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**From:** Lucy Ho <[REDACTED]>  
**Sent:** 10 June 2015 16:29  
**To:** Christina Stephanou  
**Cc:** [REDACTED]  
**Subject:** Re: Flat 76 Grenfell Tower

Thank you.

Sent from my Samsung Galaxy smartphone.

----- Original message -----

**From:** Christina Stephanou <cstephanou@rydon.co.uk>  
**Date:** 10/06/2015 4:08 PM (GMT+00:00)  
**To:** 'Lucy Ho' <[REDACTED]>  
**Cc:** [REDACTED]  
**Subject:** RE: Flat 76 Grenfell Tower

No problem I will make sure the appt is kept,

Apologies again,

Kind regards,

Christina Stephanou  
Lead Resident Liaison Officer

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M

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**From:** Lucy Ho [mailto:[REDACTED]]  
**Sent:** 10 June 2015 15:28  
**To:** Christina Stephanou  
**Cc:** [REDACTED]  
**Subject:** Re: Flat 76 Grenfell Tower

Hi,

Can this please be re booked for tomorrow 10-11 am.

Jenny will be home as everyone else needs to go to work.

Lucy

Sent from my Samsung Galaxy smartphone.

----- Original message -----

**From:** Christina Stephanou <cstephanou@rydon.co.uk>

Date: 10/06/2015 2:51 PM (GMT+00:00)

To: "[REDACTED]"

Subject: Re: Flat 76 Grenfell Tower

Hi Lucy I did book this in today ans I can only apologise that this was missed, I gave the list to the guys myself.

Can I offer you another day and I will ensure I personally escort them there myself.

Thank you

Kind Regards,

Christina Stephanou

Lead Resident Liaison Officer

Rydon

[REDACTED]

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**From:** Lucy Ho [mailto:[REDACTED]]

**Sent:** Wednesday, June 10, 2015 02:34 PM

**To:** Christina Stephanou

**Cc:** [REDACTED] >; Lynda Prentice

**Subject:** Re: Flat 76 Grenfell Tower

Christina,

I have spoken to my mother - despite booking in the vents for today pre 10am, your guys have not attended!!

I thought you had booked this is?!

Lucy

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: Christina Stephanou <cstephanou@rydon.co.uk>

Date: 10/06/2015 10:39 AM (GMT+00:00)

To: 'Lucy Ho' <[REDACTED]>

Cc: [REDACTED], Lynda Prentice <lprentice@rydon.co.uk>

Subject: RE: Flat 76 Grenfell Tower

Lucy,

As I have said before the TMO are ordering the asbestos works so are separate from us, so I cannot provide you with the information below, please contact Claire Williams on [cwilliams@kctmo.org.uk](mailto:cwilliams@kctmo.org.uk)

As soon as asbestos works are done we can install the new heating system and pipe works.

We then need access for:

- Vents – which are booked in
- change over to new radiators
- New windows to be installed
- testing and boxing in of the new pipes installed in the hallway

Regards

Christina Stephanou  
Lead Resident Liaison Officer

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**From:** Lucy Ho [mailto: ]  
**Sent:** 10 June 2015 09:48  
**To:** Christina Stephanou  
**Cc:** Lynda Prentice  
**Subject:** Re: Flat 76 Grenfell Tower

Christina, Lynda,

Please provide an update ASAP.

Although you are now aware that there is asbestos in the flat, you have not given a date and time to remove this.

I have also not received the project life cycle breakdown and the full documentation of the asbestos tests.

Regards,

Lucy

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: Lucy Ho <[REDACTED]>

Date: 04/06/2015 8:33 PM (GMT+00:00)

To: Christina Stephanou <cstephanou@rydon.co.uk>

Cc: [REDACTED], Lynda Prentice <lprentice@rydon.co.uk>

Subject: Re: Flat 76 Grenfell Tower

Hi Christina,

I have spoken to my mother - she has not received anything in regards to this. She has not seen any calling cards and no one has spoken to her about this.

