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**From:** Claire Williams <clwilliams@kctmo.org.uk>  
**Sent:** 16 January 2015 16:01  
**To:** Simon Lawrence  
**Cc:** Simon O'Connor; Christina Stephanou  
**Subject:** FW: cladding rattling

Simon

Further to the email I just sent you, the resident has just sent me this photo.

I think that as well as having your response, it would be useful for Rydon to visit this home and look at the fixings and talk with the resident. The Patel family are leaseholders, and have been to every consultation, they are very conscientious about being up-to-date with information and I want to be able to reassure them. Currently you understand they have some serious concerns.

Please confirm.

Thanks

**Claire Williams**  
**Project Manager**



**t:** [REDACTED]  
**m:** [REDACTED]  
**a:** The Network Hub, 292a Kensal Road, London, W10 5BE

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**From:** [REDACTED]  
**Sent:** 16 January 2015 15:53  
**To:** Claire Williams  
**Subject:** RE: cladding rattling

judge for your self. this one is not only one on the frame  
regards  
sp



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From: [clwilliams@kctmo.org.uk](mailto:clwilliams@kctmo.org.uk)

To: [REDACTED]

Subject: RE: cladding rattling

Date: Fri, 16 Jan 2015 15:35:47 +0000

Mr Patel

Thank you for your email.

I confirm that I have asked Rydon to comment on your concerns, and I will get back to you next week when I receive their response.

Their sub-contractor doing the work guarantees all their fixings, but I am happier to bring this to their attention now rather than later as you say.


Regards

**Claire Williams**  
**Project Manager**



t: [REDACTED]  
m: [REDACTED]

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**From:** \_ [REDACTED]  
**Sent:** 16 January 2015 15:05  
**To:** Claire Williams; Peter Maddison  
**Subject:** RE: cladding rattling

hello clare,

they should not be blaming the high wind.

they have been plainly negligent . the frames were loose as probably the fasteners were not tightened properly.

their specialist sub-contractors have tightened them but looking at the frame below my window I can see some of the anchors

bolts are too short. the nuts on them are sitting right on end/edge of the bolt with no threads visible.

this is plainly wrong. ask any expert(and you should!) and they will tell you it is wrong. the question is how many of the fixings are like that.

how much of a problem are we storing for the long term?

The question needs to be addressed now and not after the panels have been fixed.

i hope you will raise these points with rydon and come up with a solution.

regards

spatel

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**From:** [clwilliams@kctmo.org.uk](mailto:clwilliams@kctmo.org.uk)  
**To:** [REDACTED]  
**Subject:** cladding rattling  
**Date:** Thu, 15 Jan 2015 17:11:05 +0000  
Mr Patel

I apologise, but the contractor has responded to me, but not given me a chance to get the notice put up.

Essentially they had their specialist sub-contractor check all the work, and nothing is loose or un-fixed. However they noted that the wind speeds were very high last night and that this impacted on the angles that have been fixed to date.

The winds should have subsided now, and ultimately the angles that were 'rattling' will be tightly fixed to the new cladding so this should not be an issue with the final installation.

I apologise for the noise that must have been very unsettling to all concerned.

**Claire Williams**

Project Manager



t: [REDACTED]  
m: [REDACTED]

a: The Network Hub, 292a Kensal Road, London, W10 5BE

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