

Message

From: Johnson, Amanda: CP-Housing ["/o=exchange/ou=town hall/cn=recipients/cn=socamjo"]
Sent: 17/07/2012 14:24:23
To: Trethewey, Jane: CP-Housing [jane.trethewey@rbkc.gov.uk]; Caliskan, Celia: CP-Housing [celia.caliskan@rbkc.gov.uk]
CC: Angel, Ruth: CP-Housing [ruth.angel@rbkc.gov.uk]
Subject: RE: Appointment of studio E, Architects for Grenfell Tower improvement not Maintenance

Jane

Thanks for keeping us in the loop.

Celia is planning a meeting with Yvonne/Sacha and myself/Roger to look at resident engagement in the context of the recent discussions we have had on their performance in this area.

I have also spoken to Celia and we do not think the MMA covers this type of project sufficiently.

Given the ongoing concerns should we start to treat them as we would an external contractor in relation to any major capital programme where we are providing the funding – perhaps this will give us more checks and balances – given the pending writing off of £1.9m of leaseholder payments in relation to EPG – we and the TMO cannot allow for anything like this to go wrong again in the future. EPG will be fresh in our Councillors' minds for a long long time. A helpful context for our discussions with the TMO on how things can be improved.

Amanda

Amanda Johnson
Head of Housing Commissioning

Royal Borough Of Kensington and Chelsea
Kensington Town Hall
Hornton Street
London
W8 7NX

Tel: [REDACTED]

From: Trethewey, Jane: CP-Housing
Sent: 17 July 2012 13:07
To: Johnson, Amanda: CP-Housing; Caliskan, Celia: CP-Housing
Cc: Angel, Ruth: CP-Housing
Subject: FW: Appointment of studio E, Architects for Grenfell Tower improvement not Maintenance

AJ & Celia – I am sharing this with you as an FYI.

The email trail below shows that I sought a meeting with Mark, Alasdair, and Dan Woods, to clear the lines on communications with Grenfell residents, after a second unhappy email from Grenfell leaseholders about unclear communication. Mark has responded with an email copied to Laura, Robert and Sacha, telling me all the things he has already done. Informative, but somewhat defensive, and not the 'planning forward' reply I sought, to learn lessons and see off further criticism.

My problem here is that I have not had an update on Grenfell, a high profile project, for some time, and complaints are going from residents to the Leader of the Council and others. I expect to receive Grenfell updates at the Hidden Homes meetings, but Mark did not attend the last one. He advised me that he provided

Sacha with an update, but she failed to attend too. He then advised me he would give me a written update, but I have yet to receive one, other than the email below.

I wonder if the TMO believe I should take it on trust that they will do a good job, and not be questioning them in this kind of detail? But when faced with these kinds of complaints I would not be doing my job if I did not require an answer, as were Cllr C to ask me to tell him what was going on, I would not know what to say. I am going to wait to the end of the week for an update from Mark in response to my email below, i.e. for him to confirm that they have already written out, or that they plan to. If I don't hear anything I have drafted an email to escalate it to Sacha. I would hate the Grenfell project to end up with the appearance of a bad news story for residents, simply through poor communication, after the Council has pulled out £6m of funding to invest in the improvement of their homes.

On a similar note, on the Silchester project where part of Peabody's work involves remodelling the ground floor of the TMO's Frinstead House, Ruth sought a meeting for all the Frinstead House residents so that they could understand what was planned and comment upon it. Mark undertook to organise this, as it involves the presence of TMO staff too. The organisation of this meeting was offered by Mark on 7 June 2012, and has been chased subsequently by Ruth, but has yet to happen or for there to be evidence of it being planned. We are moving into the summer holiday period now, and Peabody wish to start their development in September. The longer this is left not done the more aggrieved Frinstead residents will doubtless feel about something which, if handled properly, should feel like a benefit to them.

All of this rather adds to the impression of Mark being overloaded, and perhaps promising things that the TMO are not currently structured to deliver. When it comes to Comms work like this, why would it be Mark as a senior asset manager setting them up? Where is the help from the Housing Management, Leasehold Management, and Resident Engagement Teams? These are things we have previously discussed, but I thought these examples were illustrative. I am not seeking your intervention at this stage, but will let you know how things progress, and wanted to keep you in the loop.

Jane

Jane Trethewey - [REDACTED]
Housing Strategy and Regeneration Manager
Kensington Town Hall, Hornton Street W8 7NX

Our Values: Public Service; Positive; Collaborative; Appreciative; Innovative

From: Trethewey, Jane: CP-Housing
Sent: 17 July 2012 09:30
To: 'Mark Anderson'
Cc: Manson, Alasdair: RBKCTMO Ltd; Wood, Daniel: RBKCTMO Ltd; Johnson, Laura: CP-Housing; Robert Black; Sacha Jevans
Subject: RE: Appointment of studio E, Architects for Grenfell Tower improvement not Maintenance

Hi Mark,

This is helpful. I would also expect that you will be writing out to residents in the block, and non-resident leaseholders, to inform them of the TMO's detailed plans, as not everyone will be able to attend drop-ins and meetings.