As you have received the test results - I would like the FULL chemical analysis from the scientists stating this information. I would like all electron microscopic images to be attached, and any relevant documentation too.

I am sure you are aware, asbestos is deadly - a leading cause to Mesothelioma Cancer and various other lung diseases. You have both failed to be proactive with this situation. It is a serious matter and a calling card is simply not a good enough excuse to put a case to one side, as you await for residents to respond. Personally, I highly doubt that the contractors have left a calling card and I feel like you are trying to sweep this under the carpet. I completely understand that the asbestos tests were lying in the hands of the TMO but I would have appreciated it much more if you were on top of it all and chased them sooner.

Do you know in which areas the asbestos is affecting the flat? Is it just the bathroom or the entire flat? As you have not tested anywhere else, how would you know the other areas are not full of the fibres? When can we arrange to get this removed and what is the process?

For the window fittings in June/July what dates do you have in mind? My sister is back in London soon from university - it may be best to consult Jenny on this as I work.

Jenny please check your schedule on the dates and get back to Christina when this is sent across.

I apologise for this long winded email, however, to say I am disappointed that you have not attempted further communications, considering you both have my contact details - is a huge understatement.

Lucy

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: Christina Stephanou <cstephanou@rydon.co.uk>

Date: 04/06/2015 2:14 PM (GMT+00:00)

To: 'Lucy Ho' <[REDACTED]>

Cc: [REDACTED], Lynda Prentice <lprentice@rydon.co.uk>

Subject: RE: Flat 76 Grenfell Tower

Hi Lucy,

I just got a quick reply from Claire saying she has chased the contractors and apparently they have left some calling cards into your mum's flat to contact them to arrange the removal, not sure if you have got these?

The windows are starting to be fitted and take two days, because your mum does need assistance is it better to let me know some good dates for you and we can try and work around when you're free? They will be installing in June and July,

Thank you

Christina Stephanou  
Lead Resident Liaison Officer

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**From:** Lucy Ho [mailto:[REDACTED]]

**Sent:** 04 June 2015 11:12

**To:** Christina Stephanou; Lynda Prentice

**Cc:** [REDACTED]  
**Subject:** Re: Flat 76 Grenfell Tower

Morning Christina,

That is fine for the project life cycle.

I would just like a breakdown with quick summary and/or description for the works. If you can produce one to show approximate dates for Flat 76 in particular, that would be most helpful.

With regards to Claire at TMO - does her OOO state that she will be back tomorrow? Is there not anyone else you can escalate this issue to? With the time line on the asbestos tests, are you also awaiting Claire to do this?

I have also changed my mobile number - please update your records. It is [REDACTED]

Thank you,

Lucy

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: Christina Stephanou <cstephanou@rydon.co.uk>

Date: 04/06/2015 10:36 AM (GMT+00:00)

To: 'Lucy Ho' <[REDACTED]>, Lynda Prentice <lprentice@rydon.co.uk>

Cc: [REDACTED]

Subject: RE: Flat 76 Grenfell Tower

Good morning,

I have chased Claire today and I have got an 'out of office reply' from her.



I'm hoping she will get back to me tomorrow, will update you in the morning.

When you day project lifecycle, would a list of works to complete and some estimated dates be ok?

Kind regards,

Christina Stephanou  
Lead Resident Liaison Officer

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**From:** Lucy Ho [mailto: ]  
**Sent:** 03 June 2015 18:49  
**To:** Christina Stephanou; Lynda Prentice  
**Cc:**   
**Subject:** Re: Flat 76 Grenfell Tower

Christina,

Wednesday 10th 9-10am is fine.

As mentioned before, I would like a full breakdown of your project life cycle. I would also like you to produce me the timeline of what has been done to rectify the issue with the possibilities of asbestos in Flat 76.

Please let me know as soon as possible - any update, no matter how small, will be better than none at all.

