
From: Complaints <complaints@kctmo.org.uk>
Sent: 23 March 2016 08:31
To: Judith Blakeman (Cllr,Blakeman@rbkc.gov.uk)
Subject: Mr Disson of 194 Grenfell Tower

Dear Cllr Blakeman

Ref: 248229

Thank you for your enquiry dated the 9th March 2016 concerning issues that our resident Mr Disson of 194 Grenfell Tower had reported to you.

- Leaking tap that took time to resolve
- Holes in the living room wall
- Damp
- The bathroom being 'condemned'
- Meeting with our Planned Surveyor

I have investigated the repairs history for Mr Disson's property and can see that there was an order to fix a leaking kitchen tap in 2013. This order was closed down as there was a 'no access' at the time. After that the only orders show that a leak from the bath in his property was affecting the flat below and this was resolved at the time late 2015.

Since receiving your enquiry Repairs Direct has attended and inspected the property with Mr Disson, we have raised an order 201564651 which includes:

- ❖ Renewal of the bath including any missing tiles.
- ❖ Renewal of wash hand basin
- ❖ Replacement of the WC seat (this is a resident responsibility but being done as Mr Disson is disabled)
- ❖ Renewal of flooring in the bathroom with non slip flooring.
- ❖ Renewal of plasterboard to the living room
- ❖ Stripping of wallpaper and redecoration (painting) of living room
- ❖ Renewal of plasterboard to the hallway
- ❖ Redecoration (painting) of hallway
- ❖ Renewal of sink unit to the kitchen

I am able to confirm that this order has been passed to Repairs Direct and Mr Disson is being contacted today to arrange a convenient appointment to commence works.

We have also raised an inspection order for our condensation & mould specialists to look at any condensation issues that might be causing the mould problem, we have contacted Mr Disson and arranged an inspection for the 31st March pm after which they will send us a report & provide recommendations.

We had raised an order on the 9th March to urgently treat the mould while works were being arranged. Repairs Direct attended on the 15th March but works were refused as Mr Disson 'did not want works completed as other works were required'. We are happy to book this in again with Mr Disson if he is agreeable.

I have contacted our Planned Surveyor who Mr Disson met initially on the 22nd Feb 2016, she then alerted us to the leak issue causing the damp problem which was a leaking pipe in the kitchen, a new sink unit has also been ordered included in the list above.

We cannot find any reports that the bathroom was 'condemned' in Oct 2013 but works have been agreed to include this in the order above.

I spoke to Mr Disson today and advised him of the works planned and he was pleased with the outcome. We will monitor the works to completion & sign off the works once completed to Mr Disson's satisfaction.

I hope this answers your queries for Mr Disson but if there is anything further I can help with please let me know.

Kind regards

Maria

Maria Walker

Interim Repairs Manager

t: [REDACTED]

Email: mwalker@kctmo.org.uk



w: www.kctmo.org.uk

a: Kensington & Chelsea TMO, Unit A, 292 Kensal Road, London W10 5BE

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