

Message

From: Johnson, Laura: HS-Housing: RBKC [laura.johnson@rbkc.gov.uk]
Sent: 05/05/2017 14:17:32
To: Sacha Jevans [sjevans@kctmo.org.uk]
CC: Morcom, Jon: HS-Housing: RBKC [jon.morcom@rbkc.gov.uk]
Subject: RE: Mandate from the residents of Grenfell Tower to implement and remedy the following serious issues and concerns-COM170410567 Stage 1 reply

Sacha,

That looks fine I don't have any comments or anything useful to add.

As you've suggested please send from the TMO and cc. me in.

Have a good weekend.

Laura

From: Sacha Jevans [mailto:sjevans@kctmo.org.uk]
Sent: 05 May 2017 13:46
To: Johnson, Laura: HS-Housing: RBKC <Laura.Johnson@rbkc.gov.uk>
Subject: FW: Mandate from the residents of Grenfell Tower to implement and remedy the following serious issues and concerns-COM170410567 Stage 1 reply

Hi Laura,

Ignore my previous email – this is the draft which has to go out today to meet the deadline. Please could you let me know if you are happy with it? I assume we send it from myself as TMO and then copy to you ?

Sacha

From: Complaints Team
Sent: 05 May 2017 13:06
To: Peter Maddison <pmaddison@kctmo.org.uk>; Sacha Jevans <sjevans@kctmo.org.uk>; Anthony Cheney <acheney@kctmo.org.uk>
Subject: Mandate from the residents of Grenfell Tower to implement and remedy the following serious issues and concerns-COM170410567 Stage 1 reply

Dear all, before Complaints email below to the Grenfell Tower Leaseholder's Association, please confirm if any changes are required.

With regard to the dates highlighted in yellow please confirm if it should read 2017 instead of 2014.

Thank you
Dulce

Dear Grenfell Tower Leaseholder's Association

Stage 1 Complaint: COM170410567

I confirm receipt of your complaint of 21st April 2017.

Your concerns have been logged and have been passed to me as the manager responsible for the services in question. I have carried out an investigation of your case and reviewed all the available background information.

Below I have set out a summary of my understanding of the complaint, the information I have in connection with your complaint and my conclusions.

Summary

I address your concerns in relation to the National Grid works and associated comments surrounding the gas network below and your further comments separately to try and address all of the items contained in your email dated 21st April 2017. My responses below reiterates the information previously provided by Sacha Jevans, Executive Director of Operations and myself to you.

Items 1-3 & subsequent 1-3

National Grid are responsible for the provision of the gas supply up until the meter of each individual property on the gas network. They identified that there was a leak on their riser and subsequently shut this down as it was unsafe and unable to be repaired in its current location. National Grid carry out regular planned works to the infrastructure in multiple occupied buildings such as Grenfell Tower and will often find pipework of this age to require replacement due to age and deterioration over time.

As previously communicated National Grid are unable to repair the existing riser and identified the new location of the gas riser in line with their working practices and have installed a new riser in the building as the only possible location to restore the service to the residents. National Grid have installed in accordance with the current regulations and in line with the fire strategy for Grenfell. They are currently installing a 2-hour fire rated boxing to safely enclose this associated pipework within its immediate location. National Grid have indicated this should take approximately 6 weeks.

KCTMO take their Health and Safety (H&S) responsibilities very seriously and as previously indicated employ a H&S manager and an independent fire risk assessor who provides a range of fire safety inspections, advice and guidance as necessary. The independent fire risk assessor is comfortable that all necessary steps have been taken by National Grid in this pipe installation. The TMO has referred this matter to the Fire Brigade who have also not indicated any concerns surrounding this installation.

This new gas riser has led National Grid to survey further properties as they wish to connect the remaining properties to the newly installed gas riser, this is to remove existing old supplies from the building and improve the safety of the network. This is in relation to your comment of extending to the other parts of the tower.

National Grid have sent a letter (19th April 2017) to all residents at the block to request for survey dates and will provide further communication to the residents in regards to this. Again as previously indicated National Grid are the responsible party and have asked residents to contact them directly with queries on 020 3869 8911. This is part of their own planned works on the network.

Items e-h

Our Neighbourhood Management Team have investigated your concerns with regard to an increase in anti-social behaviour and confirm the number of reports are quite low and instances are being investigated by the relevant authorities.

