

13 April 2015

Dear Emma

The situation with regard to the Grenfell Action Group and the works at Grenfell Tower is that Mr. Daffarn e-mailed Cllr. Lasharie about three weeks ago, saying that residents were unhappy at the way the works were progressing and asking her to attend a residents' meeting that had been called for 17 March. Cllr. Lasharie replied to say that she had a prior meeting booked but that she would happily take up his and other residents' concerns with TMO. However, Mr. Daffarn did not respond.

We understand that the meeting on 17 March was attended by around 20 households out of the 118 currently living in Grenfell Tower. One of the residents who attended the meeting provided a copy of the minutes to the TMO and the TMO sent a copy to the ward councillors for information.

According to those minutes, residents expressed the following concerns:

- Lack of meaningful consultation with residents and feeling of total disregard for tenant and leaseholders' well-being
- Information provided to residents by TMO/Rydon keeps changing without any consultation or agreement from tenants and leaseholders
- Residents not satisfied with standard of works carried out in communal hallway and will not allow this vandalism inside our homes
- Grave concerns at standard of works that have already been carried out inside a number of residents' properties by Rydon
- Concern that TMO/Rydon are using cheap materials and workmanship "cutting corners"
- Residents repeatedly given mis-information by TMO/Rydon (for example: residents informed boiler was going to be positioned in kitchen and has now been re-located to hallway without consultation)
- Concern that boiler will be placed in hallway above main electrical fuse box and may pose a health and safety risk
- Position of boiler in hallway will prevent furniture being entered or removed from homes
- Why can't boilers be placed in the same position as current boilers
- Concern that hot pipes are going to be left exposed inside our homes. This was not agreed to by residents and does not follow the example provided in the showroom
- Concern from residents that exposed pipes may cause a health and safety risk especially to infants and children

- Unsightly nature of pipes in our properties
- Concern regarding the impact on fuel bills for residents once individual meters are fixed inside properties
- Early starts by workmen and noise nuisance caused by the use of power tools outside of agreed times
- Lifts used by workmen preventing use by residents and causing children to be late for school
- Workmen creating hazard in lift when building materials are being transported
- Lift not cleaned and general levels of dust on landings left by workman at the end of the day
- Workmen breaking lifts and then blaming this on residents
- Unacceptable levels of noise
- Changing floor numbers without consulting
- Radiators being removed and not replaced
- No outside flue for boiler is possible health and safety risk
- Lack of privacy from cranes and no advance warning given to residents of when they will be in use
- Will residents be able to re-fix blinds/curtains to new windows
- Problems with access into Grenfell Tower and lack of sign-posting
- Satellite dishes thrown away by TMO/Rydon
- Rent rises @10% for next 5 years
- Loss of spacious Community Room without consultation
- TMO charging residents for cable TV that is not even connected
- An overwhelming majority of tenants and leaseholders voted to stop Rydon from entering our homes until some of the above issues are resolved
- Some residents expressed a fear that they could become victimised by the TMO if they do not do what they are told by our landlord.

Cllr. Lasharie then wrote to Mr. Daffarn as follows:

"The ward councillors have been in touch with the TMO about issues at Grenfell Tower, which have been raised with us by other tenants as well as yourself.

"I understand that the TMO are willing to discuss alternative options for the pipework in your flat with you if you contact them directly. The TMO will also be talking to all residents about the location of the boilers. There is a possibility of finding alternative locations, but these would require more pipework and boxing in, so residents will be able to look at the alternative proposals and make their own choices.



"You may not be aware, but many years ago the Lancaster West EMB raised a number of issues concerning Grenfell Tower with the Council and the TMO, particularly the costs of the heating and hot water, which are the highest in the whole borough. We are thankful that finally the problem of the heating system is being addressed, so that residents will have much lower heating and hot water bills in the future.

"We have also received concerns from residents who have been frightened about possible further rent increases at the Tower on top of the annual increase. This rumour is not correct, but you will appreciate that people are very worried because many of them are on very low incomes. It would be helpful if you can re-assure them that this will not be the case. The TMO will also be contacting all the tenants this week to dispel this misleading information.

"As you know, [REDACTED] so I would suggest that you address any further concerns directly either to the TMO or to my two colleagues, Cllr. Robert Atkinson and Cllr. Judith Blakeman, until the end of April."

So far Mr. Daffarn has not contacted either Cllr. Atkinson or me.

Since then I met Peter Maddison, the TMO Director of Assets and Regeneration and Claire Williams, the TMO Project Manager at the show flat at 145 Grenfell Tower. They showed me how the new hot water and heating system would fit within the flats and also an alternative fitting if residents wished the boiler to be installed in their kitchen rather than in the hallway.

They went through with me in great detail how the new boilers can best be installed in each flat and also how an alternative installation could be made. The difficulty the TMO faces is that residents have configured their household kitchens in a number of different ways, so there is often no obvious way the boiler can easily be installed in the kitchen. That is why the initial proposal is to install it in the hallway, which reduces the amount of piping and boxing in that will be necessary. The boilers can be installed in the kitchen, but the TMO needs to explain to each household that wishes to go down that route how the pipework will run through the bathroom to reach the kitchen. This will quite significantly reduce the amount of space in the bathroom.

When individual Grenfell Tower residents raised specific concerns with the ward councillors, as some have, we have taken these up on their behalf and thus far those who have sought our involvement have been satisfied by the responses they have received. The TMO and/or Rydon have circulated around 12 newsletters to all residents of the Tower since 2013 to keep them informed of the developments, the

most recent is attached for your information.

Mr. Daffarn mentions "bullying and abuse by the TMO and Rydon". If he can provide further detail, we will of course investigate these allegations.

Please let me know if there is any further information that I can provide.

Kind regards.

Judith