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**From:** Complaints <complaints@kctmo.org.uk>  
**Sent:** 09 March 2016 14:01  
**To:** 'Judith Blakeman'  
**Subject:** Mr Anthony Disson, 194 Grenfell Tower, Grenfell Road, W11

Dear Cllr Blakeman

Thank you and I acknowledge your email on behalf of Mr Disson. I am sorry to hear this.

We are looking into the issues and will revert back to you within 10 working days.

In the meantime, our Repairs Team will contact Mr Disson to arrange an inspection of the property.

Kind regards

Joanne Burke  
Complaints Manager

t: [REDACTED]



w: [www.kctmo.org.uk](http://www.kctmo.org.uk)

a: Network Hub, 292a Kensal Road, London, W10 5BE

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**From:** Judith Blakeman [REDACTED]  
**Sent:** 09 March 2016 13:33  
**To:** Complaints  
**Cc:** Claire Williams; Peter Maddison; Complaints\_Dist2  
**Subject:** ExternalMr Anthony Disson, 194 Grenfell Tower, Grenfell Road, W11

Dear Complaints

I am writing on behalf of Mr. Disson at 194 Grenfell Tower.

Mr. Disson [REDACTED] nearly 65 years old and [REDACTED] He had a dripping kitchen tap for years, which said he has complained about for years. The TMO eventually came to fix it, but he says "now there are holes in the living room wall" and a problem with damp. His bathroom was condemned in October 2015, and he was promised a new bathroom by January 2016. It is now March and there has been no progress. He said he bumped into the person who told him it would be done (a woman) outside Grenfell Tower recently, who denied that she has met or spoken to him before. His doctor is treating him for [REDACTED] and says it is linked to the damp.

Mr Disson would like to make a formal complaint about this [REDACTED] so I am raising it on his behalf. He has lived in North Kensington all his life and says that he used to love Grenfell Tower when it was first built; now he hates the place.

Please can someone check on all Mr Disson's problems and make arrangements to address them as quickly as possible.

Many thanks.

Cllr Judith Blakeman

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