

Message

From: Robert Black [rblack@kctmo.org.uk]
Sent: 28/03/2017 16:37:49
To: Cllr-Feilding-Mellen (cllr.feilding-mellen@rbkc.com) [cllr.feilding-mellen@rbkc.com]; Cllr, Paget-Brown, Nicholas [cllr.paget-brown@rbkc.gov.uk]
CC: Gill Petford [gpetford@kctmo.org.uk]
Subject: RE: Stakeholders Meeting with KCTMO & RBKC ref: Grenfell Tower

Dear Councillors

You will have seen a number of e-mails sent by the two Leaseholders in Grenfell Tower requesting a meeting. After discussion with Laura Johnson we have confirmed we do not see any requirement for this as they were not using any of our normal processes or meetings with my local staff which we had offered. I attach for information a reply to all the points in their e-mails. We did this as we have had so many e-mails repeating the same thing.

My review confirms we had very little outstanding issues but a lot around their concerns about the gas pipe work which the National Grid (NG) was installing. I am pleased to say that we met with NG yesterday which clarified a number of points around the pipe work which will now be boxed in with fire resistant material therefore complying with any H&S legislations and we will raise this with the Fire Brigade when we have our regular meeting with them this week so this should address all the concerns.

This will be sent to them but we do not copy in all the Councillors across the borough as they do.

If you have any concerns or would like some clarifications please do not hesitate to contact me.

Best wishes


Robert

Robert Black
Chief Executive



www.kctmo.org.uk

346 Kensington High St, London W14 8NS

 Before printing, please think about the environment

From: Rock Feilding-Mellen [mailto:cllr.feilding-mellen@rbkc.com]
Sent: 16 March 2017 11:03
To: Johnson, Laura: HS-Housing: RBKC <Laura.Johnson@rbkc.gov.uk>
Cc: Robert Black <rblack@kctmo.org.uk>
Subject: Re: Stakeholders Meeting with KCTMO & RBKC ref: Grenfell Tower

Dear [REDACTED] Johnson

I fully understand and am happy to follow your lead.

However, rather than me send a one liner which will then open up expectation of a fuller follow-up, I think it would be better for you to reply to all in the most courteous way explaining the correct procedure that needs to be followed and also making clear that the TMO are taking the issues seriously and preparing a briefing for RBKC etc.

We can't be seen to ignore these emails, so should instead let everyone see that there are proper processes in place that are being followed. No one and no problems are being ignored or swept under carpet, but when managing 7,000 homes, the TMO and the landlord must follow due process, etc.

Does that make sense?

Yours,

RFM.

Sent from my iPhone

On 16 Mar 2017, at 10:43, Johnson, Laura: HS-Housing: RBKC <Laura.Johnson@rbkc.gov.uk> wrote:
Cllr FM,

I've spoken to Mr Black about this issue and I think it's fair to say we share a frustration about the continual e-mails we and a whole range of councillors continue to receive from Tunde whenever there is a management problem in the block. All of his issues can and are satisfactorily resolved by:

- Reporting repairs and maintenance issues through Repairs Direct or to the housing management office which is located on the estate.
- Resident consultation is undertaken on a range of issues but through the Resident Association which is the correct route not to a self-appointed individual
- Complaints are handled through the complaints process.

What Tunde and Eddie are seeking to achieve is to operate outside these parameters which as you know are put in place to enable an organisation to work effectively on issues across the housing portfolio. They appear to have adopted a strategy of:

- Loud and repeated complaints that shout via e-mail to a large audience to try to shame the TMO into action,
- Repeated requests for public meetings with little stated purpose,
- If they don't like the outcome of a response to a complaint, repeat the first two again until such time as they move onto a new area for dissatisfaction.

Mr Black will come back with the specifics of how the TMO have responded to the complaints Tunde has raised and what the TMO can do to address his dissatisfaction.

I would as you suggest in the interim send a one liner that you are awaiting a briefing from officers and will come back to him as soon as possible.

Regards
Laura

Director of Housing

Royal Borough of Kensington and Chelsea

Town Hall, Hornton Street, W8 7NX

Email: laura.johnson@rbkc.gov.uk

Tel: [REDACTED]

From: Rock Feilding-Mellen [<mailto:cllr.feilding-mellen@rbkc.com>]

Sent: 16 March 2017 07:21

To: Robert Black <rblack@kctmo.org.uk>; Johnson, Laura: HS-Housing: RBKC <Laura.Johnson@rbkc.gov.uk>

Cc: Cllr, Paget-Brown, Nicholas: RBKC <Cllr.Paget-Brown@rbkc.gov.uk>

Subject: Fwd: Stakeholders Meeting with KCTMO & RBKC ref: Grenfell Tower

Dear Mr Black & [REDACTED] Johnson

Can you please brief me on what these problems are at Grenfell Tower? What are the complaints about loud banging noises throughout the night, and can the problem be diagnosed and resolved?

