc.gov.uk; cllr.phelps@rbkc.gov.uk; cllr.paget-brown@rbkc.gov.uk; cllr.weale@rbkc.gov.uk; cllr.collinson@rbkc.gov.uk; cllr.lightfoot@rbkc.gov.uk; cllr.lindsay@rbkc.gov.uk; cllr.mills@rbkc.gov.uk; cllr.lamont@rbkc.gov.uk; cllr.compbell@rbkc.gov.uk; cllr.f.buxton@rbkc.gov.uk; cllr.moylan@rbkc.gov.uk; cllr.taylor@rbkc.gov.uk; cllr.will@rbkc.gov.uk; cllr.donaldson@rbkc.gov.uk; cllr.warrick@rbkc.gov.uk; cllr.pascall@rbkc.gov.uk; cllr.palmer@rbkc.gov.uk; manderson@kctmo.org.uk; dwood@kctmo.org.uk; rblack@kctmo.org.uk  
**Subject:** NEW CENTRAL HEATING SYSTEM LOCATED ON ROOF SERVING ALL FLATS.

Date: Sun, 29 Jul 2012 23:38:41 +0100

Dear Cllr Coleridge,



We, the Grenfell Tower Leaseholder's Association, thank you again for your sincere commitment in bringing a real improvement to Grenfell Tower and the surrounding area.

We share the same view to get "value for money" and we strive for the benefit of the residents unlike the KCTMO for Grenfell Tower. We request you to ask the KCTMO as your managing agent, not to make the repeat mistake in relation to the heating and hot water system at Grenfell Tower. Your appointed managing agent KCTMO continually make the wrong decisions at our expense, with leaseholders forced to pay extortionate service charges without justification and most of the mismanagement going on at local level by the estate officer and area manager of LWE for many years. The KCTMO promised the review but so far nothing happened.

It would be scandalous in the 21<sup>st</sup> century if the KCTMO replace central gas boiler system with another central hot water cylinder system on the roof of Grenfell Tower without giving individual meters reading for billing purpose. The GTLA for the past three years of our correspondences made it loud and clear that the surrounding building have all made the replacement of their old central heating to individual boilers.

Their motive for wanting to have another central heating system is quite apparent and is frankly scandalous and longer run would cost twice and running and repair cost would be extremely high.

Residents should not be forced to pay for someone else's excessive use of their hot water and heating system. This unfairness is going on since day one and we are promoting a fairer system. We have also been paying excessive repairs for central heating system, which makes the extremely high gas and electricity bills even more unbearable. This is an extremely serious matter. In May 2006 KCTMO spent £194,000 to rectify the faulty heating system without success. This is a frightening waste of money.

The newsletter in Summer 2012 from the council in page 11 said, "They can also expect new individually controlled heating and hot water system". The KCTMO must introduce and adopt a fairer system not the favourable system to them to protect their vested interests (and pockets). Why on earth the central heating system should be run 365 days a year, 24/7.

Please find below the assertion from the stakeholders meeting dated 29<sup>th</sup> November 2011 in relation to heating and hot water system and you were there as well:

- 3.1 Residents were angry that the heating system is the original system and is over 30 years old; they feel it is inadequate and dangerous.
- 3.2 MA confirmed that the heating system is being looked at to see if we can offer a joint solution to all residents.
- 3.3 RB stated that loads of money has been spent on the heating system, new pumps/valves but it seems to have had little affect or no effect. He stated that there needs to be some genuine work done to rebalance the heating and it controls.
- 3.5 Cllr Coleridge wanted to know if the system is inadequate or is repairable. MA stated that the system is the original heating and hot water system, if the boilers are turned off then, there will be no hot water. This is a design problem of the original system.
- 3.6 MA confirmed if the system was to be replaced in it's entirety it would cost in the region of 2.5 million pounds.
- 3.8 MA stated that they are looking at the possibility of linking the heating system to the new proposed system for the academy. It was stated that Education can not fund this so we need to look at how this could be funded.
- 3.9 RB stated that a survey was carried out by the EMB Board and it showed that a lot of heat was being wasted from the chimney. This poses the question why are we wasting heat and not recycling?
- 3.10 It was stated that Grenfell Tower has no gas meter and the gas company are unaware of what Grenfell tower have been using. MA will look into this.
- 3.11 Residents wanted to know why they were paying for heating all year when it is switched off in the summers. DW explained that the heating costs are for the winter period and they are apportioned over the year to make this easier for residents to pay
- 3.12 Residents wanted officers to consider the impact of the heat on people's lives and fact that heat can kill. They want a timescale set to addressing the heating issue.

Based on above, please note, this is clear admission without shadow of doubts by the KCTMO by the council's appointed managing agent and the tenant led organisation that the residents and most importantly the Leaseholder's has been unreasonably paying towards the heating and hot waters bills and has incurred unreasonably at least for two decades .The KCTMO were very arrogant about it during our correspondences with them and it has a ramification and it is bad time we look into this. The KCTMO might have a mandate to protect the council interest and collect money BUT on this occasion clearly that's not the case and refund must be considered immediately to all the leaseholders of Grenfell Tower.

So does it seem like the KCTMO as a managing agents and tenant led organisation has done a very good job to supply heating and hot water for the residents of LWE, especially Grenfell Tower? Mr Mark Anderson estimated 2.5m worth of costs for the heating system in its entirety. That explains why they are favourable for another central heating system where they can extract extra costs from us and that which is clearly not the best option and which is not right for the environment and energy efficiency.

Please find attached Feedback from Resident survey done by the KCTMO and another example of how the KCTMO operate and please read the last feedback "You do not have a clear preference about whether residents should clean the windows or KCTMO"they failed to realised that for the past 36 years windows has been clean twice and you want the residents to believe the KCTMO.

Please find attached the boiler repairs expenses incurred and it is quite shocking.

2003/2004- £56,240.95  
2004/2005- £48,780.18  
2005/2006- £25,757.13  
2006/2007- £24,528.05

The central heating system only encourages residents to misuse gas and electricity, but an individually controlled system does the opposite and residents have to be sensible. The council should be striving towards energy efficiency. We will not accept their current plans under any circumstances when surrounding buildings installed with individual boilers and meters and pay as yer meter readings. Decision makers consider what is best for the community on a wider scale and base decisions on grounds of fairness, equity and honesty. We implore you to try and make the right decision.

Best wishes,

**Tunde Awoderu**

The Vice Chairman

The Grenfell Tower Leaseholder's Association

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