
From: Turufat [REDACTED]
Sent: 19 January 2016 09:17
To: Mainu Miah; Blakeman
Subject: Fwd: 44 Grenfell tower - recall works - Process Reference: 234855

Sent from my iPad

Begin forwarded message:

From: Turufat [REDACTED]
Date: January 19, 2016 at 9:15:38 AM GMT
To: Mainu Miah <mmiah@kctmorepairsdirect.co.uk>
Subject: Re: 44 Grenfell tower - recall works - Process Reference: 234855

Dear Miah

As I said I had 2 missed call from private number then left voicemail on the 3rd one yesterday the 18th of January between 12-1300 hrs and that was it and with professional manner written letter via email or post avoid all this back and forth.

My main issue now, how could I trust and let your contractor come to my home after he and his guy denied the damage they done and without setting this issue I would not allowed [REDACTED] or his company to step in my door. I will not stop them to taking to the court until they admit.

On the second note, what us my option for the poor job they done which Mr John Griffon recalled followed by his inspection and reported back to your office.

Waiting your reply.

Turufat

Sent from my iPad

On Jan 19, 2016, at 8:12 AM, Mainu Miah <mmiah@kctmorepairsdirect.co.uk> wrote:

Dear Ms Yilman

Thank you for your email.

I can confirm that I have personally tried to contact you a few times over the past couple of weeks on the number below - my number would normally be withheld as is the case with our office phones. When speaking to the contractor, Goni Property Services, they did also advise doing the same.

It is possible that they may not have left a voice message each time they called.

To progress this matter regarding the repairs I can confirm the following:

The contractor is Goni Property Services.

They will be carrying out patch repairs as requested by John Griffin

Once this is done, John will post inspect the works again.

You may contact Goni Property Services directly to confirm a date and time.

The contact number is [REDACTED] The contact name is [REDACTED]

Alternatively you may also confirm your availability via email and I will pass this onto Goni.

Kind Regards

Mainu Miah

Customer Complaints Officer

E: mmiah@kctmorepairsdirect.co.uk

w: www.kctmo.org.uk

a: 292a Kensal Road, London W10 5BE

-----Original Message-----

From: Turufat [REDACTED]

Sent: 18 January 2016 23:41

To: Mainu Miah

Subject: Re: 44 Grenfell tower - recall works - Process Reference: 234855

Dear Miah

I am very confused about your email saying that you and your contractors tried to contacted me over the phone to arrange access to my home!

Since when we correspondence by phone to arrange any access to my home and is it how TMO deal, how about the professional way of writing a letter or email ? And you are sending me an email complaining that you tried to contacted me on my phone the last few weeks? This is well behind the truth and yes your contractor tried to contacted me on the 18 Jan and left voicemail ONLY TODAY (I have the evidence of that including missed call and voicemail)!

Now I am asking you to write me proper letter/ email stating your contractor name and company name as I would not allow anyone to come to my home and do whatever they want to do including damaging.

Waiting your reply and based on that I will make the appointment accordingly.

Thanks

Turufat

Sent from my iPad

On Jan 18, 2016, at 2:04 PM, Mainu Miah
<mmiah@kctmorepairsdirect.co.uk> wrote:

Process Reference: 234855

Dear Ms Yilman

Complaint Case Reference - 234855

Further to the visit by John Griffin on 14 December 2015 I am writing to advise you that we have not been able to arrange access with you to revisit the works that were recalled by John following his inspection.

Myself and the contractors have been trying to contact you on [REDACTED] since the start of the year but have not been able to speak to you.

Can I request that you respond to my email to confirm your availability by 22 January 2015. Should I not hear anything from you by this date we will assume that you no longer require the works and will proceed to close the job.

Best regards

Mainu Miah

Complaints Officer - Repairs Direct

t: [REDACTED]

w: www.kctmo.org.uk

a: Unit A, 292 Kensal Road, London W10 5BE

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