
From: Turufat [REDACTED]
Sent: 02 February 2016 21:47
To: John Griffin
Cc: Blakeman
Subject: Re: 44 Grenfell tower

Dear John

I was expected your call/email regards the bathtub tube/hose with mixer by today but nothing, please note, this is very important for me and my [REDACTED] son. It has been 2 days that I m using bucket to wash my son and myself and it shouldn't be really that way.

I am not even sure why the bathtub needed to be change I didn't have any problem with my bathtub. I only raise with Rydon and Rydon raise with TMO was the basin tab to be changed.

Please understand my issue and arrange someone to get the bathtub mixer tub/hose as soon as possible. It is very sad and very inconvenience for me and my son now we have to wait until Monday the 8 of Feb to get it sorted out as this is my next day off from work.

Please arrange this for me for the 8th of Feb from 8am - 1pm for the work to be completed.

I am still waiting on the bathroom panel and the white color vinyl for the kitchen to be sort out also.

Finally, decoration, will Aron be in contact with me? If so please pass on my email address to arrange appointment.

Kind regards

Turufat

Sent from my iPad

On Feb 2, 2016, at 7:22 AM, John Griffin <jgriffin@kctmo.org.uk> wrote:

Good morning

I will look into this and come back to you

John Griffin
Maintenance Surveyor

t: [REDACTED] m: [REDACTED]

<image001.jpg>

w: www.kctmo.org.uk

a: The Network Hub, 300 Kensal Road, London, W10 5BE

From: Turufat [REDACTED]
Sent: 01 February 2016 19:01
To: John Griffin
Subject: Re: 44 Grenfell tower

Hi John

I would like to raise that the bath tabs is not compatible to the one I have, when I tried to put it back the water doesn't go through rather it flooded back and this must be the reason why the guys didn't put it back as it was. Is there any way I could get the tub/hose which fit with the new one.

Here is the picture.



<image002.jpg>

Sent from my iPad

> On Feb 1, 2016, at 2:18 PM, John Griffin <jgriffin@kctmo.org.uk> wrote:

>

> Thank you Ms Yilman,

>

> As discussed on the phone, I do not think that Repairs Direct will have the man power available at such short notice, however, I will speak with Aron and try to sort this out for you as the earliest appointment available.

>

> Items that need to be completed;

>

> 1. Secure the kitchen wall unit

> 2. Supply and fit a new bath panel

> 3. Supply and fit new sink taps in the kitchen

>

> To confirm, I will speak to Repairs Direct in the morning to plan in the installation of a new floor covering. I need to check that the colour that you requested is available, if not then the second choice you made will be fitted. I will deal with this issue in the morning.

>

> Finally, as for the decoration, I will send the relevant information to Aron this afternoon who will be in contact with you to arrange an appointment.

>
> I will update you as I have information.
>
>
> John Griffin
> Maintenance Surveyor
> t: [REDACTED] m: [REDACTED]
>
> w: www.kctmo.org.uk
> a: The Network Hub, 300 Kensal Road, London, W10 5BE
>
>
>
>
> -----Original Message-----
> From: Turufat [REDACTED]
> Sent: 01 February 2016 13:47
> To: John Griffin
> Subject: Re: 44 Grenfell tower
>
> Hi John
>
> Thank you so much sorting out the bathroom tap, could it be possible to arrange the kitchen tap and the cabinet for tomorrow morning as I have all plates, glass,.....
>
> Please give me a call to let me know.
>
> Regards
>
>
>
> Sent from my iPad
>
>> On Feb 1, 2016, at 9:32 AM, John Griffin <jgriffin@kctmo.org.uk> wrote:
>>
>> Good morning Ms Yilman,
>>
>> We have an appointment this morning for 10am. I have just been informed that the plumber who was to attend with us has been delayed at an emergency call. Would it be possible to arrive at 11am? I have left a voicemail on you mobile.
>>
>> Please let me know if this is convenient, I must apologise for this delay.
>>
>>
>> John Griffin
>> Maintenance Surveyor
>> t: [REDACTED] m: [REDACTED]
>>
>> w: www.kctmo.org.uk
>> a: The Network Hub, 300 Kensal Road, London, W10 5BE
>>
>>
>>
>> -----Original Message-----
>> From: Turufat [REDACTED]
>> Sent: 28 January 2016 20:22
>> To: John Griffin
>> Subject: Re: 44 Grenfell tower
>>
>> Dear John
>>
>> Thank you for the email and I will see you Monday.
>>
>> Have a great weekend.
>>
>> Regards

