

Joanne Burke

From: Alex Bosman
Sent: 06 September 2013 16:05
To: (T) Complaints
Subject: FW: Compensation, Station Walk and full time Estate Manager.
Attachments: Housing Regeneration works at Station Walk Lancaster West Estate

FYI response below for Mr Daffarn.

Thanks,

Alex

Alex Bosman

Head of Contract Management
Kensington & Chelsea TMO
292a Kensal Road
W10 5BE



From: Peter Maddison
Sent: 06 September 2013 15:55
To: [REDACTED]
Cc: Kiran Singh; David Gibson; Alex Bosman
Subject: RE: Compensation, Station Walk and full time Estate Manager.

Dear Mr Daffarn

In response to your e-mails dated 12th and 14th August, I would confirm the following:

Power Surges

I am sorry, but the position that has been communicated to residents in relation to compensation stands. However, if you, or any of your neighbours have suffered specific hardship as a result of the surges, then I would encourage you to speak to your housing officer and they will see whether we can offer assistance.

Grenfell Tower Heating and Hot Water Repairs.

I am sorry that there has been a further loss of hot water to Grenfell Tower. There has been a repeated problem with the pumps. This has now been repaired and I hope that the matter is now resolved. As you know the hot water system is approaching the end of its useful life and is due for renewal in the new year. However, our contractors advise that the system is repairable and we will ensure that contractors respond promptly to any future breakdowns.

The KCTMO compensation policy states that compensation is payable if heating or hot water services are lost for a period of 3 consecutive days. This has not been the case to date, so compensation is not payable at the present time.

Project Manager

Paul Dunkerton was a temporary member of staff. He received an alternative offer of employment and has now left KCTMO. Sacha Kulidzhan has been covering this post on a temporary basis and a new, permanent project manager is expected to join us later in September. We will include details in our next newsletter.

Landscaping to Station Walk

Dominic Davies has responded to this query (copy attached)

Estate Management

Siobhan Rumble is the Area Manager for the Lancaster West Area and currently reports to Kiran Singh, Head of Neighbourhoods. Siobhan also currently manages the KCTMO Rent Income Team, so she has an Assistant Manager, Anthea Durand who can assist in any issues when Siobhan is not present. There is no proposal to change this arrangement at the present time, however, it is likely something that the Assistant Director of Housing Management may want to review when that post is filled. In the meantime, Kiran will be able to discuss any concerns you have about the housing management service.

I hope this clarifies the issues you raise.

Yours sincerely

Peter

Peter Maddison
Director of Assets and Regeneration



t: [REDACTED]
m: [REDACTED]

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

Before printing, please think about the environment

From: Peter Maddison
Sent: 21 August 2013 09:49
To: [REDACTED]
Subject: Re: Compensation, Station Walk and full time Estate Manager.

Dear Mr Daffarn

I confirm receipt of your e-mails and will respond in due course.

Yours sincerely

Peter Maddison

Director of Assets and Regeneration

t: [REDACTED]
m: [REDACTED]

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

From: Edward Daffarn [mailto: [REDACTED]]
Sent: Wednesday, August 21, 2013 08:24 AM
To: Peter Maddison
Subject: FW: Compensation, Station Walk and full time Estate Manager.

From: [REDACTED]
To: pmaddison@kctmo.org.uk
CC: [REDACTED]; info@platinum-c.co.uk; grenfelleaseholdersassociation@hotmail.co.uk;
[REDACTED]
Subject: FW: Compensation, Station Walk and full time Estate Manager.
Date: Wed, 21 Aug 2013 08:03:16 +0100

Dear Mr Maddison,
Please can you confirm receipt of my emails dated 12th and 14th Aug and reassure me that you will provide specific answers to the questions posed in this correspondence?
Regards,
Edward Daffarn
Grenfell Action Group
<http://grenfellaactiongroup.wordpress.com/>

From: [REDACTED]
To: pmaddison@kctmo.org.uk
Subject: Re: Compensation, Station Walk and full time Estate Manager.
Date: Wed, 14 Aug 2013 12:42:27 +0100

Dear Peter,
Thank you for taking the time to speak with me earlier today.
Following our meeting I would like to put the following questions to you in writing.

Please reconsider the TMO decision not to pay out the full claims of residents impacted by the power surge for the reasons that I detailed to you this morning?

In addition, please could you inform me:

Who was responsible at the TMO for authorising the recent landscaping works to Station Walk and at what point were the EMB/residents (including leaseholders) consulted?

What, if any, ecological considerations were examined and how?

