

2 March 2016

Referral to Housing Ombudsman

**Mr. Edward Daffarn, 134 Grenfell Tower, Grenfell Road, London W11 1TQ**

I am referring to you two complaints from Mr. Daffarn to the Kensington and Chelsea Tenant Management Organisation (KCTMO) in my capacity as one of his ward councillors and as provided for in the KCTMO complaints procedure.

Mr Daffarn believes that some of the matters he complains of have not received satisfactory responses at any stage during his operation of the complaints procedure, which is now exhausted, as follows:

**Complaint One**

The KCTMO disregarded his report to them that the door to the empty flat 136 Grenfell Tower had been left open for a whole weekend. This occurred at a time when the block was experiencing some anti-social behaviour from intruders entering the block when the door entry system was vulnerable and not functioning properly owing to ongoing works to refurbish the block.

Mr. Daffarn was advised that after he reported it, the contractors Rydon had confirmed that the lock was working and the door could be closed, although it remained open all weekend. Mr. Daffarn's response that he had tried to close the door and had been unable to because of the broken lock was disbelieved by the KCTMO. He has not had a response as to why the KCTMO accepted the report from the contractors rather than his, although he had tried and failed to close the door.

**Complaint Two**

This relates to Mr. Daffarn's feeling that he was "bullied unnecessarily" through the use of a series of solicitors' letters seeking access to his flat to complete the internal refurbishment works. He complains that he had not denied access but had asked for more information first about how the works were to be carried out.

He believes that he has not had clear responses:

- as to why the manager of the project, Ms. Williams of the KCTMO, did not deal with his enquiry first but resorted immediately to solicitors' letters
- that he was not advised that Rydon had cancelled an appointment they had set with him. He had waited in for Rydon to attend. They did not attend because he had told the KCTMO he was not available. However, KCTMO did not then confirm to him that the appointment had been cancelled and consequently he stayed at home
- that he has not had a satisfactory response about a lack of liaison between the contractors Rydon and the KCTMO.

I enclose copies of the relevant documentation relating to these two complaints, both of which have been through the full KCTMO internal complaints procedure.

**Cllr Judith Blakeman**

Notting Dale Ward

Royal Borough of Kensington and Chelsea