Lucy

----- Original message -----

From: Christina Stephanou <cstephanou@rydon.co.uk>

Date: 03/06/2015 6:22 PM (GMT+00:00)

To: 'Lucy Ho' <[REDACTED]>, Lynda Prentice <lprentice@rydon.co.uk>

Cc: [REDACTED]

Subject: RE: Flat 76 Grenfell Tower

Lucy,

I apologise I have been in a meeting all afternoon and Lynda is on leave

Wednesday 10<sup>th</sup> June is fine, we can ask for them to come at 9am but, it may be more like 9am – 10am as they have numbers and appts to do.

I have had no response on the below yet, the TMO are ordering the asbestos works so are separate from us, so I apologise I cannot get you an update sooner.

Hopefully tomorrow I will get a response, or chase again for you if not,

Kind regards,

Christina Stephanou  
Lead Resident Liaison Officer

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D [REDACTED]  
M [REDACTED]

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**From:** Lucy Ho [mailto:[REDACTED]]

**Sent:** 03 June 2015 16:24

**To:** Christina Stephanou; Lynda Prentice

**Cc:** [REDACTED]

**Subject:** Re: Flat 76 Grenfell Tower

Hi both,



Can you confirm whether or not the appointment I have requested for is booked in and provide me an update on the below?

Lucy

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: Lucy Ho <[REDACTED]>  
Date: 03/06/2015 1:46 PM (GMT+00:00)  
To: Christina Stephanou <cstephanou@rydon.co.uk>, Lynda Prentice <lprentice@rydon.co.uk>  
Cc: [REDACTED]  
Subject: Re: Flat 76 Grenfell Tower

Christina, Lynda,

Please can I have Wednesday 10th, 9am for the air duct cleaning in the bathroom and toilets.

We have been waiting for the results of the asbestos tests since mid April. Can you please push this as we are starting to get no hot water in the mornings. Whether or not this is related to the works you need to do, I do not know- however we have had no communication on this at all!

I have requested that ALL correspondence to be via me on email or on my mobile. This is on the bottom of this email chain. The reason for this is because my mother is not the best at English and sometimes cannot understand- it will prevent any miscommunication. I do not know whether or not a survey has been done as you have not contacted me on this.

Can I please request, yet again, all correspondence must come via me and my sister [REDACTED]  
[REDACTED] - she is now copied into the email.

Can I please have a full breakdown - the entire project life cycle and what dates you have in mind to complete which section. I also need a time line on exactly when you took the asbestos samples, when you sent the test out, when you are expecting to receive the results back and ofcourse when you plan to carry out the works fixing this should the results are positive for asbestos. This is obviously not safe for anyone entering my mother's home - however my mother lives in flat unknowing of what the current situation is.

It is not acceptable that you do not send any communication, leaving people in limbo. A simple test via the Electron Microscope via SEM or TEM should be able to tell you the results and it certainly should not take more than a month even if there is a high work load.

Regards,

Lucy

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: Christina Stephanou <cstephanou@rydon.co.uk>

Date: 03/06/2015 9:51 AM (GMT+00:00)

To: 'Lucy Ho' <[REDACTED]>, Lynda Prentice <lprentice@rydon.co.uk>

Subject: RE: Flat 76 Grenfell Tower

Hi Lucy,

Im not sure Lynda received your email as you are not in the schedule for wednesday. We have appts free any day next week if you can make time then?

Also I believe Lynda has not responded regarding the asbestos testing as we are awaiting answers from the Client (Claire from the TMO) as to test result and when works will proceed.

Have you had anyone to the property to survey as yet? if so I can try and chase her again today for you,

Kind Regards

Christina Stephanou  
Lead Resident Liaison Officer

T [REDACTED]  
D [REDACTED]  
M [REDACTED]

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**From:** Lucy Ho [mailto: [REDACTED]]  
**Sent:** 03 June 2015 09:20  
**To:** Lynda Prentice  
**Cc:** Christina Stephanou  
**Subject:** RE: Flat 76 Grenfell Tower

Christina,

I sent this text to Lynda on Sunday at 6:50 pm in response to the cleaning of air ducts flyer:

Hi Lynda,

Its Lucy on behalf of my mom at 76 Grenfell.

