
From: Catherine Dack <cdack@kctmo.org.uk>
Sent: 03 April 2017 15:16
To: Yvonne Birch; Stuart Hill; Yvonne Birch; Stuart Hill
Cc: Peter Maddison; Complaints Team; Peter Maddison; Complaints Team
Subject: HO Investigation - Mr Daffarn 134 Grenfell Tower
Attachments: Daffarn HO Investigation.pdf

Dear Yvonne,

Please find attached the outcome of the investigation undertaken by the Housing Ombudsman on behalf of Mr Daffarn of 134 Grenfell Tower. Mr Daffarn had complained about the TMO's actions in sending solicitors' letters warning him of 'forced entry' into the Property in order to carry out works. Mr Daffarn also complained that the TMO had not investigated his complaint fairly .

The investigation has confirmed that there was no maladministration.

Regards

Catherine Dack
Complaints Manager