How much did the works cost and why were they considered necessary?

What companies submitted tenders for the job and which company was finally awarded the contract?

Please can you include information about the most recent works (where the natural grass was dug up and replaced with low quality woodchip) and also the previous landscaping that occurred some year and a half ago and saw some Silver Birch planted and the electrical lights installed between the finger block and Station Walk itself.

To the best of my knowledge these electrical lights have never actually been switched on and are totally inappropriate as they point directly into tenants' residencies.

The more recent decision to remove the natural grassland and replace with poor quality woodchip is detrimental to the Estate's ecology and birdlife.

How are decisions concerning landscaping currently shared with the local community and how do the TMO involve residents in decisions regarding their natural environment?

Please can you confirm that the TMO will look to ensure that Lancaster West is appointed one **full time** Estate Manager with the genuine aim of improving living conditions and fostering community advancement?

Once again, thank you for taking the time to speak with me this morning and I will look forward to meeting with Kieran sometime next week to walk around the Estate. I will see if I can get Tunde from the Leaseholders and Christine from the Lancaster West RA to join us.

Regards,
Edward Daffarn

From: [REDACTED]
To: pmaddison@kctmo.org.uk
Subject: RE: Grenfell Tower.
Date: Mon, 12 Aug 2013 08:51:25 +0100

Dear Mr Maddison,
Please be aware that Grenfell Tower was without hot water again this weekend. This is totally unacceptable to residents who refuse to take part in the TMO/Council's "managed decline" of our Estate and resent being forced to endure living in slum like conditions.
Please explain to the Grenfell Action Group what your immediate plans are to ensure that this now almost weekly disruption to our hot water does not occur again? Will you consider offering residents/leaseholders a reduction in rent/service charges as compensation?
Please can you answer my previous enquiry and inform our community whether Paul Dunkerton is still involved in the Grenfell Tower improvement project?
If Mr Dunkerton is no longer working for the TMO please could you explain the reason for his departure and why residents have not yet been informed?
The Grenfell Action Group are also not satisfied with the TMO attempt to minimise the impact on residents of the recent power surge and the health and safety risk that this episode exposed us too and we intend to raise this subject at Thursday's meeting and re-direct our concerns back to the Scrutiny Committee.

Regards,
Edward Daffarn
Grenfell Action Group
<http://grenfellaactiongroup.wordpress.com/>

From: pmaddison@kctmo.org.uk
To: [REDACTED]
Date: Tue, 6 Aug 2013 14:24:38 +0100
Subject: RE: Grenfell Tower/Scrutiny Committee.

Dear Mr Daffarn

Thank you for your e-mails.

The latest newsletter was distributed last week and gives details of forthcoming meetings. The next meeting is next Thursday 15th August. We will also have a drop in on Weds 14th August (please note that this is on a different day to the meeting as you suggested when we met recently).

The main focus of the meeting will be the regeneration works to Grenfell. However, I will be happy to take any questions that residents might have about the recent issues with the electrical supply to the block.

I am sorry that there have been problems with the hot water supply. This was the result of the drive belt snapping on one of the gas boosters which resulted in one of the boilers shutting down. This was reported to the out of hours service and a repair was carried out promptly. It is clear that the heating and hot water system to Grenfell is at the end of its useful life and for that reason, we are planning its replacement as part of the regeneration works.


Yours sincerely

Peter Maddison

Peter Maddison
Director of Assets and Regeneration

t: [REDACTED]
m: [REDACTED]

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

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From: Edward Daffarn [mailto:[REDACTED]]
Sent: 02 August 2013 08:28
To: Peter Maddison
Cc: Francis verity action group; laura.johnson@rbkc.gov.uk; councillor blakeman; cllr.feilding-mellen@rbkc.com
Subject: FW: Grenfell Tower/Scrutiny Committee.

Dear Mr Maddison,

Please would you be kind enough to respond to the email that I sent you on Sat 27th July and also inform us what has happened to Paul Dunkerton, the Grenfell Tower Project Manager?

Please can you assure residents that the proposed works to Grenfell Tower will be of a higher standard than those delivered to the regenerated Wornington Green site and recently highlighted in Councillor Emma Dent Coad's blog:

<http://emmadentcoad.blogspot.co.uk/>

Regards,

Edward Daffarn

Grenfell Action Group

<http://grenfellactiongroup.wordpress.com/>

From: [REDACTED]
To: pmaddison@kctmo.org.uk
Subject: FW: Grenfell Tower/Scrutiny Committee.
Date: Sat, 27 Jul 2013 23:58:52 +0100
Dear Mr Maddison,

Please could you explain why residents have not yet received the Newsletter updating us on the Grenfell Tower Improvement Project that was promised would be delivered to tenants at the recent Scrutiny Committee Meeting (please see Councillor Blakeman's minutes below)?

