

6 January 2016

Dear Colleague

I have been working with residents of Grenfell Tower, along with my ward colleagues and Victoria Borwick MP, on many of their concerns about how the refurbishment project has been managed.

We have identified some learning points that perhaps could be translated across to other refurbishment programmes with residents in occupation that the TMO may run on behalf of the Council. The aim is to ensure that other residents do not face some of the difficulties that Grenfell Tower residents feel they have encountered. There does seem to be a bit of a mis-match between the arrangements the TMO put in place to address these difficulties and residents' understanding of how to utilise those arrangements. They feel as though they have been "guinea pigs" for future projects and want the learning from their experiences to benefit other residents of Council/TMO estates.

I ran a version of the attached document past the TMO Board on Monday evening and the Board did agree to the following:

1. to look at examples of good practice around mechanisms to consider collective and/or general complaints
2. to consider allocating a dedicated complaints officer to future projects of this nature
3. to review the overall project once it is completed, using the resident board members, Independents and council-nominated board members, this will provide the independence, challenge and support to the process.

I am not sure that Grenfell residents would accept TMO Board members as being sufficiently independent of the TMO to meet their request for an independent investigation of the project, however.

Cllr Judith Blakeman