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**From:** Peter Maddison <pmaddison@kctmo.org.uk>  
**Sent:** 03 March 2017 15:16  
**To:** 'jmblakeman'  
**Cc:** Robert Black; cllr.atkinson@rbkc.gov.uk; Cllr.Lasharie@rbkc.gov.uk; Complaints\_Dist2; Complaints Team  
**Subject:** RE: ExternalGrenfell Tower lifts and front door.  
**Attachments:** RE: Lancaster West RA General Meeting Thurs 9 Feb at 7pm (404 KB)

Dear Cllr Blakeman

Please find attached a briefing note I produced for the Lanc West RA in relation to the recent issues with Grenfell Tower lifts.

Also I would confirm that a new, automatic opening door is being installed at Grenfell Tower today.

Yours sincerely

**Peter Maddison**  
**Director of Assets and Regeneration**



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

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**From:** jmblakeman [REDACTED]  
**Sent:** 14 February 2017 11:14  
**To:** Peter Maddison <pmaddison@kctmo.org.uk>; Complaints Team <complaints@kctmo.org.uk>  
**Cc:** Edward Daffarn [REDACTED]; lancwestra@gmail.com; Robert Black <rblack@kctmo.org.uk>; cllr.atkinson@rbkc.gov.uk; Cllr.Lasharie@rbkc.gov.uk; Complaints\_Dist2 <Complaints\_Dist2@kctmo.org.uk>  
**Subject:** ExternalGrenfell Tower lifts and front door.  
**Importance:** High

Dear Complaints

Please can these matters be addressed as a matter of urgency. It would be good to hear that the two lifts at Grenfell Tower will be subject to a full overhaul as well as a general service. Clearly they have been weakened as a result of being used extensively during the recent refurbishment works and this should have been addressed at the time – rather than just a minor service and clean.

Can you please ensure that the Grenfell Tower Compact and the Lancaster West Residents' Association receive a comprehensive response to this complaint and that the ward councillors also receive a copy. The problems with the lifts and the front door at Grenfell Tower have gone on for long enough now and residents deserve better than *ad hoc* and often belated repairs.

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**From:** Edward Daffarn [REDACTED]  
**Sent:** 14 February 2017 09:18  
**To:** Millicent Williams  
**Cc:** [REDACTED] Clare Dewing  
**Subject:** Re: Grenfell Tower lifts and front door.

Dear Ms Williams,

Thank you for your email.

Last night (Monday 13th Feb) the one remaining working lift in Grenfell Tower broke down just as residents were returning from work. Needless to say this caused complete mayhem and brought much inconvenience and upset to all those of us unfortunate enough to live in Grenfell Tower.

The total breakdown of our lifts also meant that anyone unable to climb the stairs were effectively trapped in their homes or prevented from returning to their tenancies. This is unacceptable and I believe came about as a result of gross negligence on behalf of the TMO.

It is little wonder that our one remaining lift broke down as it has been in constant use as a result of our other lift being out of use for over 10 days.

I am afraid that our community no longer believe a word that Mr Maddison says. He has consistently stated that our lift "has been serviced" or is "serviced every month" when residents know full well that the lifts have not been overhauled (as we have requested many times) since the Improvement Works ended in Spring 2016. If the lifts had been properly serviced then they would not break down every few days as seems to be the case at the moment.

I do not believe that the residents of Grenfell Tower deserve to be lied to or treated in this appalling way and we have no faith that the TMO is capable of treating us with respect and responding to our legitimate concerns and complaints.

To make matters worse I also understand that the front entrance door of Grenfell Tower fell off it's hinges last night while being opened by a visitor to our block. The door fell on top of the visitor and I understand that he has sustained substantial injuries as a result of this incident. I believe that this incident has already been reported to the TMO.

Please can you ensure that the front door is fixed without delay? Last time we had to wait three weeks for this to happen and this is totally unacceptable especially bearing in mind the serious multiple stabbing that occurred in Grenfell Tower and the residents request for our security to be taken seriously.

Regards,

Edward Daffarn

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**From:** Millicent Williams <[mwilliams@kctmo.org.uk](mailto:mwilliams@kctmo.org.uk)>  
**Sent:** 13 February 2017 21:25  
**To:** 'Edward Daffarn'  
**Subject:** RE: Grenfell Tower lifts

Good evening Mr Daffarn

I am so sorry that the lifts are out of action again. I finished work early today so did not see your email until now. I will look into this first thing tomorrow and get back to you.

In regards to the Freedom of Information Act request, I have liaised with the relevant department and the process has started. I will keep tabs on this and keep you updated.

By the way, I travelled home with Peter Maddison after the RA meeting last Thursday evening and I ceased the opportunity to speak to him about the lifts and Grenfell Tower as a whole. I informed him that the things you was saying at the meeting was quite right and that the matter needed to be explored further. He agreed for me and his team to meet initially with a view of involving residents to tackle the concerns yet to be resolved. It was a hopeful meeting and I anticipate good things coming from this. Will keep you informed.

Kind regards



Millicent Williams | Neighbourhood Officer | Latimer Office

Kensington & Chelsea TMO | 1 Station Walk | Lancaster West Estate | London | W11 1AH

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**From:** Edward Daffarn [REDACTED]  
**Sent:** 13 February 2017 16:43  
**To:** Millicent Williams <[mwilliams@kctmo.org.uk](mailto:mwilliams@kctmo.org.uk)>  
**Subject:** Re: Grenfell Tower lifts

Dear Ms Williams,

It appears that the lift was mended for a short while this afternoon. I am now letting you know that it has broken down again and is not working.

Maybe you might like to visit Grenfell Tower and have a look for yourself?