I can meet with you and the stakeholders if necessary. However, I can't attend special meetings every time there is a maintenance issue in one of our blocks, so I'd like an understanding of how serious the problem is. Having said that, I wouldn't expect serious new problems so soon after investing £10m in the tower.

Before we decide whether I need to go to a special meeting or not, perhaps you can respond to Tunde explaining that you're looking into situation and briefing me?

Or how would you suggest we respond to this?

Kind regards

RFM.

Sent from my iPhone

Begin forwarded message:

From: Grenfell Tower Leaseholder's Association <GrenfellLeaseholdersAssociation@hotmail.co.uk>

Date: 15 March 2017 at 22:18:03 GMT

To: Millicent Williams <mwilliams@kctmo.org.uk>

Cc: "cllr.paget-brown@rbkc.gov.uk" <cllr.paget-brown@rbkc.gov.uk>, "cllr.feilding-mellen@rbkc.com" <cllr.feilding-mellen@rbkc.com>, Robert Black <rblack@kctmo.org.uk>, "pmaddison@kctmo.org.uk"

<pmaddison@kctmo.org.uk>, Daniel Wood <dwood@kctmo.org.uk>, "staffordt@parliament.uk"

<staffordt@parliament.uk>, "laura.johnson@rbkc.gov.uk" <laura.johnson@rbkc.gov.uk>,

"Amanda.Johnson@rbkc.gov.uk" <amanda.johnson@rbkc.gov.uk>, "tim.davis@rbkc.gov.uk"

<tim.davis@rbkc.gov.uk>, "abosnjakszekeres@kctmo.org.uk" <abosnjakszekeres@kctmo.org.uk>,

"abosman@kctmo.org.uk" <abosman@kctmo.org.uk>, "shaylorc@parliament.uk" <shaylorc@parliament.uk>,

[REDACTED] <cwilliams@kctmo.org.uk> <cwilliams@kctmo.org.uk>,

Judith Blakeman <cllr.blakeman@rbkc.gov.uk>, Judith Blakeman [REDACTED]

"cllrr.atkinson@rbkc.gov.uk" <cllrr.atkinson@rbkc.gov.uk>, "cllr.lasharie@rbkc.gov.uk" <cllr.lasharie@rbkc.gov.uk>,

"cllr.dentcoad@rbkc.gov.uk" <cllr.dentcoad@rbkc.gov.uk>, "Cllr.feilding-mellen@rbkc.gov.uk" <Cllr.feilding-mellen@rbkc.gov.uk>,

Miguel Manuel Ferreira Alves [REDACTED] Nick Burton

[REDACTED] Shanti Patel [REDACTED]

[REDACTED]

[REDACTED] Eddie daffarn [REDACTED]

[REDACTED]
[REDACTED] "jjones@kctmo.org.uk" <jjones@kctmo.org.uk>, "nbartholomew@kctmo.org.uk"
<nbartholomew@kctmo.org.uk>, "ksingh@kctmo.org.uk" <ksingh@kctmo.org.uk>, [REDACTED]
<sabdullah4@aol.com>, Samuel Anyanwu <sanyanwu@kctmo.org.uk>, "Grenfell Tower Leaseholder's Association"
<grenfellleaseholdersassociation@hotmail.co.uk>, [REDACTED]
[REDACTED] "scrutiny@rbkc.gov.uk"
<scrutiny@rbkc.gov.uk>, [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] "gpetford@kctmo.org.uk"
<gpetford@kctmo.org.uk>, [REDACTED]
[REDACTED] "maria.memoli@localgovernance.co.uk" <maria.memoli@localgovernance.co.uk>

Subject: Re: Stakeholders Meeting with KCTMO & RBKC ref: Grenfell Tower

Dear Millicent Williams,

Thank you for your prompt reply and you are the first person at the KCTMO met their own 10 days reply policy.

Further to our telephone conversation 14th March 2017 and let me re-iterate to you again, I have clearly requested to you and as well as made it absolutely clear to my earlier email dated 13th March 2017 that all the stakeholders and the head of the KCTMO and the Cabinet member of Housing Cllr Rock Feilding Mellen **MUST** attend the meeting, and you have agreed to do so. What happened after that?