In particular this would ideally cover:

- The timetable of works planned
- Details of the planned works when available
- How they are likely to affect/benefit residents
- How it is being paid for and therefore how leaseholders will be affected in terms of service charges
- Whom they should contact for more information
- When they can expect to hear from you again

Many thanks - Jane

Jane Trethewey - [REDACTED]
Housing Strategy and Regeneration Manager
Kensington Town Hall, Hornton Street W8 7NX

Our Values: Public Service; Positive; Collaborative; Appreciative; Innovative

From: Mark Anderson [mailto:manderson@kctmo.org.uk]

Sent: 16 July 2012 17:02

To: Trethewey, Jane: CP-Housing

Cc: Manson, Alasdair: RBKCTMO Ltd; Wood, Daniel: RBKCTMO Ltd; Johnson, Laura: CP-Housing; Robert Black; Sacha Jevans

Subject: RE: Appointment of studio E, Architects for Grenfell Tower improvement not Maintenance

Good afternoon Jane,

Thank you for your observations and I am happy to go over the communications.

Essentially these are:

Thursday drop-in sessions open at the Grenfell Tower reception
Thursday evening presentations
EMB and RA updates at its scheduled meetings
Ad-hoc meetings with EMB and RA Chair and nominated working group members
Open estate meeting in the first week of August
Fortnightly meetings with the Boxing Club and Nursery
Meetings with KCTMO estate based staff

I shall separately communicate with Tunde as I wish us to meet with the GTLA.

Regards

Mark

Mark Anderson
Director of Assets & Regeneration

t: [REDACTED]



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From: Jane.Trethewey@rbkc.gov.uk [mailto:Jane.Trethewey@rbkc.gov.uk]
Sent: 16 July 2012 16:40
To: Mark Anderson; Alasdair Manson; Daniel Wood
Subject: RE: Appointment of studio E, Architects for Grenfell Tower improvement not Maintenance

Dear All,

I would like to meet with you to understand the communications strategy you have in place with the Grenfell Tower residents over the coming weeks and months. Evidently they are still not feeling informed, and I am sure this can be corrected.

Please can you propose some dates. Happy to come to the Hub if that's easier.

Regards - Jane

Jane Trethewey - [REDACTED]
Housing Strategy and Regeneration Manager
Kensington Town Hall, Hornton Street W8 7NX

Our Values: Public Service; Positive; Collaborative; Appreciative; Innovative

From: Mark Anderson [mailto:manderson@kctmo.org.uk]
Sent: 12 July 2012 10:12
To: 'Keith Mott'
Cc: Cllr-Cockell; Myers, Derek: CP-ChiefExec; Johnson, Laura: CP-Housing; [REDACTED]; maria.memoli@localgovernance.co.uk; Parkes, Anthony: RBKCTMO Ltd; Cllr-Blakeman; Trethewey, Jane: CP-Housing; strobes@private-eye.co.uk; Rama Venchard; staffordt@parliament.uk; sally.lawson-ritchie@aldridgefoundation.com; Tollitt, Penelope: PC-Plan; Peter Bradury; Cllr-Foreman [REDACTED]; tonyw@planningaidforlondon.org.uk; Sacha Jevans; Cllr-Campbell (E); Cllr-Mason; Cllr-Weatherhead; honor.wilson-fletcher@aldridgefoundation.com; Cllr-Gardner [REDACTED]; letters@standard.co.uk; Cllr-Borwick; Cllr-Gardner; Cllr-Husband; Cllr-Marshall; cllr.freeman@rbkc.gov.u; Cllr-Coates; Cllr-Holt; Cllr-Condon-Simmonds; cllr.daley@rbkc.gov.uk; Cllr-Neal; Cllr-Buxton(T); cllr.phelps@rbkc.gov.uk; Cllr-Paget-Brown; cllr.weale@rbkc.gov.u; Cllr-Collinson; Cllr-Lightfoot; Cllr-Lindsay; Cllr-Mills; cllr.lamont@rbkc.gov.uk; cllr.compbell@rbkc.gov.uk; Cllr-Buxton(F); Cllr-Moylan; Cllr-Taylor; Cllr-Will; Cllr-Donaldson; Cllr-Warrick; Cllr-Pascal; Cllr-Palmer; Wood, Daniel: RBKCTMO Ltd; Cllr-Coleridge [REDACTED]; Manson, Alasdair: RBKCTMO Ltd; Rumble, Siobhan: RBKCTMO Ltd; Paul Dunkerton
Subject: RE: Appointment of studio E, Architects for Grenfell Tower improvement not Maintenance

Good morning Mr Mott,

Thank you for your communication. I shall review your observations and reply to you separately on these issues.

I note that I have not received any dates from you and would be grateful if you were to provide me with these as I feel it would be beneficial for us to meet to discuss the proposals.

