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**From:** emma Dent Coad [REDACTED]  
**Sent:** 15 August 2013 10:57  
**To:** J BLAKEMAN  
**Subject:** Re: Window dressing of GTRP not replacement of Window and faulty heating and hot water system

Yup, start with fact-finding.

I'll get some detail on the Colville Sq tree disaster (or near-disaster), we can take it from there. I do wish some of the other people who've had bad falls would come out of the woodwork. I know three, and they're just embarrassed to have fallen over. One is a Dr at St Charles, who ended up having a knee operation.

**From:** J BLAKEMAN [REDACTED]  
**To:** emma Dent Coad [REDACTED]  
**Sent:** Thursday, 15 August 2013, 10:44  
**Subject:** Re: Window dressing of GTRP not replacement of Window and faulty heating and hot water system  
I think this can be a good campaign now all TMO residents are vulnerable - softly softly at this stage?

**From:** emma Dent Coad [REDACTED]  
**To:** J BLAKEMAN [REDACTED]  
**Sent:** Thursday, 15 August 2013, 8:17  
**Subject:** Re: Window dressing of GTRP not replacement of Window and faulty heating and hot water system  
I tried to get Camilla interested in the slimy pavements story, no luck. But as the leaves begin to fall we should try again, definitely. As you say, we are paying for insurance but get no cover, just ridiculous.

It's a total disgrace that after all the kerfuffle about power surges etc, your resses won't be covered. It must have been just terrifying for them, and as you say, not everyone can find the cash to replace their stuff. Some may be paying on the never-never and will now get into further debt. Shame on the TMO/Council.

I can feel a campaign coming on re insurance cover and the Council.

Btw, Conran's designs for the 'exciting new urban quarter' of Portobello Square I saw at AAP last night were just as boring and compromised as PRP's. I am just disgusted with it all. The Phase 2 buildings down Portobello Road are simply dreadful. I will tell Ed George as much when I see him tomorrow (it's supposed to be confidential of course, but they did show the resses some designs a couple of months ago).

\*sigh\*

**From:** J BLAKEMAN [REDACTED]  
**To:** emma Dent Coad [REDACTED]  
**Sent:** Thursday, 15 August 2013, 8:06  
**Subject:** Re: Window dressing of GTRP not replacement of Window and faulty heating and hot water system  
Oh dear - I had better warn my own management committee as we are insured with [REDACTED] too. I am going to ask Robert Black for a report on insurance to the next TMO board since clearly no TMO resident is properly covered. It is nonsense for them to tell very poor people to take out contents insurance - and in any

case, in this instance, their own insurers will clearly have to have a row with [REDACTED] over liability. A lot of very poor and vulnerable residents will now be left seriously out of pocket. While the ex gratia £200 is fine for some of them, it is not enough for all of them.

One of my residents who slipped on wet leaves on the York stone in Oxford Gardens was similarly refused compensation. Perhaps we should draw up a dossier.

You will see Tunde included Camilla in his e-mail and I have included her in my reply.

**From:** emma Dent Coad [REDACTED]  
**To:** J BLAKEMAN [REDACTED]  
**Sent:** Thursday, 15 August 2013, 7:52  
**Subject:** Re: Window dressing of GTRP not replacement of Window and faulty heating and hot water system  
[REDACTED] The ins company that refused compensation for my accident, which sparked off the report into insurance claims that came to CCSSC.

I don't know of a single successful complainant. The woman who was chasing Dez around Colville to a long abandoned Surgery is one of the people who lost their car when the tree fell in Colville Square. It was totally flattened. At first the Council took responsibility; now they have taken that back. Am awaiting full details and will chase it up of course.

It's a friend of Leslie Dillon's; Leslie's son was employed by Treecare a couple of years ago when they were to prune/cut down the offending tree. A resident tied themselves to the tree, and they left it intact. Then it collapsed, and could have killed several people including children at the Nursery. The Council is clearly responsible.

There's something very unhealthy about this, and [REDACTED] are in the thick of it.

