
From: Peter Maddison <pmaddison@kctmo.org.uk>
Sent: 02 March 2017 16:09
To: 'Jackie Blanchflower'
Cc: 'Clare Dewing'; 'andrea newton'
Subject: RE: Lancaster West RA General Meeting Thurs 9 Feb at 7pm
Attachments: H090 GRENFELL TOWER NOV16.pdf; H090 GRENFELL TOWER 18JAN17.pdf; H090 GRENFELL TOWER 19DEC16.pdf; H091 GRENFELL TOWER NOV16.pdf; H091 GRENFELL TOWER 16DEC16.pdf; H091 GRENFELL TOWER 18JAN17.pdf

Dear Jackie, Clare and Andrea

I agreed to give you an update on the recent issues with the lifts at Grenfell Tower.

There are two lifts at Grenfell Tower. I have reviewed our records and over the last six months, lift H091 has experienced a high number of callouts with 20 call outs over this period. In most instances the lift was returned to service on the same day, however the lift could not be reinstated and was shut down between the dates of 7th February to 10th February and 13th February to 16th February. The shutdown of the lift H091 was the result of a blown processor board. The replacement part was not readily available and the contractor had to source a replacement before the lift could be reinstated.

When reinstating the lift, our contractor has also checked the contacts and rollers and adjusted the lift car door alignment needed to be fully adjusted. It is hoped that this will resolve the problems that have been experienced over recent months. Furthermore, a clean down of the lift shaft was carried out in January 17, although this is not thought to have contributed to the ongoing faults.

The second lift (Lift H090) has received 9 callouts over the same six month period. In 5 of these instances our engineers found the lift to be working on arrival. This is often the case where lift doors are held open – the lift will shut down and reset itself. However, residents may call out the engineer in the meantime. All faults reported on Lift H090 have been repaired and the lift reinstated on the same day and within the target time. Both lifts were out of service on 13th February for a period of time and clearly this caused significant disruption to residents of the block.

Servicing:

Our contractors carry out a monthly service inspection of every lift in the borough. These visits ensure that lifts meet health and safety requirements and are an opportunity for the contractor to carry out necessary planned maintenance to help reduce the risk of future breakdowns. The contractor produces a certificate for each visit attached are the last three months certificated for both Grenfell lifts.

Responsive Maintenance:

The lift contractor is paid a fixed fee for maintenance. This should act as an incentive for them to undertake effective planned maintenance and reduce the number of callouts – they get paid the same amount for 20 call outs as they do for none.

In reviewing the recent callout history of Lift H090, it is clear that the contractor has not been effective in identifying the over-riding problem with the lift contacts and rollers which have caused so many of the responsive breakdowns.

This is poor planning on the contractor's behalf and we have raised the matter with their directors as part of an ongoing discussion about their performance on this contract.

We recognise the disruption and inconvenience caused to residents and would like to assure you that we are working very hard to improve the performance of our contractor and the reliability of the lift service. Lift performance is one of the key performance indicators that KCTMO and the Board review on a monthly basis. We recognise that the current service is not meeting expectations and we have escalated this to a senior level with the contractor to try to achieve the standard set in the contract.

I hope this helps explain the context of the recent problems. We hope that the recent repairs will give a longer term solution, but we will continue to monitor the situation closely.

Yours sincerely

Peter Maddison
Director of Assets and Regeneration



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From: Jackie Blanchflower [mailto:jackie@latymer.org.uk]
Sent: 20 February 2017 21:26
To: Peter Maddison <pmaddison@kctmo.org.uk>
Cc: Clare Dewing <lancwestra@gmail.com>; andrea newton [REDACTED]
Subject: RE: Lancaster West RA General Meeting Thurs 9 Feb at 7pm

Dear Peter

I hope you had a good half-term break.

Thanks for the notes below which tie in with my notes from the meeting. I will forward them as soon as they have been agreed by the Committee Officers for circulation.

Unfortunately, last week the Grenfell Tower lifts were both out of order at the same time (I climbed up the stairs with a resident to the 6th floor where their flat is on one occasion and was very worried they were not going to make it). Information about lift maintenance and what this actually involves as well as reliability would therefore be welcome asap. I am sure that you have also been made aware that the main entrance door fell off again last week and narrowly missed severely injuring someone – I think they suffered some injuries. It would appear that this door is dangerous and not fit for purpose, I do hope that whoever proposed/supplied the door will be held to account and suitable improvements will be found. If it had landed on a small child I dread to think what the consequences would have been. I would be grateful if you could let me know asap what action is being taken to resolve this Health & Safety issue.

Thank you for inviting either myself or Clare to join the Resident Asset Management Panel. We would very much like the RA to be represented on the panel, however I do not have any more time to give to RA/TMO matters and I also know Clare is very busy. Would it therefore be possible for us to select an RA committee member to attend as our Lancaster West RA representative at our next committee meeting which is 2 March?

We look forward to meeting Alex Bosman in due course.