>>
>> Turufat
>>
>> Sent from my iPad
>>
>>> On Jan 28, 2016, at 10:42 AM, John Griffin <jgriffin@kctmo.org.uk> wrote:
>>>
>>> Good morning
>>>
>>> Thanks for coming back to me. My manager, Maria, is writing you an e-mail around the same detail.
>>>
>>> I will be there with an RD supervisor and a plumber just after 10am on Monday 1st February 2016.
>>>
>>>
>>> John Griffin
>>> Maintenance Surveyor
>>> t: [REDACTED] m: [REDACTED]
>>>
>>> w: www.kctmo.org.uk
>>> a: The Network Hub, 300 Kensal Road, London, W10 5BE
>>>
>>>
>>>
>>> -----Original Message-----
>>> From: Turufat [REDACTED]
>>> Sent: 27 January 2016 18:04
>>> To: John Griffin
>>> Subject: Re: 44 Grenfell tower
>>>
>>> Dear John
>>>
>>> Thank you for email.
>>>
>>> Could you make for Monday the 01st of February AM visit, also could you please book the repairs direct to come on this day for the bathroom tap.
>>>
>>> Please confirm the above both appointments.
>>>
>>> Kind regards
>>>
>>> Turufat
>>>
>>> Sent from my iPad
>>>
>>>> On Jan 27, 2016, at 7:27 AM, John Griffin <jgriffin@kctmo.org.uk> wrote:
>>>>
>>>> Good morning Ms Yilman,
>>>>
>>>> Thank you for getting back to me.
>>>>
>>>> An order is placed on the system for the tap. This has been issued to Repairs Direct and not the Lancaster West Handyman. If you would prefer an appointment arranged by letter then I will ensure that this information is passed onto Repairs Direct.
>>>>
>>>> I would like to return to your home with a supervisor if that is possible? I would like to look at the decoration again. Please let me know when this is convenient?
>>>>
>>>> Maria Walker can be contacted on [REDACTED]
>>>>
>>>>
>>>> John Griffin
>>>> Maintenance Surveyor
>>>> t: [REDACTED] m: [REDACTED]
>>>>
>>>> w: www.kctmo.org.uk

>>>> a: The Network Hub, 300 Kensal Road, London, W10 5BE

>>>>

>>>>

>>>>

>>>> -----Original Message-----

>>>> From: Turufat [REDACTED]

>>>> Sent: 26 January 2016 19:32

>>>> To: John Griffin

>>>> Subject: 44 Grenfell tower

>>>>

>>>> Dear John

>>>>

>>>> Hope this email finds you well. I have got the voicemail today regards the bathroom tap.

>>>>

>>>> I would like to let you know that I was not made aware of that the handyman would come to my home any day without appointment. For future, could TMO send me a letter or email with details so that we could set up date and time rather than just sending contractors.

>>>>

>>>> Now Could I please rearrange for the handyman for the bathroom tap for Monday 01st of Feb or Tuesday the 2nd of Feb, if so please advise me time and date.

>>>>

>>>> Re flooring, as per your left voicemail, I will call Mary Walker on [REDACTED] or please advise me the best contact number.

>>>>

>>>> Waiting your reply.

>>>>

>>>> Kind regards

>>>>

>>>> Turufat

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>>>> Sent from my iPad

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