Please can you also inform us when the next meeting for residents to discuss the GT Improvement Project is set to take place and will this meeting also give time for tenants to raise concerns about the way the TMO continue to handle the power surge crisis?

Finally, yet again, residents of Grenfell Tower are experiencing the loss of hot water to our properties over this current weekend period.

Regards,

Edward Daffarn

Grenfell Action Group

<http://grenfellactiongroup.wordpress.com/>

From: Edward Daffarn [mailto: [REDACTED]]
Sent: Tuesday, September 10, 2013 11:56 PM
To: Robert Black
Cc: Francis verity action group [REDACTED]; cllr.marshall@rbkc.gov.uk
<cllr.marshall@rbkc.gov.uk>
Subject: Re: Grenfell Tower Scrutiny Comittee

Dear Mr Black,

I am writing to you following the near catastrophic power surges that occurred at Grenfell Tower in May 2013 and presented an extreme fire risk for residents.

This event now appears to have become part of a cover up on behalf of the TMO and RBKC to deny that residents health and safety was placed at precarious risk.

We have just obtained access to the minutes from the Scrutiny Committee that was held in July and contained the following paragraph;

" Mr Black assured the Committee the TMO had taken this incident and the resulted damage to tenants' property seriously. The TMO he said took health and safety matters seriously. **He noted some of the claims linked to the incident had been factually inaccurate.** He highlighted the scale of the regeneration project and said that any delay to it was in order to ensure agreement on the best scheme possible that was within budget. He drew attention to the engagement activities with the residents which included a meeting to be attended by the Deputy Leader and Cabinet Member on 19 July".

<http://www.rbkc.gov.uk/committees/Meetings/tabid/73/ctl/ViewMeetingPublic/mid/410/Meeting/6274/Committee/1540/Default.aspx>

Please can you explain to us what "claims linked to the incident had been factually inaccurate" and who you suggest has been making these false claims? Please answer this question explicitly.

Regards,

Edward Daffarn

Grenfell Action Group

<http://grenfellaactiongroup.wordpress.com/>

INCOMING EMAIL

From: (T) Complaints <TComplaints@kctmo.org.uk>
To: [REDACTED]
Date: 12/09/2013 10:59:12
Subject: Mr Daffarn - Grenfell Tower Scrutiny Committee

Dear Mr Daffarn

Thank you for your e-mail. KCTMO take the health and safety of our residents very seriously and my team has worked very hard to resolve the serious issues faced at Grenfell Tower. We have gone to considerable lengths to keep residents informed throughout and have shared all relevant information with residents, including the recent information sent to you following your Freedom of Information request.

There is no question of a "cover up" and we will continue to work with residents to resolve any specific outstanding issues.

There has been a considerable volume of e-mail correspondence relating to the power surges, much of which has been copied to a wide range of Councillors and other stakeholders, including members of the Scrutiny Committee. KCTMO does not respond to "round robin" e-mails or blogs, however, I disagree with some of the statements and allegations made in that correspondence, and I wanted to put this on record for members of the Scrutiny Committee. Our insurers have also reviewed the actions we took before and after the surges and have confirmed that we acted in an appropriate manner.

KCTMO's understanding of the facts relating to the power surges has been communicated to residents in our written correspondence and to Scrutiny Committee in the form of a written report. If there are any specific issues that you would like my team to resolve, please contact Peter Maddison on [REDACTED] or email him at pmaddison@kctmo.org.uk

Regards

Robert Black
Chief Executive

t: [REDACTED]

w: www.kctmo.org.uk
a: Network Hub, 292a Kensal Road, London, W10 5BE
P Before printing, please think about the environment

From: Edward Daffarn [mailto:[REDACTED]]
Sent: Tuesday, September 10, 2013 11:56 PM
To: Robert Black

Cc: Francis verity action group <[REDACTED]>
cldr.marshall@rbkc.gov.uk <cldr.marshall@rbkc.gov.uk>
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Please can you explain to us what "claims linked to the incident had been factually inaccurate" and who you suggest has been making these false claims? Please answer this question explicitly.