As you are aware, a security guard was in place for Grenfell Tower and the wider Lancaster West Estate whose duty was to oversee the CCTV cameras and to carry out regular patrols on the estate between the hours of 17.00pm – 08.30am. Following resident concern regarding the value of this service, this was reviewed in January 2014 with estate wide consultation taking place. Following resident feedback, the majority of respondents stated they would like to terminate the site security which was a service chargeable provision. This was subsequently terminated in July 2014 with a confirmation letter sent to all households.

From your complaint below, you are requesting a permanent concierge which I assume would be based in the foyer of Grenfell Tower. We are able to carry out further consultation with residents of Grenfell Tower to assess the demand and agreement to introduce a concierge service which will be service charged to residents. We will be able to provide estimated costs for this service as part of the consultation. We will begin this in June 2017 at the request of the Grenfell Leasehold Association and should the majority of residents wish to introduce a concierge service, we will review the tendering and feasibility of such as service.

In the previous response by our Executive Director of Operations it was suggested a meeting has been offered a number of times and would encourage this meeting to be arranged with our team to discuss your concerns over a concierge service, CCTV and ways of increasing security at the block.

Again we reiterate that should residents witness any suspicious activity that this is reported to the police and KCTMO where appropriate.

I confirm that the replacement of the Gas Network does not trigger statutory consultation with leaseholders nor does a repair of this nature require involvement of the building insurer as previously indicated in our response. National Grid are bound by regulation to provide a safely installed gas network and we are confident they have met their legal obligations.

Items 4-6

A letter was sent to residents at the block 10th March 2017 to try and understand any concerns on the noise item you mention. We are unable to establish any level of concern among residents and have only received 2 further responses on this indicating home improvement works and noise relating to children. I believe Claire Williams, Project Manager has also been in contact with Mr Chapman in relation to this and we have inspected the roof area which indicated there is no issue

obviously related to the building fabric. Sacha Jevans previous response has indicated this is being investigated, however to investigate this fully we will require details to the specific locations and timings of these complaints.

In relation to your comment 5 on the lifts, we have previously responded to a complaint from the Grenfell Leaseholders Association on these lifts and have upheld this complaint. We have recently carried out some extensive works to improve the running of the lifts. This work was recently completed and we have seen a substantial improvement in the reliability of these lifts where improvements have been made to the door operation. As you can appreciate these lifts are in constant use and we strive to provide a very reliable service to the lifts.

Item 6

I am unable to comment on your statement of item 6 and again request that this issue is communicated further at a meeting with the Neighbourhood Management Team so any issue can be fully investigated.

Conclusion

This response together with the previous communication has reiterated KCTMO's continuing endeavour to address your concerns regarding a number of these items. National Grid have confirmed that the work they have undertaken meets with safety requirements. We have sought the views of the fire brigade and KCMTOs fire safety consultant, both of whom confirm that the works meet necessary standards and are appropriate in the context of the fire strategy for Grenfell Tower. We do not see it necessary to instruct or fund an independent adjudicator at this time. National Grid hold the responsibility to inspect and ensure gas safety on their network in multi occupancy buildings.

Our independent fire consultant confirm that the programme to complete the fire rated boxing will address any concerns surrounding the stairwell.

I would again offer the suggestion of a meeting with our Neighbourhood Management Team and suggest that a member of National Grid is invited to discuss any further concerns you have in regard to this to cover all items to your satisfaction. I am happy to facilitate their attendance and address any questions you may have personally.

Based on the information available, I do not uphold your complaint.

National Grid have responsibility for the on-going gas safety and are bound by the regulations on their install within this building. I feel we have presented a reasonable way forward to address your concerns and would also encourage residents to communicate directly with National Grid with regard to any ongoing works to the gas supply to their property.

If you are dissatisfied with the reply, you have the option of taking it to stage two of the complaints procedure. If you do wish to progress to stage two, please outline why you feel my response is not acceptable and what you think we can do to put it right. You can do this by writing to:

Complaints Team

Kensington & Chelsea TMO
Unit A
292 Kensal Road
London
W10 5BE

Or

complaints@kctmo.org.uk

You have 20 working days in which to tell to us that you wish to proceed to the next stage of the complaints procedure. A stage two complaint is assessed by the senior manager of our department who will review the available information and the stage one decision. If you do not contact us within that time period, your complaint will be closed.

Yours sincerely

Anthony Cheney
Head of Contract Management



www.kctmo.org.uk

292a Kensal Road, London W10 5BE

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