

Re: Fire doors - [REDACTED] Burleigh House - Ms McDouall

From: Mark Anderson <manderson@kctmo.org.uk>, Mark Anderson </O=KC TMO/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MANDERSON>
To: (T) Complaints <TComplaints@kctmo.org.uk>, (T) Complaints </O=KC TMO/OU=First Administrative Group/cn=Recipients/cn=(T) Complaints>
Sent: August 11, 2011 2:41:15 PM BST
Received: August 11, 2011 2:41:16 PM BST
Attachments: image001.jpg

Thanks

From: (T) Complaints
Sent: Thursday, August 11, 2011 02:34 PM
To: Mark Anderson
Subject: RE: Fire doors - [REDACTED] Burleigh House - Ms McDouall

Ok Mark, will do.

Regards

Ewa Sobczak
Complaints Team
t: [REDACTED]
w: www.kctmo.org.uk
a: 292A Kensal Road , Network Hub , W10 5BE
P Before printing, please think about the environment

From: Mark Anderson
Sent: 11 August 2011 14:28
To: (T) Complaints
Subject: Re: Fire doors - [REDACTED] Burleigh House - Ms McDouall

Hi
Mike is working from home today and tomorrow
Again and apologies for this would you do a further holding reply extending to next Friday
Thank you
Mark

From: (T) Complaints
Sent: Thursday, August 11, 2011 02:15 PM
To: Mark Anderson

Subject: FW: Fire doors - [REDACTED] Burleigh House - Ms McDouall

Mark,

There is another enquiry from Ms McDouall, with the deadline of today for Mike to respond, as I have not seen Mike around, his calendar does not state where he might be and nobody in the team knows either, would you perhaps know if he is due in today or if has responded to the below?

Regards

Ewa Sobczak

Complaints Team

t: [REDACTED]

w: www.kctmo.org.uk

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

P Before printing, please think about the environment

From: (T) Complaints

Sent: 11 August 2011 14:03

To: Mike Hallimond

Subject: FW: Fire doors [REDACTED] Burleigh House - Ms McDouall

Importance: High

Hi Mike,

The deadline for this enquiry is today. Can you please confirm if this has been responded to?

Regards

Ewa Sobczak

Complaints Team

t: [REDACTED]

w: www.kctmo.org.uk

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

P Before printing, please think about the environment

From: Ewa Sobczak

Sent: 28 July 2011 10:48

To: Mike Hallimond

Cc: Mark Anderson

Subject: Fire doors [REDACTED] Burleigh House - Ms McDouall

Importance: High

Hi Mike,

Please find an enquiry below from Ms McDouall of [REDACTED] Burleigh Hosue, I have sent it to you via EDMS as well. The deadline is 10.08.2011. As you have not had a training on the EDMS as yet, I will help you to process it , let me know.

Regards

Ewa Sobczak
Complaints Team
t: [REDACTED]
w: www.kctmo.org.uk
a: 292A Kensal Road , Network Hub , W10 5BE
P Before printing, please think about the environment

From: Robert Black
Sent: 22 July 2011 09:27
To: Jane Clifton; Mark Anderson; Alasdair Manson
Cc: (T) Complaints
Subject: FW: Fire doors

Jane can you acknowledge

Mark – can you review the situation please

Robert

From: Caroline McDouall [REDACTED]
Sent: 22 July 2011 08:21
To: Robert Black; Cllr Timothy Coleridge
Subject: Re: Fire doors

Dear Robert

Nathasha Brown of Manse Masterdor Ltd wrote to only a few of us stating that as if our choice sheet has not been received, we would be given a default door, thus forcing us to send back our choice sheets. Number of us are quite happy with our current fireproof doors with our own locks, the only problem with some of the doors are the botchy redecoration carried-out in 2008.

I feel that this is a highly underhand tactic, as I have been told that there are more people protesting to the new fire doors as I am aware. The new fire doors are all panelled which are going to be even more difficult to clean.

Looking at my own situation, I have no space to live in, every chance of my transfer has been blocked by

every department of TMO and the Council. My flat has been turned into a squalid depressing hovel and any endeavours to improve my situation, so I could just cope [REDACTED] is blocked by TMO's Neighbourhood Management and TMO's none existant Surveyors. Therefore I need a new fire door just as much I need a hole in the head.

I look around the estate, and listen to residents' complaints and see that we have been dennied any monies from both the ARB or the Regeneration Fund for our stairwell that needs resealing to only make things easy for Ocs, I personally do not believe that it will have a cosmetic affect, however it will prove to the residents that The Council is interested and is trying to improve things. The yards which are of the most priority and definately a Health and Safety issue which will benfit242 households, that includes the two cottages, remains anybody's guess as to if and when funding will be provided for it.

Public money should be spent wisely which is not the case, in this project.

Thanks and regards
Caroline