

Message

From: Grenfell Tower Leaseholder's Association [REDACTED]
Sent: 13/05/2017 23:23:17
To: Complaints Team [complaints@kctmo.org.uk]; Anthony Cheney [acheney@kctmo.org.uk]
CC: Johnson, Laura: HS-Housing: RBKC [laura.johnson@rbkc.gov.uk]; Sacha Jevans [sjevans@kctmo.org.uk]; Cllr, Paget-Brown, Nicholas: RBKC [cllr.paget-brown@rbkc.gov.uk]; cllr.feilding-mellen@rbkc.com; Cllr, Feilding-Mellen, Rock: RBKC [cllr.feilding-mellen@rbkc.gov.uk]; Robert Black [rblack@kctmo.org.uk]; Cllr, Blakeman, Judith: RBKC [cllr.blakeman@rbkc.gov.uk]; Cllr, Lasharie, Beini: RBKC [cllr.lasharie@rbkc.gov.uk]; pmaddison@kctmo.org.uk; Cllr, Mason, Pat: RBKC [councillor.mason@rbkc.gov.uk]; clwilliams@kctmo.org.uk; Daniel Wood [dwood@kctmo.org.uk]; Johnson, Amanda: HS-Housing: RBKC [amanda.johnson@rbkc.gov.uk]; Davis, Tim: TTS-EnvHealth: RBKC [tim.davis@rbkc.gov.uk]; fayedwards@kctmo.org.uk; companysecretariat@kctmo.org.uk; Complaints_Allowed [complaints_allowed@kctmo.org.uk]; SWEENEY, John [john.sweeney@parliament.uk]; [REDACTED] maria.memoli@localgovernance.co.uk; [REDACTED] mwilliams@kctmo.org.uk; nbartholomew@kctmo.org.uk; jjones@kctmo.org.uk; Miguel Manuel Ferreira Alves [REDACTED] Shanti Patel [REDACTED]; Eddie daffarn [REDACTED] Miguel Manuel Ferreira Alves [REDACTED] Nick Burton [REDACTED] info@platinum-c.co.uk; [REDACTED]; wesleyryan.ignacio@hilton.com; [REDACTED] Samuel Anyanwu [sanyanwu@kctmo.org.uk]; [REDACTED] Grenfell Tower Leaseholder's Association [REDACTED] Cllr, Dent Coad, Emma: RBKC [cllr.dentcoad@rbkc.gov.uk]; [REDACTED] gpetford@kctmo.org.uk; jseward@kctmo.org.uk; ksingh@kctmo.org.uk; BORWICK, Victoria [victoria.borwick.mp@parliament.uk]; [REDACTED] Cllr, Coleridge, Timothy: RBKC [cllr.coleridge@rbkc.gov.uk]; abosman@kctmo.org.uk; jclifton@kctmo.org.uk; jason.may@met.police.uk
Subject: Re: Mandate from the residents of Grenfell Tower to implement and remedy the following serious issues and concerns-COM170410567 Stage 1 reply

Dear Anthony Cheney,

Complaint ref: COM170410567

You and the complaints team have carried out an investigation into our case and reviewed the available background information including the previously provided response by Sacha Jevans, Executive Director of Operations. Unfortunately we found your investigation neither open nor transparent and not based on fact but misleading information given by your neighbourhood management team. So we therefore intend to take our issues and concerns to stage two and final level for the following reasons:

Here is an extract of the email from Sacha Jevans dated 28th March 2017

Health and safety and main gas pipe in stairwells and the lobby area in Grenfell Tower:

“RBKC and KCTMO are responsible for ensuring the health and safety of all the homes in the borough. I can assure you that the KCTMO take their health & safety responsibilities very seriously and are committed to complying with our statutory obligations and implementing effective control measures to mitigate risks to residents, their visitors, our staff and our contractors”

“As previously mentioned in our recent briefing, National Grid are a utility company and statutory body and are not required to enter into contractual arrangements with the TMO or RBKC. This therefore does restrict the level of control we have over their work. The National Grid have advised that they are not required to apply to Building Control for Building Regulations approval for works of this nature”

If RBKC and KCTMO are responsible for ensuring the health and safety of all the homes in the borough including Grenfell Tower, NOT the national Grid, surely RBKC and KCTMO can provide us fire brigade reports NOT as Sacha Jevan stated, “The stairwell was considered the only feasible option and the fire safety consultant has not raised any specific concerns with regards to its location providing it is located within a suitable fire-rated enclosure”.

We the residents in Grenfell Tower are yet to receive any letter of assurance either from the RBKC or KCTMO that the gas pipe in the main exposed communal area does not residents welfare at risk. The KCTMO and RBKC must provide us a report from the London Fire Brigade and from an independent health and safety inspector.

