

16 January 2017

Dear Complaints

Mr D. Griffin, 31 Grenfell Tower, W11

By e-mail dated 3 November 2016 I referred to you a very detailed complaint from Mr. Griffin dating back to 3 September 2016. The consequence of this complaint is that Mr Griffin had been obliged to sleep on the sofa in his living room and his flat was extremely damp. You responded to me on 4 November to say that Mr Griffin "would receive a response accordingly". Since then I have heard nothing from the TMO about this complaint - which was lodged at Stage One of the Complaints Procedure. As I had heard nothing more I naturally assumed that the problems had been resolved.

Mr Griffin then asked for a meeting with me, which took place last Thursday 12 January 2017, when I was horrified to hear that, although you have closed the complaint, he is still sleeping on the sofa in his living room and cannot buy a replacement bed as he is still unable to use his bedroom.

On 30 November 2016 you responded to Mr Griffin closing his complaint, although the works needed to bring his home to an habitable standard had not been completed. Mr Griffin was given until 29 December 2016 to refer the complaint to Stage Two, despite the fact that the repairs to his flat had not been carried out nor signed off by a surveyor as satisfactorily completed.

Consequently, I am now referring this complaint to Stage Two on behalf of Mr Griffin.

Amongst other issues, the 30 November response also highlighted the inadequacy of the TMO's out of hours service, when Mr Griffin was told that although he had a loss of water supply at the weekend followed by a leak, the problems could not be addressed until the following week.

Your reply to me below says that Mr Griffin "has been contacted by our Repairs Team", but Mr Griffin says that he was not contacted and he has had to initiate all telephone contact. During one of his many attempts to initiate a discussion about the disrepair, he spoke to "Eric", who put him on hold while he checked the situation. Mr Griffin held on for 20 minutes and then gave up. He rang back and this time spoke to Victoria (formerly of the Lancaster West EMB office) who told him that "Eric" had raised the job and then gone to take a break (without reverting to Mr Griffin, who was still hanging on).

Mr Griffin showed me photographs of all the unfinished work in his flat, so I do not expect you to advise that he must revert to Stage One of the Complaints Procedure

(as has happened in similar instances).

The problems at his flat include:

- Ceilings scraped of Artex in the hallway and bedroom but not re-plastered and made ready for redecoration
- A light left dangling from the ceiling
- The carpet removed from his bedroom and the floor now bare
- A recurrence of the situation where the water supply was lost and then followed by a leak
- And having still to store his belongings in bags.

In the response to Stage Two, Mr Griffin will require an assurance that the works to his home will be carried out as quickly as possible and will be signed off by a surveyor as being satisfactorily completed *before* his complaint is closed. Given the recurrence of the lost water supply followed by a leak, this suggests also an underlying problem with the water supply that is not being addressed. This must also be resolved satisfactorily.

Mr Griffin has undertaken to carry out the redecorations to his home once this is possible himself, so he will require compensation for the time spent without a usable bedroom, loss of his carpet and also payment for decorating materials.

When you respond, can you please also reply to me. The TMO's new practice of not sending substantive responses to councillors' complaints and enquiries is unhelpful. If we have no substantive reply then we assume that problems have been properly resolved. This is proving not to be the situation in a number of cases and we will be raising this with the TMO management following a discussion at our next Labour Group meeting.

Councillor Judith Blakeman