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**From:** Millicent Williams <mwilliams@kctmo.org.uk>  
**Sent:** 13 February 2017 13:29  
**To:** 'Edward Daffarn'  
**Cc:** Clare Dewing; [REDACTED]  
**Subject:** RE: Grenfell Tower lifts

Good afternoon Mr Daffarn

Thank you for your email.

I am sorry that the lift(s) remain out of action at this time. I have spoken to the Contacts Manager at the TMO about this and he says he will chase on where the contractors are in completing the work and then get back to me with an update. As soon as I know the true position I will let you know.

Kind regards



Millicent Williams | Neighbourhood Officer | Latimer Office

Kensington & Chelsea TMO | 1 Station Walk | Lancaster West Estate | London | W11 1AH

[www.kctmo.org.uk](http://www.kctmo.org.uk)

Tel: [REDACTED]  
Email: [mwilliams@kctmo.org.uk](mailto:mwilliams@kctmo.org.uk)

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**From:** Edward Daffarn [REDACTED]  
**Sent:** 13 February 2017 10:56  
**To:** Millicent Williams <mwilliams@kctmo.org.uk>  
**Cc:** Clare Dewing <lancwestra@gmail.com>; [REDACTED]  
**Subject:** Fw: Grenfell Tower lifts

Dear Ms Williams,

Please be advised that the lift in Grenfell Tower has still not been repaired and this is causing a great deal of upset to all the residents in our block.

We have been told by the TMO that the lift will be fixed today. Please can you ensure that this will happen as the lift has been broken for over a week now?

Regards,

Edward Daffarn

134 Grenfell Tower

**From:** Millicent Williams <[mwilliams@kctmo.org.uk](mailto:mwilliams@kctmo.org.uk)>

**Sent:** 07 February 2017 15:00

**To:** 'Edward Daffarn'

**Cc:** [REDACTED] Clare Dewing

**Subject:** RE: Grenfell Tower lifts

Good afternoon Mr Daffarn

Thank you for your email.

I am sorry to hear that the lifts at Grenfell, Tower have been out of action again, and for longer than residents were potentially advised. I spoke to the relevant teams this morning to progress the repair and have investigated the position this afternoon and note that both lifts are back in operation. I realise that the lifts are breaking down rather frequently and therefore I am looking into steps being progressed for the possibility of both receiving a full service if this has not already been done.

I note that you have requested for information regarding the lifts via the Freedom of Information Act. I will explore this request further and get back to you.

I am sorry for the inconvenience residents may have experienced as a result of the lifts being out of action and understand the frustration felt.

I hope to get back to you by early next week (if not sooner) with further updates regarding the contents of your email.

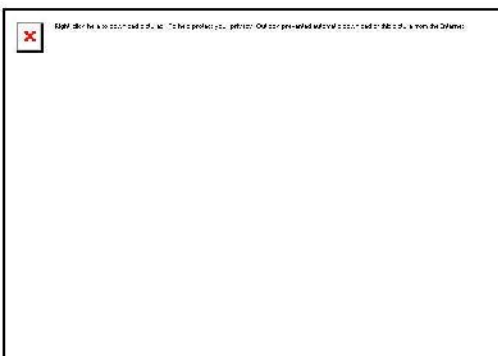
Kind regards



Millicent Williams | Neighbourhood Officer | Latimer Office

Kensington & Chelsea TMO | 1 Station Walk | Lancaster West Estate | London | W11 1AH

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**From:** Edward Daffarn [REDACTED]  
**Sent:** 06 February 2017 16:56  
**To:** Millicent Williams <[mwilliams@kctmo.org.uk](mailto:mwilliams@kctmo.org.uk)>  
**Cc:** [REDACTED] Clare Dewing <[lancwestra@gmail.com](mailto:lancwestra@gmail.com)>  
**Subject:** Re: Grenfell Tower lifts

Dear Ms Williams,

Please can the TMO explain why one of our lifts is not working and has been out of service this weekend and all day today?

Residents were led to believe that the TMO had organised for the lifts to be cleaned, properly serviced and returned to working order by the end of the weekend.

The interior of both lifts are absolutely filthy and it appears that NO SERVICE of the lifts has taken place. All the contractors appear to have done is Hoover the inside of the lift shaft.

Using the Freedom of Information Act 2006 I would like to request that the TMO provide me with evidence that the lifts were scheduled to be fully serviced as we have requested and been told would be the case by the TMO.

Please provide me with a copy of the contract between the TMO and the lift company engaged with these works.

Please can the TMO also provide me with evidence that the lifts were fully serviced following the Grenfell Tower Improvement Works as has been claimed by Mr Maddison? Please provide me with the contract that shows that the lifts were fully serviced.

I am sure that you can understand how frustrating it is for residents to be led to believe that our lifts were to be fully serviced only to find that they have broken down within 24 hours of the contractors leaving the site!

Regards,  
Edward Daffarn

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**From:** Millicent Williams <[mwilliams@kctmo.org.uk](mailto:mwilliams@kctmo.org.uk)>  
**Sent:** 27 January 2017 17:12  
**To:** [REDACTED]  
**Subject:** Lancaster West Residents Meeting

Good afternoon Mr Daffarn

I trust that this email finds you well.

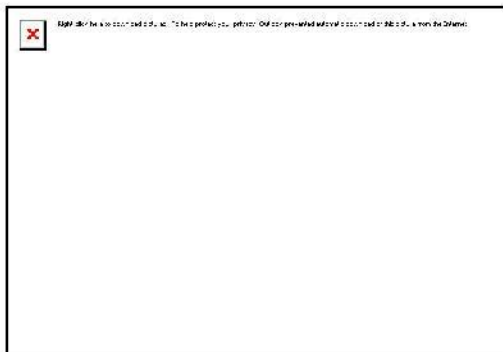
Just to let you know although you may have already heard, The above meeting is taking place on **Thursday 9<sup>th</sup> February 2017 at 7pm-8pm**. Peter Maddison is the guest speaker. This is a good opportunity for you to attend and raise any queries/questions you may have.

I am still moving forward on the matters you and your neighbour mentioned and will keep you informed with any updates.

Kind regards



Millicent Williams | Neighbourhood Officer | Latimer Office  
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