

From: Grenfell Tower Leaseholder's Association

[mailto:GrenfellLeaseholdersAssociation@hotmail.co.uk]

Sent: 15 February 2017 22:47

To: Judith Blakeman

Cc: [cllr.atkinson@rbkc.gov.uk](mailto:cllr.atkinson@rbkc.gov.uk); [cllr.feifding-mellen@rbkc.com](mailto:cllr.feifding-mellen@rbkc.com); [cllr.paget-brown@rbkc.gov.uk](mailto:cllr.paget-brown@rbkc.gov.uk); [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk); Robert Black; [nbartholomew@kctmo.org.uk](mailto:nbartholomew@kctmo.org.uk); [mwilliams@kctmo.org.uk](mailto:mwilliams@kctmo.org.uk);

[info@platinum-c.co.uk](mailto:info@platinum-c.co.uk); [REDACTED] [pmaddison@kctmo.org.uk](mailto:pmaddison@kctmo.org.uk);

[Amanda.Johnson@rbkc.gov.uk](mailto:Amanda.Johnson@rbkc.gov.uk); [staffordt@parliament.uk](mailto:staffordt@parliament.uk); ([shaylorc@parliament.uk](mailto:shaylorc@parliament.uk)); Eddie daffarn; ([tim.davis@rbkc.gov.uk](mailto:tim.davis@rbkc.gov.uk)); [REDACTED] [clwilliams@kctmo.org.uk](mailto:clwilliams@kctmo.org.uk);

[abosman@kctmo.org.uk](mailto:abosman@kctmo.org.uk); [REDACTED] Nick Burton; Miguel Manuel Ferreira Alves; Shanti Patel; [REDACTED]

[nbartholomew@kctmo.org.uk](mailto:nbartholomew@kctmo.org.uk); [REDACTED] Samuel Anyanwu; Daniel Wood; Grenfell

Tower Leaseholder's Association; [REDACTED]

[scrutiny@rbkc.gov.uk](mailto:scrutiny@rbkc.gov.uk); [ksingh@kctmo.org.uk](mailto:ksingh@kctmo.org.uk); [jones@kctmo.org.uk](mailto:jones@kctmo.org.uk); [REDACTED]

[REDACTED]; [REDACTED]

Subject: Fw: Serious Security

Issue Grenfell Tower [REDACTED]

Dear Cllr Judith Blakeman,

We hope you are well.

Please find forwarded email sent to Nicola Bartholomew the neighbourhood team leader of Lancaster West and the chief executive of KCTMO Mr Robert Black by the Secretary of Grenfell Tower Leaseholders Association Mr Lee Chapman. We strongly believe that you MUST be in the picture as our local Councillor for many years with local knowledge and you MUST be fully involved and share our issues and concerns.

As you may know last week both lifts were out of order and one of the lift is still out of order almost a month now.

It is quite apparent that by the overwhelming anti social activities and frequent vandalisms taking place on regular basis and most notably inside the lifts at Grenfell Tower and some kits plays with the lift buttons so lift start malfunction stopping on every level from 23<sup>rd</sup> to Ground floor and splits and cough everywhere in the lift, and throws very unpleasant stuffs inside the lifts. Only recently the RBKC invested £ 10m and we don't understand as to why their appointed managing agent the KCTMO letting the building runs down again. It is quite sad and it is a quite extraordinary that they failed to take necessary action.

Could you please kindly seek robust explanation urgently that what roles the newly installed Hi Tech CCTV playing to catch the culprits? Are they in working condition and monitoring by any security guard here at Grenfell Tower or remotely?

Just to inform you that, we are documenting everything?

We wait to hear from you.

Best wishes

Tunde Awoderu

Vice chairman of Grenfell Tower Leaseholders' Association

---

From: Lee Chapman <[REDACTED]>

Sent: 14 February 2017 09:11

To: [rblack@kctmo.org.uk](mailto:rblack@kctmo.org.uk); [nbartholomew@kctmo.org.uk](mailto:nbartholomew@kctmo.org.uk)

Cc: Grenfell Tower Leaseholder's Association  
Subject: Serious Security Issue Grenfell Tower

Dear Mr Black,

From: Robert Black  
Sent: 16 February 2017 09:00  
To: Complaints Allowed <Complaints\_Allowed@kctmo.org.uk> Subject:  
FW: Serious Security Issue Grenfell Tower

Please find below another email about Grenfell Tower.