There is no disrespect to you or Nicola Bartholomew the new team leader of Latimer office of the KCTMO BUT; we believe that having a meeting dealing with our genuine issues and concerns for Grenfell Tower without Leadership of the KCTMO and our Landlord neither constructive nor fruitful.

This is to inform you that and please bear in mind that as you and Nicola has recently joined the KCTMO, we the residents have very bitter experiences with old administration of Lancaster west estate. Way forward we can see lots of positivity from the new administration at Latimer office and we welcome it.

As you may not be aware of the fact including the KCTMO that I have attended many stakeholders meeting in the past without involving the KCTMO BUT directly with the leadership of the RBKC, who is our landlord. It's not our feeling but the fact that the leadership of KCTMO is not interested as to what is going on at Grenfell Tower and it's not their priority any more until the Grenfell Tower degenerate again.

It was an opportunity given to the leadership of the KCTMO but knowingly denying to dealing with the fact and the truth as to what is going on at Grenfell Tower a quite an extraordinary.

Let me categorically confirm that to you and the leadership of the KCTMO that we wouldn't be able to attend any meeting without involving the stakeholders, the leadership of the KCTMO and cabinet member of housing Cllr Rock feilding Millen of RBKC and local councillors of Notting dale ward.

We trust and have strong believe in the leadership of our landlord the RBKC will take necessary step and for the benefit of the community of Grenfell Tower and to protect the legacy they will give serious attention to our genuine issues and concerns. We reserve the right to approach directly to our landlord based on "Truth has no agenda" to raise our serious issues and concerns in relation to Grenfell Tower as a leaseholders' association. If they also refused to deal with it and it would to sad saga for Grenfell Tower and instead of Legacy created by former cabinet members of housing at RBKC Cllr Coleridge and again our heartfelt thanks goes to him.

The investment of £10m regeneration project for Grenfell Tower within short period of time will become degeneration project and regret, instead of legacy if we don't act NOW and who will be responsible for that, only time will tell.

Our position is we intend to explore every avenues to protect the legacy created by Cllr Coleridge and delivered by the Leaderships of RBKC that's including Cllr Rock Feilding Mellen and Cllr Nick- Paget Brown.

We may bring our genuine issues and concerns to the Housing ombudsman or the leaseholder tribunal if every avenue is exhausted.

On a separate note, our humble request to the recipients of this emails and we thanks them in advance for their time and to give their serious attention to our serious issues and concerns.

We wait to hear from the leaderships of the KCTMO urgently.

Best wishes

Tunde Awoderu

The Vice chairman of Grenfell Tower leaseholders' association

From: Millicent Williams <mwilliams@kctmo.org.uk>

Sent: 14 March 2017 15:35

To: 'Grenfell Tower Leaseholder's Association'

Cc: Nicola Bartholomew

Subject: RE: Stakeholders Meeting with KCTMO & BRKC ref: Grenfell Tower

Good afternoon Tunde

Thank you for your email.

Further to our telephone conversation today regarding a meeting being held to discuss matters of concerns that the Association wishes to raise, I can confirm our availability as follows:

- Friday 17 March – AM or PM
- Wednesday 22 March – AM or PM
- Thursday 23 March – AM or PM
- Friday 24 March – AM or PM

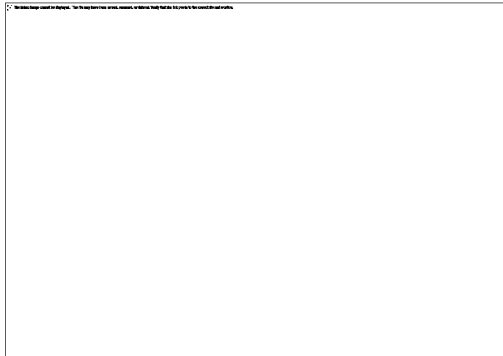
Please let me know which date and what time would be convenient for the Association to attend.

We only propose to meet with the Association at this stage as discussed on the phone and therefore will not invite the Head of KCTMO at this juncture.

I look forward to the confirmation of the Association's availability and could you please provide a list of the Association committee members for our reference.

