

Message

From: Robert Black [rblack@kctmo.org.uk]
Sent: 02/05/2017 16:17:45
To: Cllr-Feilding-Mellen (cllr.feilding-mellen@rbkc.com) [cllr.feilding-mellen@rbkc.com]
CC: Cllr, Paget-Brown, Nicholas [cllr.paget-brown@rbkc.gov.uk]
Subject: RE: HO Investigation - Mr Daffarn 134 Grenfell Tower

Thank you for coming back, I will check what we can say, and come back to you

Robert

Robert Black
Chief Executive



www.kctmo.org.uk

346 Kensington High St, London W14 8NS

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From: Rock Feilding-Mellen [mailto:cllr.feilding-mellen@rbkc.com]
Sent: 02 May 2017 16:16
To: Robert Black <rblack@kctmo.org.uk>
Cc: cllr.paget-brown@rbkc.gov.uk
Subject: Re: HO Investigation - Mr Daffarn 134 Grenfell Tower

Dear Mr Black,

Thank you for letting me see that report from the Ombudsman.

I think it may be helpful for you to share that report with the members of the HPSC, since they have previously been told of the alleged bullying/harassment/etc. Would that be possible without infringing any data protection issues, etc?

Yours,

RFM.

On 2 May 2017, at 16:04, Robert Black <rblack@kctmo.org.uk> wrote:

Dear Councillors

I am not sure if you were aware that Mr Daffarn went to the Ombudsman and sought a full investigation into his complaint. This was around the process leading up to him being sent a solicitors letter to gain access to

his property during the works and how we handled the case within our complaints procedure. This and other aspects resulted in a stage three complaint heard by my Board panel and eventually the Board review of the project which was reported to Scrutiny.

The outcome enclosed confirm the Ombudsman found no maladministration in both cases and reports the KCTMO behaved in a reasonable manner. If you consider the time and accusations we received by this resident it is a great outcome for us which I am really pleased with and thought you might find it interesting.

Best wishes

Robert

Robert Black
Chief Executive

<image001.jpg>

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From: Yvonne Birch
Sent: 02 May 2017 15:15
To: Robert Black <rblack@kctmo.org.uk>
Subject: FW: HO Investigation - Mr Daffarn 134 Grenfell Tower

For information

From: Catherine Dack
Sent: 03 April 2017 15:16
To: Yvonne Birch <ybirch@kctmo.org.uk>; Stuart Hill <shill@kctmo.org.uk>
Cc: Peter Maddison <pmaddison@kctmo.org.uk>; Complaints Team <complaints@kctmo.org.uk>
Subject: HO Investigation - Mr Daffarn 134 Grenfell Tower

Dear Yvonne,

Please find attached the outcome of the investigation undertaken by the Housing Ombudsman on behalf of Mr Daffarn of 134 Grenfell Tower. Mr Daffarn had complained about the TMO's actions in sending solicitors' letters warning him of 'forced entry' into the Property in order to carry out works. Mr Daffarn also complained that the TMO had not investigated his complaint fairly .

The investigation has confirmed that there was no maladministration.

Regards

Catherine Dack
Complaints Manager

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<Daffarn HO linvestigation.pdf>

Cllr Rock Feilding-Mellen
Deputy Leader and Cabinet Member for Housing, Property and Regeneration
The Royal Borough of Kensington and Chelsea

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