Regards,

Edward Daffarn

Grenfell Action Group

<http://grenfellactiongroup.wordpress.com/Attachments>:
(1) image001.jpg(3 B)

INCOMING EMAIL

From: Robert Black <rblack@kctmo.org.uk>
To: Joanne Burke <jburke@kctmo.org.uk>
Date: 12/09/2013 15:43:12
Subject: Fw: Mr Daffarn - Grenfell Tower Scrutiny Committee

From: Edward Daffarn [mailto: [REDACTED]]
Sent: Thursday, September 12, 2013 03:28 PM
To: Robert Black
Cc: Francis verity action group < [REDACTED] <cllr.marshall@rbkc.gov.uk <cllr.marshall@rbkc.gov.uk>
Subject: RE: Mr Daffarn - Grenfell Tower Scrutiny Committee

Dear Mr Black,

Your email does not answer the legitimate question that I put to you in my email dated 10th Sept regarding the serious allegations of a cover up into the fire risk during the Grenfell Tower power surges.

If I can remind you, your statement at the Scrutiny Committee was recorded in these minutes:

" Mr Black assured the Committee the TMO had taken this incident and the resulted damage to tenants' property seriously. The TMO he said took health and safety matters seriously. He noted some of the claims linked to the incident had been factually inaccurate. He highlighted the scale of the regeneration project and said that any delay to it was in order to ensure agreement on the best scheme possible that was within budget. He drew attention to the engagement activities with the residents which included a meeting to be attended by the Deputy Leader and Cabinet Member on 19 July".

Further more your email dated September 12th states that you were not happy with the content of various emails or blogs linked to the power surge incident and stated that you" disagree with some of the statements and allegations made in that correspondence"

I had asked you previously to explain yourself to our community by telling us specifically:

What claims linked to the incident were factually inaccurate and what "statements and allegations" do you disagree with?

Who do you claim made these factually inaccurate statements and provide us with all the examples of the factually inaccurate statements you were referring to in the Scrutiny Committee?

In fact, as far as residents are concerned, the only "factually inaccurate" information came entirely from the TMO side who could not even ascertain how many properties had been impacted by the power surge, let alone, get a grip of the power surge problem.

Your email statement that the Grenfell Action Group and wider residents have been provided with full information by the TMO is also not accurate. We asked the TMO for the report that they submitted to the Scrutiny Committee and we were made to wait 20 long working days only to be informed that the TMO would not supply us with the report that we requested and that we would now have to approach the RBKC to obtain this information. For a resident led organisation this is another example of how you treat your residents with utter contempt.

It is quite something that after nearly being burnt to death by our landlords we cant even get access to the report that details what the TMO claim went on. I look forward to your response shortly and, this time, please answer the questions we have posed you directly.

Regards,
Edward Daffarn
Grenfell Action Group.
<http://grenfellaactiongroup.wordpress.com/>

From: TComplaints@kctmo.org.uk
To: [REDACTED]
Date: Thu, 12 Sep 2013 10:59:20 +0100
Subject: Mr Daffarn - Grenfell Tower Scrutiny Committee

Dear Mr Daffarn

Thank you for your e-mail. KCTMO take the health and safety of our residents very seriously and my team has worked very hard to resolve the serious issues faced at Grenfell Tower. We have gone to considerable lengths to keep residents informed throughout and have shared all relevant information with residents, including the recent information sent to you following your Freedom of Information request.

There is no question of a "cover up" and we will continue to work with residents to resolve any specific outstanding issues.

There has been a considerable volume of e-mail correspondence relating to the power surges, much of which has been copied to a wide range of Councillors and other stakeholders, including members of the Scrutiny Committee. KCTMO does not respond to "round robin" e-mails or blogs, however, I disagree with some of the statements and allegations made in that correspondence, and I wanted to put this on record for members of the Scrutiny Committee. Our insurers have also reviewed the actions we took before and after the surges and have confirmed that we acted in an appropriate manner.

KCTMO's understanding of the facts relating to the power surges has been communicated to residents in our written correspondence and to Scrutiny Committee in the form of a written report. If there are any specific issues that you would like my team to resolve, please contact Peter Maddison on [REDACTED] or email him at pmaddison@kctmo.org.uk

Regards

Robert Black
Chief Executive

t: [REDACTED]

w: www.kctmo.org.uk

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

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From: Edward Daffarn [mailto:[REDACTED]]
Sent: Tuesday, September 10, 2013 11:56 PM
To: Robert Black
Cc: Francis verity action group <[REDACTED]>;
cldr.marshall@rbkc.gov.uk <cldr.marshall@rbkc.gov.uk>
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To: [REDACTED] <[REDACTED]>
Date: 17/09/2013 10:52:17
Subject: Mr Daffarn - Grenfell Tower Scrutiny Committee

Dear Mr Daffarn

We do not respond to blogs and round robins, so do not intend to debate their contents now. However, we reserve our right to give our opinion when asked to comment on the subject to Scrutiny Committee.

