

Message

**From:** Johnson, Laura: HHASC-Housing ["/o=exchange/ou=town hall/cn=recipients/cn=houlajo"]  
**Sent:** 11/14/2011 5:03:21 PM  
**To:** Sacha Jevans [sjevans@kctmo.org.uk]  
**Subject:** RE: Lift Maintenance Agreement

Thanks

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**From:** Sacha Jevans [mailto:sjevans@kctmo.org.uk]  
**Sent:** 14 November 2011 16:41  
**To:** Johnson, Laura: HHASC-Housing; Robert Black  
**Subject:** Re: Lift Maintenance Agreement

Hi Laura,

I will pick this up and come back to you shortly.

Regards

Sacha

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**From:** Laura.Johnson@rbkc.gov.uk [mailto:Laura.Johnson@rbkc.gov.uk]  
**Sent:** Monday, November 14, 2011 04:28 PM  
**To:** Robert Black  
**Cc:** Jannie Pretorius; Sacha Jevans  
**Subject:** FW: Lift Maintenance Agreement

Robert,

Could you send me a copy of the response the TMO did to the original complaint by Keith and if there's been any follow up.

Many thanks  
Laura

Director of Housing  
Royal Borough of Kensington & Chelsea

Tel. [REDACTED]  
laura.johnson@rbkc.gov.uk

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**From:** Keith Mott [mailto:grenfellleaseholdersassociation@hotmail.co.uk]  
**Sent:** 14 November 2011 15:15  
**To:** Johnson, Laura: HHASC-Housing  
**Cc:** Eddie daffarn; Tunde Awoderu; Cllr-Coleridge [REDACTED] Cllr-Cockell; Robert Black; Myers, Derek: CP-ChiefExec; tcomplaints@kctmo.org.uk; Sacha Jevans; Tollitt, Penelope: PC-Plan; Cllr-Blakeman  
**Subject:** FW: Lift Maintenance Agreement

Head of Housing

Ms Laura Johnson

The RBKC

Dear Ms Johnson,

Please find the forwarded email dated 27<sup>th</sup> June 2011. We are yet to receive a response from the KCTMO. Your comments would be greatly appreciated. The council's appointed managing agent has failed miserably to provide a quality standard of service for the residents of LWE, more particularly for the residents of Grenfell Tower.

The council's managing agents the K&CTMO has spent almost £700K of our money to replace the two lifts only five years ago and took more than a year to complete the job. Since then almost every other day, the lifts are out of service, especially at the weekends. The residents get trapped in the lifts regularly, due to lifts malfunctioning and for some of us it is a frightening experience. The council's appointed managing agents the K&CTMO, repeatedly failed to take appropriate action and are destroying the reputation of the RBKC.

Yours Sincerely ,

Mr K Mott

The secretary

The Grenfell Tower Leaseholder's Association

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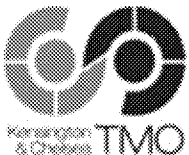
From: jpretorius@kctmo.org.uk  
To: grenfelleaseholdersassociation@hotmail.co.uk  
Date: Mon, 27 Jun 2011 14:16:03 +0100  
Subject: FW: Lift Maintenance Agreement

Dear Mr Mott

I hereby acknowledge receipt of your observation below and will provide you with a full response shortly.

Regards

**Jannie Pretorius**  
**Home Ownership Officer**  
t: [REDACTED]



**w:** [www.kctmo.org.uk](http://www.kctmo.org.uk)  
**a:** Unit A, 292 Kensal Road, London, W10 5BE.

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**From:** Keith Mott [mailto:grenfellleaseholdersassociation@hotmail.co.uk]  
**Sent:** 27 June 2011 12:48  
**To:** Daniel Wood  
**Cc:** Judith Blakeman  
**Subject:** Lift Maintenance Agreement

Dear Mr. Wood,

We are writing in relation to Landlord & Tenant Act 1985 Section 20 notice dated 16<sup>th</sup> June 2011, with regards to Proposed Qualifying Long Term Agreement for Lifts Maintenance.

As you know, we have raised serious issues and written to you for the past year about lifts repairs and malfunctioning at Grenfell Tower. The two lifts at Grenfell Tower were replaced only five years ago, with hefty costs to tenants and leaseholders, yet the two lifts are already malfunctioning like they are 20 years old. Such is the state of the lifts that virtually every week, one of the lifts goes out of service. We have made a record of the time and date accordingly. We are very dissatisfied with the amount of time and money K&CTMO spent to replace the two lifts and the answers you have given for this are unacceptable. Also when we have written to you on a number of occasions in relation to lifts breakdown and malfunction, you do not seek to take immediate action because it did not suit you. This is again is unacceptable.

We think the contractor who replaced the lift at Grenfell Tower should be responsible for the maintenance of the lifts and should be part of the warranty for minimum of five years. We believe you should seek a maintenance agreement with them and cannot see the reason for pursuing an agreement with someone else, apart from K&CTMO's vested interests.

We wait to hear your response.

Regards,

Keith Mott  
Secretary  
Grenfell Tower Leaseholder's Association

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