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**From:** Lynda Prentice  
**Sent:** 06 June 2016 10:07  
**To:** Ben Bailey  
**Cc:** David Hughes  
**Subject:** RE: Outstanding Works @ Grenfell Tower

Hi Ben

52 is booked in for Thursday 9<sup>th</sup> June @9:00am

15 I have left her a message to contact me but if you let me know what time roughly Taff will be finished in 52 I will write her a letter stating that you will be coming .

kind regards

Lynda Prentice  
Resident Liaison Officer



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**From:** Ben Bailey [mailto:BenBailey@harleyfacades.co.uk]  
**Sent:** 03 June 2016 10:42  
**To:** David Hughes; Ray Bailey  
**Cc:** Steve Blake; Lynda Prentice; Keith Miller  
**Subject:** Re: Outstanding Works @ Grenfell Tower

Morning Dave,

With regards to flat 52, it sounds like the gearing in the handle box is not working. We've received technical advice from the manufacturer to resolve this, who have recommended the following method to open the vent:

- Deglaze the vent.
- Locate the height of the locking pins using another identical window installed in the property.
- Drill a small hole in the side of the window vent at one of these locations in the affected window (the hole will not be visible when glass is installed). This will enable us to access the locking pins.
- Using a screwdriver, push up on the pin. This will move all the pins up and unlock the window.
- Remove the horizontal locking pin and gearbox mechanism and replace with new.
- Re-glaze and test.

We will take the non-functioning part and inspect for failure or misuse etc. and advise accordingly. In terms of timescale on site, we'd estimate between 30-90 minutes as we rarely see this problem, and the pins could potentially be stubborn.

With regards to the flats mentioned below, I have spoken with Lynda and agreed the following:

15 – Trims and drips to be fitted; Originally cancelled by occupant. Will aim to book this in for the same day as 52 (below)

24 – unable to gain access so far as the tenant has been unavailable. Lynda will attempt to contact the resident on Monday and agree a visit.

205 – requires scratches to be polished out of glass and a draughty window looking at. We've looked at this window many times to no avail, so have agreed with the manufacturer for them to send their specialist to London to fix it. The relevant people to make this happen are away until Monday so I will update on Tuesday with a date.

52 – as described above. Lynda will agree a date for 52 and 15 to take place on the same day.

171 – Parts identified. Best to be fixed on same day as 205 by the manufacturer specialist.

Regards,

Ben



Ben Bailey | Project Manager

[REDACTED] | [benbailey@harleyfacades.co.uk](mailto:benbailey@harleyfacades.co.uk)

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**From:** David Hughes <[dhughes@rydon.co.uk](mailto:dhughes@rydon.co.uk)>

**Date:** Wednesday, 1 June 2016 at 16:53

**To:** Ben Bailey <[BenBailey@harleyfacades.co.uk](mailto:BenBailey@harleyfacades.co.uk)>, Ray BaileyHCW <[Raybailey@harleycw.co.uk](mailto:Raybailey@harleycw.co.uk)>

**Cc:** Steve Blake <[SBlake@rydon.co.uk](mailto:SBlake@rydon.co.uk)>, Lynda Prentice <[lprentice@rydon.co.uk](mailto:lprentice@rydon.co.uk)>, Keith Miller <[kmiller@rydon.co.uk](mailto:kmiller@rydon.co.uk)>

**Subject:** RE: Outstanding Works @ Grenfell Tower

Hi Ben

Please see attached e-mail with e-mail trail about flat 52's broken window

Please can you give a timeframe for fixing all defective windows

Kind regards

Dave

David Hughes  
Site Manager

T  
M [REDACTED]

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**From:** David Hughes

**Sent:** 31 May 2016 15:37

**To:** Ben Bailey ([BenBailey@harleyfacades.co.uk](mailto:BenBailey@harleyfacades.co.uk)); [Raybailey@harleycw.co.uk](mailto:Raybailey@harleycw.co.uk)

**Cc:** Steve Blake; Lynda Prentice; Keith Miller

**Subject:** RE: Outstanding Works @ Grenfell Tower

Hi Ben & Ray

Jon White (COW) is due early morning tomorrow for the external elevation snag – please confirm your attendance?

Also we will start clearing your garage Thursday – will you be emptying it tomorrow?

Please call me to discuss

Kind regards

Dave

David Hughes  
Site Manager

TM

**From:** David Hughes  
**Sent:** 27 May 2016 17:36  
**To:** Ben Bailey ([BenBailey@harleyfacades.co.uk](mailto:BenBailey@harleyfacades.co.uk)); [Raybailey@harleycw.co.uk](mailto:Raybailey@harleycw.co.uk)  
**Cc:** Steve Blake; Lynda Prentice; Keith Miller  
**Subject:** Outstanding Works @ Grenfell Tower

Hi Ray & Ben

Below is an email regarding outstanding issues with residents windows.

We are getting chased by the client for dates as to when they will be fixed. Please let me know asap.

Also I believe that Taff spoke to Ben about the roller shutter boxing's still catching the the shutters around the nursery.

Please can you arrange to clear your garage by Wednesday night as we are clearing the garages next week.

Any questions, please give me a call

Kind regards

Dave

David Hughes  
Site Manager

T  
M

**From:** Lynda Prentice  
**Sent:** 27 May 2016 15:40  
**To:** David Hughes  
**Subject:** outstanding window repairs

The outstanding repairs on the windows are :

15,

24 I am still waiting for Ben to visit with me.

205 need update from Ben

52 need up date from Ben

171 update on part from Ben


Lynda Prentice  
Resident Liaison Officer

T  
D  
M

Rydon Maintenance Ltd  
Grenfell Tower, Grenfell Road, Notting Barns, W11 1TQ.



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