Regards

Robert Black
Chief Executive
t: [REDACTED]

w: www.kctmo.org.uk
a: Network Hub, 292a Kensal Road, London, W10 5BE
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From: Robert Black
Sent: 12 September 2013 15:43
To: Joanne Burke
Subject: Fw: Mr Daffarn - Grenfell Tower Scrutiny Committee

From: Edward Daffarn [mailto:[REDACTED]]
Sent: Thursday, September 12, 2013 03:28 PM
To: Robert Black
Cc: Francis verity action group <[REDACTED]>
cllr.marshall@rbkc.gov.uk <cllr.marshall@rbkc.gov.uk>
Subject: RE: Mr Daffarn - Grenfell Tower Scrutiny Committee

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agreement on the best scheme possible that was within budget. He drew attention to the engagement activities with the residents which included a meeting to be attended by the Deputy Leader and Cabinet Member on 19 July".

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It is quite something that after nearly being burnt to death by our landlords we cant even get access to the report that details what the TMO claim went on. I look forward to your response shortly and, this time, please answer the questions we have posed you directly.

Regards,
Edward Daffarn
Grenfell Action Group.
<http://grenfellaactiongroup.wordpress.com/>

From: TComplaints@kctmo.org.uk
To: [REDACTED]

INCOMING EMAIL

From: Peter Maddison <pmaddison@kctmo.org.uk>
To: Joanne Burke <jburke@kctmo.org.uk>
Date: 17/09/2013 16:34:17
Subject: FW: Power surge report.

For info

Peter Maddison
Director of Assets and Regeneration

t: [REDACTED]
m: [REDACTED]
a: The Network Hub, 292a Kensal Road, London, W10 5BE
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From: Peter Maddison
Sent: 17 September 2013 16:30
To: 'Edward Daffarn'
Cc: Kiran Singh; David Gibson
Subject: RE: Power surge report.

Dear Mr Daffarn

The power surges will not be covered on the agenda for Thursday's residents meeting. This matter was discussed in detail at our last meeting, a copy of the notes is attached for reference and there is no change in the position. If residents have specific issues or claims, then these will be dealt with on a one to one basis – it would not be appropriate to discuss such issues in a public meeting. Following the last residents meeting we have written again to residents affected to confirm this.

There is no question of either KCTMO or RBKC "hiding behind Freedom of information legislation" to deny residents access to a report. My colleague correctly pointed out that the report you requested was from RBKC and not KCTMO and that you should request this information from RBKC. However, I would point out that the report is available on the RBKC website under the reports and agendas for the Housing Property and Scrutiny Committee on 16th July 2013. The following link may be of assistance:

<http://www.rbkc.gov.uk/committees/Meetings/tabid/73/ctl/ViewMeetingPublic/mid/410/Meeting/6274/Committee/1540/SelectedTab/Documents/Default.aspx>

Spend to date on Grenfell Tower is 459,147.54

Yours sincerely

Peter Maddison
Director of Assets and Regeneration

t: [REDACTED]
m: [REDACTED]
a: The Network Hub, 292a Kensal Road, London, W10 5BE
P Before printing, please think about the environment

From: Edward Daffarn [mailto:[REDACTED]]
Sent: 17 September 2013 14:39
To: Peter Maddison
Subject: Re: Power surge report.

Dear Mr Maddison,
With respect, in future please can you include the residents of GT in discussions before you draw up your agenda for any community meetings? Please can you also ensure that there is an opportunity for residents to ask you why we have been denied access to the TMO report into the power surges at Grenfell Tower at Thursday's meeting and how you expect residents to co-operate with the TMO while this matter remains so unsatisfactorily unresolved?

We request that this matter is dealt with at the commencement of the meeting as some people may have to leave after this issue has been raised.

It is totally unacceptable that the TMO and RBKC are hiding behind Freedom of Information legislation to deny residents of Grenfell Tower access to the report that we hope will highlight how close residents came to being involved in another Lakanal House tragedy.

Rest assured, any attempts by the TMO to cover up the seriousness of fire risk during the power surge will be exposed.

In addition, please can you also inform us how much money to date has been spent on advisors, architects, surveyors etc with regards the Grenfell Tower Project?

Regards,

Edward Daffarn

Grenfell Action Group

<http://grenfellactiongroup.wordpress.com/Attachments:>

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