It seems that until the lifts are properly serviced the residents of Grenfell Tower will simply just have to suffer.

It is a shame that the TMO disrespect us so much that your organisation can not perform even the most simple and basic of tasks.



Regards,  
Edward Daffarn

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**From:** Millicent Williams <[mwilliams@kctmo.org.uk](mailto:mwilliams@kctmo.org.uk)>  
**Sent:** 13 February 2017 13:28  
**To:** 'Edward Daffarn'  
**Cc:** Clare Dewing; [REDACTED]  
**Subject:** RE: Grenfell Tower lifts

Good afternoon Mr Daffarn

Thank you for your email.

I am sorry that the lift(s) remain out of action at this time. I have spoken to the Contacts Manager at the TMO about this and he says he will chase on where the contractors are in completing the work and then get back to me with an update. As soon as I know the true position I will let you know.

Kind regards



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**From:** Edward Daffarn [REDACTED]  
**Sent:** 13 February 2017 10:56

**To:** Millicent Williams <[mwilliams@kctmo.org.uk](mailto:mwilliams@kctmo.org.uk)>

**Cc:** Clare Dewing <[lancwestra@gmail.com](mailto:lancwestra@gmail.com)>; [REDACTED]

**Subject:** Fw: Grenfell Tower lifts

Dear Ms Williams,

Please be advised that the lift in Grenfell Tower has still not been repaired and this is causing a great deal of upset to all the residents in our block.

We have been told by the TMO that the lift will be fixed today. Please can you ensure that this will happen as the lift has been broken for over a week now?

Regards,

Edward Daffarn

134 Grenfell Tower

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**From:** Millicent Williams <[mwilliams@kctmo.org.uk](mailto:mwilliams@kctmo.org.uk)>

**Sent:** 07 February 2017 15:00

**To:** 'Edward Daffarn'

**Cc:** [REDACTED] Clare Dewing

**Subject:** RE: Grenfell Tower lifts

Good afternoon Mr Daffarn

Thank you for your email.

I am sorry to hear that the lifts at Grenfell, Tower have been out of action again, and for longer than residents were potentially advised. I spoke to the relevant teams this morning to progress the repair and have investigated the position this afternoon and note that both lifts are back in operation. I realise that the lifts are breaking down rather frequently and therefore I am looking into steps being progressed for the possibility of both receiving a full service if this has not already been done.

I note that you have requested for information regarding the lifts via the Freedom of Information Act. I will explore this request further and get back to you.

I am sorry for the inconvenience residents may have experienced as a result of the lifts being out of action and understand the frustration felt.

I hope to get back to you by early next week (if not sooner) with further updates regarding the contents of your email.

Kind regards



Kensington & Chelsea TMO

Millicent Williams | Neighbourhood Officer | Latimer Office

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**From:** Edward Daffarn [REDACTED]  
**Sent:** 06 February 2017 16:56  
**To:** Millicent Williams <[mwilliams@kctmo.org.uk](mailto:mwilliams@kctmo.org.uk)>  
**Cc:** [REDACTED] Clare Dewing <[lancwestra@gmail.com](mailto:lancwestra@gmail.com)>  
**Subject:** Re: Grenfell Tower lifts

Dear Ms Williams,

Please can the TMO explain why one of our lifts is not working and has been out of service this weekend and all day today?

Residents were led to believe that the TMO had organised for the lifts to be cleaned, properly serviced and returned to working order by the end of the weekend.

The interior of both lifts are absolutely filthy and it appears that NO SERVICE of the lifts has taken place. All the contractors appear to have done is Hoover the inside of the lift shaft.

Using the Freedom of Information Act 2006 I would like to request that the TMO provide me with evidence that the lifts were scheduled to be fully serviced as we have requested and been told would be the case by the TMO.

Please provide me with a copy of the contract between the TMO and the lift company engaged with these works.

Please can the TMO also provide me with evidence that the lifts were fully serviced following the Grenfell Tower Improvement Works as has been claimed by Mr Maddison? Please provide me with the contract that shows that the lifts were fully serviced.

I am sure that you can understand how frustrating it is for residents to be led to believe that our lifts were to be fully serviced only to find that they have broken down within 24 hours of the contractors leaving the site!

Regards,  
Edward Daffarn

**From:** Millicent Williams <[mwilliams@kctmo.org.uk](mailto:mwilliams@kctmo.org.uk)>

**Sent:** 27 January 2017 17:12

**To:** [REDACTED]

**Subject:** Lancaster West Residents Meeting

Good afternoon Mr Daffarn

I trust that this email finds you well.

Just to let you know although you may have already heard, The above meeting is taking place on **Thursday 9<sup>th</sup> February 2017 at 7pm-8pm**. Peter Maddison is the guest speaker. This is a good opportunity for you to attend and raise any queries/questions you may have.

I am still moving forward on the matters you and your neighbour mentioned and will keep you informed with any updates.

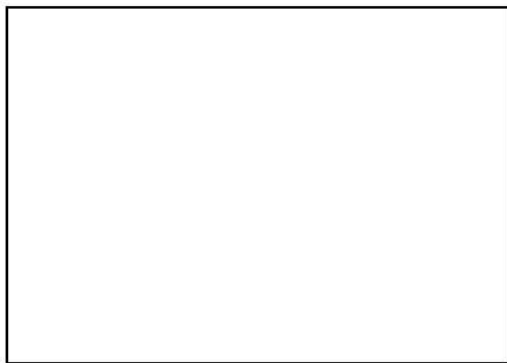
Kind regards



Millicent Williams | Neighbourhood Officer | Latimer Office

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