Can you confirm whether or not you have received my email for an appointment on Wednesday at 8:30 or 9am to clean the air ducts?

I'd also like to enquire about the asbestos testing in our flat. What are the test results and when will the work proceed? I feel I have given you a sufficient amount of time to do the tests and write back however there has been no communication on this.

Thanks,  
Lucy

Below is the email chain with regards to the asbestos.

My mother will be in the house until 10am. Please let me know if someone will attend so I can advise her whether or not she can get on with her day.

Regards,  
Lucy

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From: lprentice@rydon.co.uk  
To: [REDACTED]  
CC: cstephanou@rydon.co.uk  
Date: Fri, 24 Apr 2015 15:44:55 +0100  
Subject: RE: Flat 76 Grenfell Tower

Hi Lucy

We await the tmo for the results,

If it comes back positive they carry out works to rectify it, if its negative works will continue and we can book you in,

Kind Regards

Lynda Prentice  
Resident Liaison Officer

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**From:** Lucy Ho [mailto: ]  
**Sent:** 23 April 2015 18:33  
**To:** Lynda Prentice  
**Subject:** Re: Flat 76 Grenfell Tower

Hi Lynda,

God that's dangerous - when will you get the results and what are the next steps should the test come back positive for asbestos? I assume if it is negative you will continue works and hopefully fix the ceiling?

Thanks,

Lucy

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: Lynda Prentice <[lprentice@rydon.co.uk](mailto:lprentice@rydon.co.uk)>  
Date: 23/04/2015 2:10 PM (GMT+00:00)

To: 'Lucy Ho' <[REDACTED]>  
Subject: RE: Flat 76 Grenfell Tower

Hi Lucy

The ceiling paint may contain a small amount of asbestos so we need to test it as it is flaking

Many thanks

Lynda Prentice  
Resident Liaison Officer

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**From:** Lucy Ho [[mailto:\[REDACTED\]](mailto:[REDACTED])]  
**Sent:** 23 April 2015 13:51  
**To:** Lynda Prentice  
**Subject:** Re: Flat 76 Grenfell Tower

Hi Lynda,

Can you confirm the details of the testing please - what are you testing for?

Thanks,

Lucy

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: Lynda Prentice <[lprentice@rydon.co.uk](mailto:lprentice@rydon.co.uk)>  
Date: 23/04/2015 11:17 AM (GMT+00:00)  
To: 'Lucy Ho' <[REDACTED]>  
Cc: Christina Stephanou <[cstephanou@rydon.co.uk](mailto:cstephanou@rydon.co.uk)>  
Subject: RE: Flat 76 Grenfell Tower

Hi

I am sorry that there has been a delay on the works starting in your mum's flat the reason for this is the bathroom ceiling is very flaky and we need to test this before we can do any works, as soon as the results come back I will be in touch with your mum to arrange for works to start

Many thanks

Lynda Prentice  
Resident Liaison Officer

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**From:** Lucy Ho [<mailto:>]  
**Sent:** 22 April 2015 20:21  
**To:** Lynda Prentice  
**Subject:** Flat 76 Grenfell Tower

Hiya,

I have spoken to my mother ( ) in regards to the current situation at flat 76.

Can you explain what is happening? From what I understood from my mom, you are unable to complete the works.

Please can you clarify what is happening as I believe your team were supposed to carry out electrical works today.

In future, can all correspondence with my mom also be put in writing, to me, via response to this email chain? This will prevent complications and any further misunderstandings.

If you need to contact me, please don't hesitate to call me on ( ).



Kind regards,

Lucy

Sent from my Samsung Galaxy smartphone.

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