

Message

**From:** Peter Maddison [pmaddison@kctmo.org.uk]  
**Sent:** 05/01/2016 16:40:23  
**To:** 'Sam Mackover' [cllr.mackover@rbkc.com]  
**CC:** 'Quentin Marshall' [cllr.marshall@rbkc.com]  
**Subject:** RE: Grenfell Tower - Response to Petition

Dear Cllr Mackover

Further to my message from yesterday, I would give the following additional information:

5. That all compensation has been refused - worth noting the process explained to tenants, who has been paid what, and who has outstanding or refused claims.

We have not refused any claims for compensation. There are two households that have minor claims that have not been fully resolved to date.

The perception that there are a large number of unresolved claims is inaccurate. However, where a claim is made, Rydon will ask the resident to justify the sum claimed.

- Rydon have paid compensation to 7 households where specific damage has been caused as a result of the works
- Rydon have helped residents relocate their existing blinds or curtains in the context of the new window configuration. In a small number of cases where blinds or curtains have not been able to be reused, we have paid compensation – this has happened in 4 households to date.
- We are offering residents £50 for decorations relating to the change in radiator dimensions.
- 37 households have received payments for additional heating costs over the switchover to the new heating system

6. Worth noting that the radiators are only x% smaller

Most replacement radiators are of the same or similar size. However, the large radiator in the living room was 2.75m wide and has been replaced with a smaller one of 2m width.

The radiator is therefore approximately 25% smaller.

We have offered a painted backboard to cover the area or payment of £50 to cover any redecoration costs

If residents have any specific need for an alternative approach, then they can contact KCTMO or Rydon and we will consider their specific requirements, where reasonable.

Please let me know if you need any further information

Regards


Peter

**Peter Maddison**  
**Director of Assets and Regeneration**



t: [REDACTED]  
m: [REDACTED]

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

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**From:** Peter Maddison

**Sent:** 04 January 2016 15:33

**To:** 'Sam Mackover'

**Cc:** Quentin Marshall

**Subject:** RE: Grenfell Tower - Response to Petition

Dear Cllr Mackover

Thank you for your message. I would respond to the issues you raise in red. I would be happy to respond to any questions at Scrutiny Committee or TCC along these lines:

1. That residents have experienced "living hell" - maybe we can confirm that no tenants mentioned this in survey responses  
We acknowledge that residents of Grenfell Tower have experienced an extended period of disruption over the duration of works to the block and in the construction of the neighbouring Academy and Leisure Centre. However, we have taken action to limit disruption and maintain key services throughout  
No resident in our recent service mentioned experiencing "living hell" or of having been "harassed" or "bullied".
2. That TMO was unresponsive - you mentioned to me that tenants complained not to you but via cllrs, and that very detailed replies were given, although the lack of direct complaints made it harder to pin down exact issues  
KCTMO has responded to all correspondence and complaints from residents. We have also advertised our Complaints Procedure, so residents can escalate any matter that is not resolved satisfactorily.  
Rydon have Resident Liaison Officers on site who deal with most day to day issues.  
Some residents have refused to use the communication channels we have offered and have reported issues through Ward Councillors or other parties within RBKC. This has not helped us respond quickly to issues.
3. That residents could not use lifts as the builders filled them at 9am - you mentioned that your request to position builders and materials at 8am was refused  
This is correct
4. That builders walked in and out of flats without notice  
This statement has not been supported by evidence. Rydon do not hold keys for properties and rely on residents to give access to their homes.  
I am aware of one instance where an adult son of a tenant let operatives into one property without the knowledge of the tenant (who was actually in the flat).  
However, the suggestion that operatives come and go without notice is not accurate.
5. That all compensation has been refused - worth noting the process explained to tenants, who has been paid what, and who has outstanding or refused claims.  
We will pay compensation for any reasonable loss suffered by residents relating to the works.  
There are some standard payments relating to redecoration (where radiator dimensions are different) and loss of heating  
I will collect data to quantify the instances and value of compensation paid, and number of households affected, relating to other losses (such as curtains and blinds that no longer fit)

6. Worth noting that the radiators are only x% smaller  
Yes – I will get the exact dimensions.
7. Has anyone commented on the noise reduction in the flats  
We received positive comments from residents about the windows. We will ask a specific question about noise reduction in our satisfaction survey that we will undertake on completion of the works

I would be happy to discuss any issues in advance of Wednesday's meeting.

Regards

Peter

**Peter Maddison**  
**Director of Assets and Regeneration**



t: [REDACTED]  
m: [REDACTED]

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

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**From:** Sam Mackover [<mailto:cllr.mackover@rbkc.com>]  
**Sent:** 24 December 2015 14:40  
**To:** Peter Maddison  
**Cc:** Quentin Marshall  
**Subject:** Re: Grenfell Tower - Response to Petition

Thank you for this detailed note.

Is it possible to note any comments regarding the main allegations raised in the council debate itself, as well as other points, which may be raised at Scrutiny on 6th January (or at TCC on 5th January)?

1. That residents have experienced "living hell" - maybe we can confirm that no tenants mentioned this in survey responses
2. That TMO was unresponsive - you mentioned to me that tenants complained not to you but via cllrs, and that very detailed replies were given, although the lack of direct complaints made it harder to pin down exact issues
3. That residents could not use lifts as the builders filled them at 9am - you mentioned that your request to position builders and materials at 8am was refused
4. That builders walked in and out of flats without notice
5. That all compensation has been refused - worth noting the process explained to tenants, who has been paid what, and who has outstanding or refused claims.
6. Worth noting that the radiators are only x% smaller
7. Has anyone commented on the noise reduction in the flats

Regards

**Cllr Sam Mackover**  
**Queen's Gate Ward**

On 24 December 2015 at 13:09, Peter Maddison <[pmaddison@kctmo.org.uk](mailto:pmaddison@kctmo.org.uk)> wrote:

Please find attached a briefing note on the refurbishment of Grenfell Tower in response to the petition that was tabled at Full Council on 2<sup>nd</sup> December.

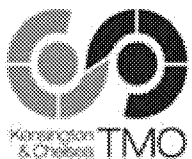
The aim of the note is to put the issues raised in the petition into context.

I would be happy to meet early in the New Year if any further briefing is needed ahead of TCC and Scrutiny Committee.

Regards

**Peter Maddison**

**Director of Assets and Regeneration**



t: [REDACTED]  
m: [REDACTED]  
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