

Ms T Yilman
Flat 44 Grenfell Tower
Lancaster West Estate
London
W11 1TG

Complaints Team
Network Hub
Unit A
292 Kensal Road
London
W10 5BE

Process Ref 234855

[REDACTED]
Complaints@kctmo.org.uk

Dear Ms Yilman

29th December 2015

I confirm receipt of a complaint submitted on your behalf by the TMO Maintenance Surveyor, in relation to works carried out by our subcontractors. We aim to provide the best possible service to our tenants and leaseholders and I am sorry to learn that we have not met your expectations.

I tried to contact you on 24 December 2015, but unfortunately you were not available so I have looked into the following issues which were passed on by the Surveyor:

1. Order raised 24/7/15, finally completed at the end of November 2015. The resident complained about a number of missed appointments.
2. The decoration is generally rushed and of a poor standard.
3. Ms Yilman claims that when moving a fridge in the kitchen, the contractor became impatient and ripped the floor covering. Ms Yilman wants a new floor as this floor is her own.

I will address each point individually.

Order raised 24/7/15, finally completed at the end of November 2015. The resident complained about a number of missed appointments.

Our records show that the order was initially raised on 24 July 2015 under reference number 201520505. I am informed by the TMO Surveyor that the works were completed at the end of November 2015. Having looked into the matter I have learnt that there we had encountered some delays back in July; shortly after the order was raised. This was attributed to an internal IT interfacing error. Please accept my sincere apologies for any inconvenience you may have

been caused.

It has also been brought to my attention that you were also away on holiday for a specific period of time during these works which would have also contributed to the overall delay in completing the works.

I am sorry to hear that there may have been a missed appointment/s during the course of the works. Unfortunately, our records do not show any confirmed missed appointments however, I do note that you sent an email to John Griffin, Maintenance Surveyor on 20 August 2015 complaining about a missed appointment by the subcontractors on 18 August 2015. I have since spoken to the contractors who acknowledge that on this occasion their operative became unavailable and they were unable to send another operative at short notice. They have conveyed their sincere apologies for not informing you of this in a more timely manner.

I have requested that we pay you a sum of £20.00 for the missed appointment in accordance with the TMO compensation policy. Please complete and return the enclosed compensation acceptance form by 18th January 2016 in the free post envelope provided, once received payment will be processed accordingly.

The decoration is generally rushed and of a poor standard.

I am sorry to hear that there were minor discrepancies picked up by Surveyor in relation to the quality of the finished works. The Surveyor and myself have spoken to the contractors who are willing to revisit the issues. However, this may now not be until the New Year. Again I can only apologise that there is a need for a recall. We will monitor this until the reported areas have been redecorated.

Ms Yilman claims that when moving a fridge in the kitchen, the contractor became impatient and ripped the floor covering. Ms Yilman wants a new floor as this floor is her own.

In relation to the above allegation I have spoken to the contractors; as did the Surveyor and our contractors deny causing any damage to your flooring. Unfortunately I am unable to progress this matter any further. Residents are normally required to make a claim on their own insurance. However, as I have been informed that you do not have your own insurance I have enclosed an insurance claim form for consideration.

Based on the information available, I have decided to uphold your complaint due to the initial delay, the subsequent missed appointment and also because of the poor standard of work carried out.

Please accept my sincere apologies for the inconvenience you may have been caused in this matter.

I would like to take this opportunity to thank you for bringing this matter to our



attention and to also reassure you that we are fully committed to providing all our tenants with an excellent service and therefore welcome your valuable feedback as it help us learn more about our customers needs and expectations and give us the chance to continually improve the services we offer.

Lessons learnt are recorded following the investigation of all formal complaints and are reviewed by the Repairs Direct and TMO Senior Management Team. I will request that the matters highlighted in this letter be added to the records to be discussed during our next progress meeting which is due to take place next month as it clear that there are areas of the service as a whole which need improving.

If you are dissatisfied with the reply, you have the option of taking it to stage two of the complaints procedure. If you do wish to progress to stage two, please outline why you feel my response is not acceptable and what you think we can do to put it right. You can do this by writing to:

Complaints Team

Kensington & Chelsea TMO

Unit A

292 Kensal Road

London

W10 5BE

You have 20 working days in which to tell to us that you wish to proceed to the next stage of the complaints procedure. A stage two complaint is assessed by the senior manager of our department who will review the available information and the stage one decision. If you do not contact us within that time period, your complaint will be closed and we will write to you informing you that this has taken place.

Yours sincerely

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Complaints Officer - Repairs Direct