
From: Dulce De Oliveira <doliveira@kctmo.org.uk> on behalf of Complaints <complaints@kctmo.org.uk>
Sent: 14 January 2016 14:31
To: 'Cllr.Blakeman@rbkc.gov.uk'
Subject: Ms Betty Kasote, 41 Grenfell Tower, Grenfell Road, W10 1TG-Process reference 237667

Dear Councillor Blakeman

I confirm receipt of your email and we will email you further once we have received your requested information.

Kind regards

Dulce De Oliveira Watts
Complaints Officer



www.kctmo.org.uk
292a Kensal Road, London W10 5BE

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From: Cllr.Blakeman@rbkc.gov.uk [mailto:Cllr.Blakeman@rbkc.gov.uk]
Sent: 14 January 2016 13:29
To: Complaints
Cc: Robert Black
Subject: ExternalFW: Ms Betty Kasote, 41 Grenfell Tower, Grenfell Road, W10 1TG

May I now please have a substantive reply to the complaint and enquiry I lodged on behalf of Ms. Kasote on 29 November 2015? It will be particularly helpful to know whether the way the HIU has been installed in the hallway is acceptable under Building Control regulations.

Many thanks.

Cllr Judith Blakeman

-----Original message-----

From : complaints@kctmo.org.uk
Date : 03/12/2015 - 13:58 (UTC)

To : [REDACTED] clwilliams@kctmo.org.uk
Subject : Ms Betty Kasote, 41 Grenfell Tower, Grenfell Road, W10 1TG

Dear Councillor Blakeman

Thank you for your email of 29 November 2015 in relation to Ms Betty Kasote of 41 Grenfell Tower.

I have spoken to Rydon about the problems cited in your email and as a result their Resident Liaison Officer (RLO) Lynda Prentice spoke with Ms Kasote on Tuesday 1st December 2015. Ms Kasote said she had not informed Rydon of these issues. I understand the agreement made was that Ms Kasote is going to ring Rydon's RLO, Lynda Prentice, on week commencing 7 December 2015, when her work schedule is known, so that she can arrange access for Rydon to remedy the wardrobe and the paint issues. Rydon are also going to see if they have any carpenters on site to put up Ms Kasote's blinds.

Meanwhile I understand that as our inspection's of occupied flats is progressing, our clerk of works (employed by the TMO) has also tried to gain access to this property so that they can take 'handover' of this flat from Rydon. At this point the resident is asked if they understand the windows and HIU usage, booklets are handed out, and also there is a chance to talk through any resident issues. Ms Kasote will therefore have a chance to pick up anything else at this point.

Kind regards

Claire Williams
Project Manager



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

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From: Judith Blakeman [REDACTED]
Sent: 29 November 2015 18:50
To: Complaints@kctmo.org.uk
Cc: Peter Maddison; Claire Williams; [REDACTED]
Subject: Ms Betty Kasote, 41 Grenfell Tower, Grenfell Road, W10 1TG

Dear Mr. Maddison

Ms Kasote has had the HIU installed in her hallway. It is not flush with the ledge, but protrudes significantly, by about 8 inches. This is not as was demonstrated in the show flat at 145 Grenfell Tower, although she was not advised that it would be different in her flat. Ms Kasote would like the HIU moved and placed in her kitchen.

There are two other problems. When the operatives moved her wardrobe, one of the legs fell off. This was not been put back on properly and as a result she cannot open the lower drawer. A lot of paint has been smeared on the floors and this needs to be cleaned up. She has had to buy new blinds because the other ones do not fit the new windows, but has no one to fit them for her. Will these works be undertaken by Rydon or by TMO Repairs Direct?

Many thanks.

Cllr. Judith Blakeman

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