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**From:** Claire Williams <clwilliams@kctmo.org.uk>  
**Sent:** 17 August 2015 10:26  
**To:** 'Edward Daffarn'  
**Cc:** Catherine Dack; Cllr Blakeman (Cllr.Blakeman@rbkc.gov.uk); Robert Black  
**Subject:** RE: Complaint to the TMO.

Mr Daffarn

I confirm receipt of the attached complaint, and in Peter Maddison's absence I will start the investigation into your complaint.

I am aware that Rydon were working in flat 136 on Friday 14 August, and I have asked that the flat door is shut closed at the end of the working day. I am aware there were issues with the property on Friday which will be responded to more fully when I get the contractor's feedback.

A full response will be sent upon completion of the investigation.

Regards

**Claire Williams**  
Project Manager



t: [REDACTED]  
m: [REDACTED]  
a: The Network Hub, 292a Kensal Road, London, W10 5BE

Before printing, please think about the environment

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**From:** Edward Daffarn [REDACTED]  
**Sent:** 17 August 2015 09:43  
**To:** Claire Williams  
**Subject:** FW: Complaint to the TMO.

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**From:** [REDACTED]  
**To:** [pmaddison@kctmo.org.uk](mailto:pmaddison@kctmo.org.uk)  
**CC:** [clmwilliams@kctmo.org.uk](mailto:clmwilliams@kctmo.org.uk); [cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk); [rblack@kctmo.org.uk](mailto:rblack@kctmo.org.uk); [john.sweeney@parliament.uk](mailto:john.sweeney@parliament.uk)  
**Subject:** Re: Complaint to the TMO.  
**Date:** Mon, 17 Aug 2015 09:39:00 +0100

Dear Mr Maddison,

I am writing to you to lodge a formal complaint against the TMO concerning an incident that has occurred at Grenfell Tower on Friday night, August 14th, and has still not been resolved this Monday morning (17th Aug). Last week my neighbours from 136 Grenfell Tower vacated their property and returned their keys to the TMO. Over the subsequent days workmen from the TMO's contractor, Rydon, have entered the vacant property to

carry out your so called "improvement" works.

When I went to leave my property on Friday evening I was very surprised to find that the front entrance door to Flat 136 has been left wide open for the weekend (see photo).

I have not entered the property and, from the outside, there does not appear to be anyone inside but I could not be sure. On brief inspection the door appears to have a broken perko and will not pull to.

I was at home during the late-afternoon and early evening on Friday and did not hear anyone trying to break down my ex-neighbours front door so, I can only assume that the damage to the entrance has been done by Rydon contractors during the daytime and who could not then be bothered to secure the property properly over the weekend? Please accept my apologies if I am incorrect in this assertion?

Anyway, I then called a TMO worker called [REDACTED] on the "out of hours" emergency number to report the fact that my ex-neighbours front door was open and that the TMO needed to get someone to come and secure the front entrance to the property over the weekend .

Instead of getting the assistance that I required, your worker tried to intimate that she did not know whether Flat 136 was a TMO property or was owned by a leaseholder, therefore, she claimed she could not help in any way until after the weekend when this information could be accessed.

[REDACTED] then told me that I should go and pull the door closed if I was worried. I asked her, again, for the TMO to help secure the door but she refused and told me that if I wanted anything to happen then I would have to call the Police. I asked her to call the Police but she refused and told me it was my responsibility to call the Police as I had the details. I then reminded her that I had just given her all the details but she still refused to do anything to help resolve the situation.

I am most upset at how unhelpful your "out of hours" worker at the TMO has been and her total failure to either be polite or to deal with my problem efficiently. [REDACTED] was completely unconcerned about the open door to Flat 136 Grenfell Tower and refused to do anything about it. As it stands, the front door has remained unrepaired and open over the weekend and will have acted as a potential magnet to people looking to use the vacant property for illegal or anti-social purposes. This is not acceptable and feels very threatening to residents and demonstrates very unprofessional conduct by the TMO/Rydon.

Please can you confirm that this email will be responded to as a formal complaint and answer the following questions for me:

Please can the TMO explain why your contractor went away for the weekend leaving the front door to Flat 136 wide open and unsecured?

Please can you confirm that the front door of 136 will be closed out of workmans' hours?

Please can you also explain why your staff at the the TMO were so unhelpful and rude and refused to take any action to respond to my legitimate complaint?

I have taken the step to cc this email to my local MP and Councillor so they are aware of how the TMO continues to abuse the residents in Grenfell Tower.

Regards,

Edward Daffarn,

134 Grenfell Tower

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