I look forward to hearing from you further regarding these matters.
Kind Regards

Jackie Blanchflower

Secretary
Lancaster West Residents' Association
[REDACTED]

From: Peter Maddison [<mailto:pmaddison@kctmo.org.uk>]
Sent: 10 February 2017 09:09
To: Jackie Blanchflower <jackie@latymer.org.uk>; Clare Dewing <lancwestra@gmail.com>
Cc: Alex Bosman <abosman@kctmo.org.uk>; Nicola Bartholomew <nbartholomew@kctmo.org.uk>
Subject: RE: Lancaster West RA General Meeting Thurs 9 Feb at 7pm

Dear Clare and Jackie

Thank you very much for giving me the chance to address your TA meeting last night. I found it a very useful meeting, (well organised and chaired too) and I hope it can be the start of a dialogue between the TA and my team.

As I said this evening I would like to start to talk to Lancaster West residents to understand their priorities for works to their homes, blocks and estates so we can plan future works. I would like Alex Bosman (Head of Strategic Investment in my team) to meet you and discuss how best to take this forward. I will ask Alex to contact you.

The following are the actions I picked up at the meeting. Please let me know if I missed anything.

1. External & Communal Repair and Redecoration

- We need to start to plan these works with residents. Timing cannot be guaranteed at the moment, but we can work up plans that can be delivered once we have reviewed our programme priorities.

2. Kitchen and Bathroom Renewals:

- I agreed to contact all residents who have had surveys and let them know the outcome, next steps and likely timescales. I agreed to do this by early April.

3. Grenfell Lifts:

- I agreed to provide evidence of our monthly servicing.
- I also agreed to provide details of the recent breakdown history of the Lifts for information.
- We will continue to work to make sure that the Lifts are working as they should.

4. Drainage to walkways:

- I will arrange for Repairs Direct to have the walkway gullies jetted.

5. Estate Walkabout:

- The local management team and Repairs Direct will arrange an estate Walkabout to identify miscellaneous communal Repairs.

Attached is a copy of the paper that Mikes Watson circulated relating to the cleaning and maintenance of the communal entrances. We can pick up many of these issues as part of our day to day work and the estate Walkabout.

Another issue I didn't get the chance to discuss with you is to develop our discussion with residents about some of the strategic planning and prioritisation of our capital programme. We have a Resident Asset Management Panel that considers some overarching issues relating to the prioritisation and delivery of our programmes. I wonder if one of you would be interested in coming along?

Meetings are currently ad hoc, but we would like to have 3 or 4 a year to help us agree priorities, changes to our programme and to take a look at contractor performance.

Attached are

Copies of my presentation and a scanned copy of Miles memo.

Many thanks and best wishes


Peter

Peter Maddison
Director of Assets and Regeneration



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 Before printing, please think about the environment

From: Jackie Blanchflower [<mailto:jackie@latymer.org.uk>]
Sent: 06 February 2017 17:37
To: Peter Maddison <pmaddison@kctmo.org.uk>
Cc: Clare Dewing <lancwestra@gmail.com>
Subject: Lancaster West RA General Meeting Thurs 9 Feb at 7pm

Dear Peter

We are looking forward to having you come to speak at our Residents' Association General Meeting on Thursday. We thought we should let you know what some of the key issues are at the moment which we know there will be questions about at the meeting. These are:

1. Lack of investment in/replacement of the communal boilers on the estate. Regularly the heating and hot water system goes down for those on the communal system. I am aware that it was down in the autumn, then around Christmas and just this last weekend. When will the boiler be replaced or flats be given their own heating system?
2. Various flats on the estate have been or are in the process of having their bathrooms and/or kitchens replaced. There seems to be a number of issues which have come up around this:
 - a) How are properties selected and how kitchens/bathrooms selected for refurbishment? Some people have felt the priorities for work done did not fit the need i.e. some people have said they have had 2 new kitchens over the time they have lived in their flat but no improvements to their bathroom and they would have rather had their bathroom done this time round.
 - b) Problems with management of the refurbishments have been experienced. Whilst workers on the ground were doing a good job co-ordinator/management was poor.
 - c) A member of the RA committee has heard that refurbishments will stop at the end of February due to budget constraints and any funding left will be used to do external works. Is this the case? Is this public knowledge? Have those who are expecting refurbishments this year been told they won't be getting them? It could be rather awkward and put the TMO in a poor light if people don't know and then a few days/weeks after the General Meeting receive letters saying the works have been cut. I think it is therefore better to let people affected know asap before the meeting if this is the case. Obviously you may have already communicated with the affected tenants so apologies for interfering if this is the case.
3. Maintenance/renewal Schedule – we are asked questions regularly about when repainting of railings and other external works are done/what is the cycle for such work? Can we have a copy of this?

I am sure other matters will be raised but these are ones which we as the RA committee are particularly aware of. The meeting on Thursday at Notting Hill Methodist Church starts at 7pm but I will be there from 6.30pm so do arrive any time after that.

Kind Regards

Jackie Blanchflower

Secretary
Lancaster West Residents' Association
[REDACTED]

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