**From:** J BLAKEMAN [REDACTED]  
**To:** Grenfell Tower Leaseholder's Association <grenfellleaseholdersassociation@hotmail.co.uk>; "pmaddison@kctmo.org.uk" <pmaddison@kctmo.org.uk>  
**Cc:** "cllr.atkinson@rbkc.gov.uk" <cllr.atkinson@rbkc.gov.uk>; "Cllr.Foreman@rbkc.gov.uk" <cllr.foreman@rbkc.gov.uk>; "cllr.dentcoad@rbkc.gov.uk" <cllr.dentcoad@rbkc.gov.uk>; "camilla.horrox@trinitymirror.com" <camilla.horrox@trinitymirror.com>; "cllr.paget-brown@rbkc.gov.uk" <cllr.paget-brown@rbkc.gov.uk>; Judith Blakeman <cllr.blakeman@rbkc.gov.uk>; "cllr.r.atkinson@rbkc.gov.uk" <cllr.r.atkinson@rbkc.gov.uk>  
**Sent:** Wednesday, 14 August 2013, 19:31  
**Subject:** Re: Window dressing of GTRP not replacement of Window and faulty heating and hot water system  
Dear Tunde

I went to the exhibition of the proposals for the regeneration project today and I shall be at the meeting tomorrow. My two ward colleagues are away [REDACTED]

Like you, I was immensely shocked at the response [REDACTED] about the insurance claims and I will be investigating this to see what can be done. It clearly has implications for every single TMO resident across the whole of the Borough and cannot be allowed to rest. I will do nothing until I have heard the explanation, which I understand we will receive at the second part of tomorrow's meeting.

Kind regards.

Judith

**From:** Grenfell Tower Leaseholder's Association <grenfellleaseholdersassociation@hotmail.co.uk>  
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**Sent:** Wednesday, 14 August 2013, 17:08

**Subject:** Window dressing of GTRP not replacement of Window and faulty heating and hot water system

Dear Mr Maddison,

It is of paramount importance that we let the regular recipient of our email know of the mockery of the consultation process. They are determined to fool us with this PR exercise with the residents of Grenfell Tower.

Leaflet were distributed on 30<sup>th</sup> July 2013 to confirm that Ms Siobhan Rumble the Area Manager of Lancaster West Estate and also Income Manager on TMO, invite the residents of Grenfell Tower to attend events designed to give residents the opportunity to meet with the project team and raise any questions or concerns.

On the 12th August 2013, after being left to suffer from the after effects of the power surges for over two months, the residents of Grenfell Tower received a letter from Siobhan Rumble and this time her position was described as Neighbourhood Manager at Lancaster West and not Income Manager of TMO. They have decided to offer a goodwill payment of £200 per affected household. This offer is not an admission of liability and is made without prejudice. It does not go near to covering the actual cost of damages, where TV's, fridges, washing machines and many other electrical equipment were lost.

When this matter is by no means resolved, we do not expect that emailing Siobhan would result in an automated message informing us that she is on leave [REDACTED] Who has now taken over the responsibility? Who is now responsible for protecting corporate interests instead of the welfare of residents as a neighbourhood manager for LWE also Income manager of TMO? It does not seem to be sensible that the person in charge of managing the issue was allowed to go on leave [REDACTED] before 15<sup>th</sup> August 2013 and such a crucial meeting.

We the residents of Grenfell Tower would like to know whether our local councillors, especially Cllr Judith Blakeman are invited to any of the TMO's so called resident's consultation process. We asked that question directly to Cllr. Blakeman and yet to hear from her. We also made our position crystal clear to her in our earlier email. We believe without their supportive involvement towards the resident of Grenfell Tower, any local meeting is neither constructive nor meaningful. There is a high chance that the TMO would manipulate the circumstance so it looks favourably upon them. For instance, on the previous occasion when 25 residents attended to demand an explanation for the power surges, they were not there to hear about the colour of the cladding.

The colour of the cladding, design of the window must be left to the architect who has design the KALC project to compliment the GTRP project and Cllr. Coleridge the already shared his idea with residents. We quote "The cladding will also dramatically improve the appearance of the Tower in a way that complements the new academy and leisure centre being built on the adjacent site"

We wait to hear from you as matter of urgency

Best wishes

**Tunde Awoderu**  
**The vice chairman**  
**The Grenfell Tower Leaseholder's Association**

> From: srumble@kctmo.org.uk > To: grenfellleaseholdersassociation@hotmail.co.uk > Date: Tue, 13 Aug 2013 22:04:27 +0100 > Subject: Out of Office: Mr Awoderu- GTLA- Formal Complaint ref: 100670 > >  
Thank you for your email. > > I am away from the office [REDACTED] In my absence please contact Anthea Durand or Kiran Singh. > > Thank you > > Siobhan Rumble > Neighbourhood Manager Lancaster West > Income Manager TMO > > [REDACTED] > > > >

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