
From: Dulce De Oliveira <doliveira@kctmo.org.uk> on behalf of Complaints <complaints@kctmo.org.uk>
Sent: 08 February 2016 11:51
To: 'Judith Blakeman'
Subject: Heating at Grenfell Tower and the Lancaster West Finger Blocks-Process reference 241848

Dear Councillor Blakeman

Thank you for your email to Peter Maddison which we will reply to accordingly.

Kind regards

Dulce De Oliveira Watts
Complaints Officer



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Before printing, please think about the environment

From: Judith Blakeman [REDACTED]
Sent: 07 February 2016 17:43
To: Peter Maddison; Complaints
Cc: Kiran Singh; Robert Black; Sacha Jevans; SWEENEY, John
Subject: ExternalHeating at Grenfell Tower and the Lancaster West Finger Blocks
Importance: High

Dear Mr. Maddison

Can you please let me have an urgent report on the ongoing lack of heating at the Finger Blocks on Lancaster West Estate.

This problem began with Rydon turning the communal heating off to the Finger Blocks during the coldest weekend of the year, in January, in order to connect the new heating system at Grenfell Tower.

Apparently, Rydon circulated a leaflet giving residents only one day's notice of the loss of heating, with their Resident Liaison Officer's details as the point of contact for any problem. However, Rydon were unable to restore the heating to the Finger Blocks and when residents contacted Rydon they were told that it was up to the TMO to restore the heating. Calls to the TMO were, I am told, "stonewalled" and residents were left without heating for several days. Presumably this

was part of the refurbishment project that should have happened in October, when the works were expected to be finished.

- Given, however, that the works overran, why did the TMO not anticipate that there would be problems when the heating was cut off in the colder weather?
- Why did the TMO itself not circulate leaflets to residents of the finger blocks in good time so that residents could make arrangements for this period?
- Why did the TMO not circulate a leaflet with a TMO telephone number and named contact for use in the event of problems?
- Why did the TMO "stonewall" residents' enquiries? Was it because they had no idea what was going on at Grenfell Tower and the Finger Blocks?
- Was there any communication to the TMO from Rydon in advance of cutting off the heating to the Finger Blocks or was the TMO unaware that this was going to happen?
- Why did the TMO not make proper arrangements for this aspect of the refurbishment works, given that someone surely should have been aware of the need to cut off the heating for a period of time?

The consequence of this is that residents – including babies, small children, those in poor health and the very elderly, along with the able-bodied - were left cold, miserable and without information for a considerable time.

I have just been advised that the heating is off again at this very moment in the Finger Blocks and no one seems to know what is going on. Apparently an engineer was contacted at around 9 pm last night and was expected to attend from another part of London. Did he in fact attend, either yesterday or today and if so, why is the heating still not connected?

Cllr Judith Blakeman

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