Kind regards

<image001.jpg>Millicent Williams | Neighbourhood Officer | Latimer Office
Kensington & Chelsea TMO | 1 Station Walk | Lancaster West Estate | London | W11 1AH
www.kctmo.org.uk




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Tel: [REDACTED]
Email: mwilliams@kctmo.org.uk

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From: Grenfell Tower Leaseholder's Association [<mailto:GrenfellLeaseholdersAssociation@hotmail.co.uk>]

Sent: 13 March 2017 22:10

To: Millicent Williams <mwilliams@kctmo.org.uk>

Cc: Nicola Bartholomew <nbartholomew@kctmo.org.uk>; Kiran Singh <ksingh@kctmo.org.uk>;
clrr.atkinson@rbkc.gov.uk; Judith Blakeman <cllr.blakeman@rbkc.gov.uk>; cllr.lasharie@rbkc.gov.uk; Eddie daffarn
[REDACTED]

Subject: Stakeholders Meeting with KCTMO & BRKC ref: Grenfell Tower

Dear Millicent Williams,

Thank you very much for your prompt reply.

As you may know that we have raised some serious issues and concerns in relation to Grenfell Tower in our recent various emails correspondences with the Management of our Landlord as well as the managing agents the KCTMO.

I welcome your initiative to find an agreeable resolve to our serious issues concern. The meeting to be more inclusive and constructive, either you or Nicola Bartholomew can organise a meeting with Head of the KCTMO and the cabinet member of housing Mr Rock feilding Mellen at RBKC along with local stakeholders including Lancaster west resident association, Grenfell Action and Notting dale councillors.

We wait to hear from you urgently.

Best Wishes

Tunde Awoderu

The Vice chair of Grenfell Tower leaseholders' Association

From: Millicent Williams <mwilliams@kctmo.org.uk>
Sent: 13 March 2017 11:38
To: 'Grenfell Tower Leaseholder's Association'
Cc: Nicola Bartholomew; Samuel Anyanwu
Subject: RE: Banging noises from an air lock or a faulty ball valve.

Good morning Mr Awoderu

Thank you for your email.

In light of the contents thereof and in order to find an agreeable resolve, please contact me at your earliest convenience on: [REDACTED] to discuss your concerns further.

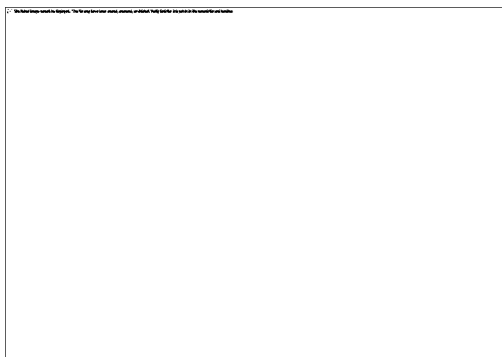
I thank you in advance for your kind co-operation in this matter and look forward to hearing from you in anticipation.

Kind regards

<image001.jpg>Millicent Williams | Neighbourhood Officer | Latimer Office

Kensington & Chelsea TMO | 1 Station Walk | Lancaster West Estate | London | W11 1AH

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Tel: [REDACTED]

Email: mwilliams@kctmo.org.uk

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From: Grenfell Tower Leaseholder's Association [<mailto:GrenfellLeaseholdersAssociation@hotmail.co.uk>]
Sent: 13 March 2017 10:16
To: Millicent Williams <mwilliams@kctmo.org.uk>
Cc: Nicola Bartholomew <nbartholomew@kctmo.org.uk>; Samuel Anyanwu <sanyanwu@kctmo.org.uk>;
cilrr.atkinson@rbkc.gov.uk; Judith Blakeman <cllr.blakeman@rbkc.gov.uk>; Kiran Singh <ksingh@kctmo.org.uk>;
[REDACTED]
Subject: Banging noises from an air lock or a faulty ball valve.

Dear Millicent Williams,

We are writing to you in relation to your letter dated 10 March 2017 to all residents of Grenfell Tower, as you may know that, some of us are living in Grenfell Tower for more than 35 years. The recent constant on every minute banging noise throughout the night as you suggested that possibly coming from an air lock or a faulty ball valve causing serious disturbances including sleepless night for some of the residents.

As you suggested noise occurs after flushing the toilet but we are experiencing the noises constantly throughout the night and this noise cannot possibly be from the flushing the toilet alone.

Its paramount important that the KCTMO deal with this issue immediately if not we have no option but to pass on to T-complaint procedure before we take it further as a leaseholders.

We wait to hear from you.

Best Wishes

Tunde Awoderu

The Vice Chair of Grenfell Tower Leaseholders' Association

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