Thank you
Mark

Mark Anderson
Director of Assets & Regeneration

t: [REDACTED]



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From: Keith Mott [<mailto:grenfellleaseholdersassociation@hotmail.co.uk>]

Sent: 12 July 2012 10:05

To: Siobhan Rumble; Paul Dunkerton

Cc: Merrick Cockell; Derek Myers; laura.johnson@rbkc.gov.uk; [REDACTED];
maria.memoli@localgovernance.co.uk; Anthony Parkes; Judith Blakeman; Jane Trethewey; stobes@private-eye.co.uk;
rama.venchard@tribalgroupp.co.uk; staffordt@parliament.uk; sally.lawson-ritchie@aldridgefoundation.com;
penelope.tollitt@rbkc.gov.uk; Peter Bradury; [REDACTED]; tonyw@planningaidforlondon.org.uk; Sacha
Jevans; cllr.e.campbell@rbkc.gov.uk; cllr.mason@rbkc.gov.uk; cllr.weatherhead@rbkc.gov.uk; honor.wilson-fletcher@aldridgefoundation.com; [REDACTED]; letters@standard.co.uk;
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cllr.freeman@rbkc.gov.uk; cllr.coates@rbkc.gov.uk; cllr.holt@rbkc.gov.uk; cllr.condon-simmonds@rbkc.gov.uk;
cllr.daley@rbkc.gov.uk; cllr.neal@rbkc.gov.uk; cllr.buxton@rbkc.gov.uk; cllr.phelps@rbkc.gov.uk; cllr.paget-brown@rbkc.gov.uk;
cllr.weale@rbkc.gov.uk; cllr.collinson@rbkc.gov.uk; cllr.lightfoot@rbkc.gov.uk;
cllr.lindsay@rbkc.gov.uk; cllr.mills@rbkc.gov.uk; cllr.lamont@rbkc.gov.uk; cllr.compbell@rbkc.gov.uk;
cllr.f.buxton@rbkc.gov.uk; cllr.moylan@rbkc.gov.uk; cllr.taylor@rbkc.gov.uk; cllr.will@rbkc.gov.uk;
cllr.donaldson@rbkc.gov.uk; cllr.warrick@rbkc.gov.uk; cllr.pascall@rbkc.gov.uk; cllr.palmer@rbkc.gov.uk; Daniel Wood;
Mark Anderson; [REDACTED]; Alasdair Manson

Subject: Ref: Appointment of studio E, Architects for Grenfell Tower improvement not Maintenance

Grenfell Tower Leaseholders' Association

c/o 185, Grenfell Tower, Grenfell Road, London W11 1TQ, Email: grenfellleaseholdersassociation@hotmail.co.uk

Mr Paul Dunkerton
Project Manager
TMO Asset Investment
Network Hub
292a Kensal Road
London W10 5BE
AND
Siobhan Rumble
Neighbourhood Manager
Lancaster West Estate
Grenfell Tower
London W11 1TQ

Date 12th July 2012

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RBK00045643_0000

Dear Mr Paul Dunkerton,

Ref: Appointment of studio E, Architects for Grenfell Tower improvement not Maintenance

Thank you for your letter dated 4th July 2012 in relation to gaining access to individual leaseholder's flats for improvement proposals including external cladding, the external canopy, and windows and heating system.

There is clearly an established lack of a communication from the K&CTMO the tenant led organisation and their sub-agents since we did not receive the "Appointment of Studio E" letter before we pointed out that we had not received it. Also the Architect attended individual flats without making any appointment which we find quite unacceptable. The K&CTMO failed to realise the improvement and replacement of the windows is identical throughout the building so going door to door to carry out a so called survey of the condition of the windows we feel does not make sense. Do you mean to say that after the survey you would replace some windows with double glazing and leave other flats with single glazing?

For the past three years the stakeholders have been working very hard and especially the Grenfell Tower Leaseholders Association, to bring real improvement to Grenfell Tower knowing the fact the council is going ahead with the project to build a new academy, new leisure centre and new residential flats. We request you to get access to the sheer volume of correspondences took placed between the Grenfell Tower leaseholder's associations and the management of K&CTMO to bring the real improvement to the Grenfell Tower .

We did not expect you to appoint an architect without consulting us. Please find the forwarded emails copied to Siobhan Rumble (The Area Manager of LWE) and hand delivered to her dated 7th March 2012 in relation to building a better relationship. We find it bewildering that you are not aware of these emails as project manager when the area manager of Lancaster west estate Ms Siobhan Rumble is very much aware of what is going on and what Mr Robert Black himself stated his intention of building a strong working relationship with the Grenfell Tower Leaseholder's Association.

You need to setup a procedure so that we can work closely with you to get involve for the approved of £6m worth of investment for improvement NOT maintenance of Grenfell Tower.

We thank all the recipients of this email for taking the time to read this email.

We wait to hear from you immediately.

Yours sincerely

Mr Tunde Awoderu

The Vice Chairman

On behalf of

The Grenfell Tower Leaseholder's Association

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