

Aoife Dunne

From: Diana Hodson <dhodson@kctmo.org.uk>
Sent: 12 March 2012 11:03
To: Mark Anderson; Paul Dunkerton; Mark Anderson; Paul Dunkerton
Cc: Robert Black; Mike Hallimond; Robert Black; Mike Hallimond
Subject: RE: My flat door [REDACTED] Burleigh House
Attachments: image001.jpg; image002.jpg

I know! But Caroline must have made her signed choice. From her email I think it's likely she thinks she was persuaded to go for the solid door; if so then a decision needs to be made about replacement.

From: Mark Anderson
Sent: 12 March 2012 10:53
To: Diana Hodson; Paul Dunkerton
Cc: Robert Black; Mike Hallimond
Subject: RE: My flat door [REDACTED] Burleigh House

The door has been replaced by us as part of the FRA Door Project.

Mark Anderson
Director of Assets, Investment & Engineering

t: [REDACTED]
e: manderson@kctmo.org.uk
www.kctmo.org.uk
292a Kensal Road, W10 5BE
P Before printing, please think about the environment

From: Diana Hodson
Sent: 12 March 2012 10:50
To: Mark Anderson; Paul Dunkerton
Cc: Robert Black; Mike Hallimond
Subject: My flat door [REDACTED] Burleigh House

Good morning all

Paul and I were discussing this when Mark's email came through. Paul is trying to sort this out asap – most likely that it will have to be replaced as it's a fire door but he will let me know what is to be done and when so I can respond to Caroline.

Diana

Diana Hodson

Head of Neighbourhood Services (South)

Blantyre Office, World's End Estate

t: [REDACTED]

w: www.kctmo.org.uk

a: Kensington & Chelsea TMO, 14 Blantyre Street, London SW10 0DS

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From: Mark Anderson

Sent: 12 March 2012 10:42

To: Paul Dunkerton

Cc: Robert Black; Diana Hodson; Mike Hallimond

Subject: RE: RE My flat door

Importance: High

Good morning Paul,

Would you please check the door choice that Ms McDouall made and then compare this with the door arrangement that has been installed.

I suggest you arrange to visit with Diana and then follow this up with an email or letter confirming what is to be done.

Regards

Mark

Mark Anderson

Director of Assets, Investment & Engineering

t: [REDACTED]

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From: Robert Black

Sent: 12 March 2012 10:02
To: Diana Hodson
Cc: Mark Anderson
Subject: FW: RE My flat door

Can you review and how best to respond

Robert

From: Caroline McDouall [REDACTED]
Sent: 12 March 2012 09:26
To: Robert Black
Subject: RE My flat door

Dear Robert

My flat door arrived finally arrived and was installed.

I was horrified to find out that I had no glass panel at the top as I need maximum light as possible.

I have telephoned Nathasga Brown supposedly another Liaison Officer in November asking her advice to have maximum light and the least embossed door for cleaning purposes. I had ordered the arched one because I thought it would give me maximum light, however she advised me to go for the standard door to have less panelled work on it. All false! I have no light what so ever and all doors are very similar with the same depth of panelling therefore it was total:

1. Waste of time and money to have phoned her mobile.
2. Information received was inaccurate.

Lee the contractor who installed my door is most courteous and very hard working, he has promised me that within 10 days I will receive the glass panel that I so desperately require.

Please make sure that I do receive my requested glass panel and it does not get misled somewhere in the ordering system again.

Thanks and regards
Caroline

p.s. I would like to witness before my death that one day TMO contractors can carry out a very simple order without botching something up somewhere.