Anti-social behaviour/ serious crime and incident in Grenfell Tower:

Extract from your email

“Our Neighbourhood Management Team has investigated your concerns with regard to an increase in anti-social behaviour and confirms the number of reports is quite low and instances are being investigated by the relevant authorities”

We are shocked and horrified of the misleading information given by your neighbourhood management team when the crime in Grenfell Tower is extremely high and its based on fact of life of Grenfell Tower residents experiencing on regular basis. We have enough evidences to prove that to appropriate authorities in due course. The staircases are no go area after 10pm and one of the residents witnessed stranger comes at night and sleeps by the chute.

Noise:

The noise is quite separate from the home improvement works and noise relating to children and as you said Ms Claire Williams has been in contact with Mr Chapman and this particular noise is not only experienced by Mr Chapman but most of the residents of the top floor of the north east side of the building.

Please see below how Mr Chapman described the noises when he highlighted this noise and nuisance to the Local MP.

"At night there is a continuous knocking noise that has been blamed on a toilet valve. I cannot describe this noise on an email; however I would describe it as someone banging a drum at various intervals at night. There has been no investigation into this and different residents have their own views as to where the noise comes from. We have requested that this be taken more seriously and that someone comes and leaves no stone unturned as this is affecting us physical through sleep deprivation and mentally".

Lifts:

We agree with you that there are a lot of calls out charges under contract maintenance, repairing the two lifts taking including some extensive works to improve the running of the lifts. It is costing a lot more money to keep two lifts functioning and repairing on regular basis in longer run and Apex lift the contractor who replaced the two lifts costs over 700K in 2005 so they are relatively young in age. If KCTMO continue repairing the two lifts on such a frequent basis in the longer run it would cost more than to refurbish or recondition them NOW. As you may know we got a very bad deal for the Apex lift and KCTMO must accept the responsibility for that poor deal and not appropriately manage this major work. As you may know it was not a cheap replacement either. But it appeared "if you buy cheap you pay twice". KCTMO may

upheld our genuine concern but we are giving you an opportunity to put this right before we have to explore every avenue including housing ombudsmen or Leasehold tribunal to put this right for the residents in Grenfell Tower.

Concierge and security

We are very much aware, a security guard was in place for Lancaster west management board based in Grenfell Tower, BUT it was not for the residents of Grenfell Tower for many years. Logically the majority of residents decided to terminate the services and paying towards the services which was not directly benefiting the residents in Grenfell Tower. No one would refuse such a valuable service if it was benefiting them. The Grenfell Tower Leaseholders association has so far received written support from over 90% of residents in the tower endorsing our actions and thus giving us the mandate to request change including re - introducing the concierge and the security guard in Grenfell tower without delay.

The first and foremost it would be benefiting our landlord the RBKC and the managing agents in various ways and your interest to re-introduce the concierge and the security guard in Grenfell Tower to protect their asset and recent investment of £10M regeneration project.

The benefits of the Grenfell Tower Leasehold's association can be added to your list of assets, we are working in all of our interests to ensure the safety and security of residents, and property alike.

Item 6

As you said you are unable to comment on our statement but we can confirm that to you that we have NOT made any misleading information.

Conclusion

In conclusion you said we quote "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”

On the one hand you have reiterated that again we repeat “RBKC and KCTMO are responsible for ensuring the health and safety of all the homes in the borough. I can assure you that the KCTMO take their health & safety responsibilities very seriously and are committed to complying with our statutory obligations and implementing effective control measures to mitigate risks to residents, their visitors, our staff and our contractors”

If KCTMO and the RBKC are so confident on National Grid meet all the health and safety regulation, and London Fire Brigade are quite satisfied with the location of the main gas pipe in Grenfell Tower and national grid meet the pipelines Safety regulations 1996- Regulation 13.

We the residents of Grenfell Tower demand the KCTMO as a tenant led organisation reassure us by providing us the copy of the reports from the London Fire Brigade, Health and safety inspector and confirmation from the National Grid that location of the main gas pipe is safe and KCTMO and RBKC are prepared to take full responsibility of any fire risk hazard NOW and in the foreseeable future.

We MUST explore every avenue and MUST ensure our managing agents KCTMO and RBKC deal with our serious issues and concerns in first instance with an open mind before we can take it further to housing ombudsman, or consider legal proceeding with a view to save costs and undue stress to us.

We wait to hear from you urgently

Best Wishes

Lee Chapman and Tunde Awoderu

The secretary and the Vice chair of

Grenfell Tower Leaseholder's Association

From: Complaints Team <complaints@kctmo.org.uk>

Sent: 05 May 2017 15:15

To: [REDACTED]

Cc: 'Laura.Johnson@rbkc.gov.uk'

Subject: Mandate from the residents of Grenfell Tower to implement and remedy the following serious issues and concerns-COM170410567 Stage 1 reply

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 [REDACTED]. 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 KCTMO's 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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