
From: Lynda Prentice
Sent: 10 June 2016 08:28
To: Nicola Donnelly; David Hughes
Cc: Christina Stephanou
Subject: RE: Outstanding Works while I am on annual leave

Morning

just an update on outstanding works at Grenfell below is the trail between ben Bailey and ourselves, as you can see Ben cancelled all appointments for Thursday.

Claire is eager to have a date of when both 15 and 52 are being fixed as the residents are on her back and Mr Thomas of 52 is talking about going to the councillor again, I emailed Ben yesterday but as yet he has not got back to me.

Dave please can you chase him up on Monday when you are back.

Also I spoke to Jason yesterday and 126 had a problem with the settings on there thermostat I remember that this was an issue before but she would not allow us access to sort it for her.

Claire knows how to change the programs on the thermostat if no one else does.

Nikki

At Frogna the only person that might need assistance is Mr Colin Jones who is moving from 63 to 35 as he had a second viewing on Tuesday with Peter and I and has his packing boxes but would not commit to a move date. I have left it that he is going to contact me when he has sorted everything out and is ready to give me a date, I get the feeling that this will not be for a couple of weeks so I will probably be back to sort this out but just in case he calls while I am off. Everything is updated on the spreadsheet for Frogna.

Lynda Prentice
Resident Liaison Officer

T
D
M



From: Lynda Prentice
Sent: 09 June 2016 08:37
To: Ben Bailey
Cc: David Hughes
Subject: Re: Outstanding Works @ Grenfell Tower

Hi Ben

Is that all the appointments cancelled as I thought you already had the parts for 15 as this was booked in 2 weeks ago and cancelled by the resident

Kind regards

Sent from my Samsung device

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

From: Ben Bailey <BenBailey@harleyfacades.co.uk>

Date: 09/06/2016 07:06 (GMT+00:00)

To: Lynda Prentice <lprentice@rydon.co.uk>

Cc: David Hughes <dhughes@rydon.co.uk>

Subject: Re: Outstanding Works @ Grenfell Tower

Hi Lynda,

The parts we need for these flats didn't arrive at the office yesterday so we won't be able to do the repairs today. Sorry for the late notice, will find out and let you know what's happened.

24 needs a part we don't have but this is also on order.

Regards,

Ben

Sent from my iPhone

On 8 Jun 2016, at 11:19, Lynda Prentice <lprentice@rydon.co.uk> wrote:

Hi Ben

Appointments for tomorrow:

52 @9:00am

15 @11:00 or just after- can Taff please check if there is anything outstanding as had email from client about some missing cladding that the resident reported.

24 did you find out if you will have parts for tomorrow or will you have to order them .

Kind regards

Lynda Prentice
Resident Liaison Officer

T
D
M

From: Ben Bailey [<mailto:BenBailey@harleyfacades.co.uk>]

Sent: 06 June 2016 14:35

To: Lynda Prentice

Subject: Re: Outstanding Works @ Grenfell Tower

Hi Lynda,

We haven't got the right part so I've ordered another one – waiting to hear back if they've got one to hand or if they'll have to order one in.

Regards,

Ben

<image001.png>

Ben Bailey | Project Manager

[REDACTED] | benbailey@harleyfacades.co.uk

Harley Facades Ltd | Office: [REDACTED] Fax: [REDACTED]
Harley House, Brooklands Park, Crowborough, East Sussex, TN6 2JD
harleyfacades.com

<image002.png>

This email has been sent by Harley Facades Ltd. The information in this email is confidential and may be legally privileged. It is intended solely for the addressee. Access to this email by anyone else is unauthorised. If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful. Any views expressed in this message, are those of the individuals sender, except where the sender specifically states them to be the views of Harley Facades Ltd. Whilst Harley Facades Ltd takes reasonable precautions to scan email content for viruses, we cannot give warranties or assurances about the safety and contents of this email including any attachments herewith. It is the responsibility of the recipient to scan the email and any attachments herewith sent for malicious content.

From: Lynda Prentice <lprentice@rydon.co.uk>
Date: Monday, 6 June 2016 at 13:25
To: Ben Bailey <BenBailey@harleyfacades.co.uk>
Subject: RE: Outstanding Works @ Grenfell Tower

Hi Ben

Did you have the parts for flat 24

Kind regards

Lynda Prentice
Resident Liaison Officer

T
D
M

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

<image003.png>

Ben Bailey | Project Manager

 | benbailey@harleyfacades.co.uk

Harley Facades Ltd | Office:  | Fax: 
Harley House, Brooklands Park, Crowborough, East Sussex, TN6 2JD
harleyfacades.com

<image004.png>

This email has been sent by Harley Facades Ltd. The information in this email is confidential and may be legally privileged. It is intended solely for the addressee. Access to this email by anyone else is unauthorised. If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful. Any views expressed in this message, are those of the individuals sender, except where the sender specifically states them to be the views of Harley Facades Ltd. Whilst Harley Facades Ltd takes reasonable precautions to scan email content for viruses, we cannot give warranties or assurances about the safety and contents of this email including any attachments herewith. It is the responsibility of the recipient to scan the email and any attachments herewith sent for malicious content.

From: David Hughes <dhughes@rydon.co.uk>

Date: Wednesday, 1 June 2016 at 16:53

To: Ben Bailey <BenBailey@harleyfacades.co.uk>, Ray BaileyHCW
<Raybailey@harleycw.co.uk>

Cc: Steve Blake <SBlake@rydon.co.uk>, Lynda Prentice <lprentice@rydon.co.uk>, Keith Miller <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

From: David Hughes
Sent: 31 May 2016 15:37
To: Ben Bailey (BenBailey@harleyfacades.co.uk); Raybailey@harleycw.co.uk
Cc: Steve Blake; Lynda Prentice; Keith Miller
Subject: RE: Outstanding Works @ Grenfell Tower

Hi Ben & Ray

Just left Ben a voicemail.

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

T
M

From: David Hughes
Sent: 27 May 2016 17:36
To: Ben Bailey (BenBailey@harleyfacades.co.uk); 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

 The linked image cannot be displayed. The file may have been moved, renamed, or deleted. Verify that the link points to the correct file and location.



This e-mail (including any attachments) is transmitted subject to Rydon Group e-mail terms as published on its [website](#). If you have received this e-mail in error please e-mail the sender by replying to this message. Details of the Company registration numbers and registered offices to which this e-mail relates are also published on its [website](#).

 Please consider the environment before printing this email.

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>