Thanks

Gill Pet-ford  
Executive Manager

[REDACTED] or [REDACTED]  
[www.kctmo.org.uk](http://www.kctmo.org.uk)  
346 Kensington High St, London W 14 8NS  
Before printing, please think about the environment

From: Judith Blakeman [mailto:[REDACTED]]  
Sent: 16 February 2017 06:47  
To: 'Grenfell Tower Leaseholder's Association' <GrenfellLeaseholdersAssociation@hotmail.co.uk>;  
'Judith Blakeman' <cllr.blakeman@rbkc.gov.uk>  
Cc: [cllr.atkinson@rbkc.gov.uk](mailto:cllr.atkinson@rbkc.gov.uk); [cllr.feilding-meflen@rbkc.com](mailto:cllr.feilding-meflen@rbkc.com); [cllr.paeet-brown@rbkc.gov.uk](mailto:cllr.paeet-brown@rbkc.gov.uk);  
[laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk); Robert Black <[rblack@kctmo.org.uk](mailto:rblack@kctmo.org.uk)>; Nicola Bartholomew  
<[nbartholomew@kctmo.org.uk](mailto:nbartholomew@kctmo.org.uk)>; Millicent Williams <[mwilliams@kctmo.org.uk](mailto:mwilliams@kctmo.org.uk)>; [info@Dlatinum-c.co.uk](mailto:info@Dlatinum-c.co.uk); [REDACTED] Peter Maddison <[pmaddison@kctmo.org.uk](mailto:pmaddison@kctmo.org.uk)>;  
'Amanda.Johnson@rbkc.gov.uk' <[amanda.iohnson@rbkc.gov.uk](mailto:amanda.iohnson@rbkc.gov.uk)>; [staffordt@parliament.uk](mailto:staffordt@parliament.uk);  
[shaylorc@parliament.uk](mailto:shaylorc@parliament.uk); 'Eddie daffarn' <[REDACTED]>; [tim.davis@rbkc.gov.uk](mailto:tim.davis@rbkc.gov.uk);  
[REDACTED] Claire Williams <[clwilliams@kctmo.org.uk](mailto:clwilliams@kctmo.org.uk)>; Alex Bosman  
<[abosman@kctmo.org.uk](mailto:abosman@kctmo.org.uk)>; [REDACTED] 'Nick Burton' <[REDACTED]>;  
'Miguel Manuel Ferreira Alves' <[REDACTED]> 'Shanti Patel' <[REDACTED]>;  
[REDACTED] Nicola Bartholomew  
<[nbartholomew@kctmo.org.uk](mailto:nbartholomew@kctmo.org.uk)>; [REDACTED] Samuel Anyanwu  
<[sanyanwu@kctmo.org.uk](mailto:sanyanwu@kctmo.org.uk)>; Daniel Wood <[dwood@kctmo.org.uk](mailto:dwood@kctmo.org.uk)>; [REDACTED]  
[REDACTED] [scrutiny@rbkc.gov.uk](mailto:scrutiny@rbkc.gov.uk); Kiran Singh <[ksingh@kctmo.org.uk](mailto:ksingh@kctmo.org.uk)>; Janice  
Jones <[jjones@kctmo.org.uk](mailto:jjones@kctmo.org.uk)>; [REDACTED]  
[REDACTED]  
[REDACTED]  
Subject: RE: Serious Security Issue Grenfell Tower

Dear Mr Awoderu

The Notting Dale councillors are dealing with this, along with everyone else involved at the TMO.

Kind regards

Cllr Judith Blakeman

I am emailing you on behalf of the Grenfell Tower Leaseholder Association about a serious security issue.

This morning as I left the building at 0720 there was a person sleeping on the first floor , I could not take a photo of this due to the short period of time that the lift stopped, it was pretty clear that this person had been in there for several hours.

This may be related to the door being removed, please see the attached photos.

I would be very grateful if you could investigate the CCTV footage and provide us with a description of what happened and also take action against the culprit, I am sure you can understand the concern that residents have about security, due to the stabbing that took place back in September and the continual anti-social behavior that is displayed by some teenagers frequenting the block.

Your urgent assistance is greatly appreciated.

If you require any further information, please do not hesitate to contact me.

Kind Regards,  
Lee Chapman  
The Secretary  
Grenfell Tower Leaseholders' Association.



From: Catherine Dack  
Sent: 06 March 2017 17:14:31 (UTC) Dublin, Edinburgh, Lisbon, London  
To: 'GrenfellLeaseholdersAssociation@hotmail.co.uk'  
Cc: Complaints Team  
Subject: Stage 1 Complaint response

Ref COMI 70210476

6th March 2017

Dear Mr Awoderu

I am writing in response to your complaint dated 15/02/2017 made on behalf of the Grenfell Leaseholders Association.

I have carried out an investigation of your case and reviewed all the available background information. Below I have set out a summary of my understanding of the complaint, the information I have in connection with your complaint and my conclusions.

### Summary

You complain that both lifts in Grenfell Tower were out of service on Monday 13<sup>th</sup> February causing significant inconvenience to residents. You also complain that one of the lifts had been out of service for over 10 days which you think is a contributory factor in the failure of the second lift. You complain that you feel children are playing in the lifts and causing a nuisance and leaving the lifts in an unsatisfactory condition.

You have asked us to advise you about the CCTV installation and whether this is monitored by a security guard.

### Record of information in connection with your complaint

I have looked at our records and can confirm that over a six-month period, lift H091 has experienced a high number of callouts. There have been a total of 20 call outs over this period. In most instances the lift was returned to service on the same day, however the lift could not be reinstated and was shut down between the dates of 7<sup>th</sup> February to 10<sup>th</sup> February and 13<sup>th</sup> February to 16<sup>th</sup> February. The shutdown of the lift H091 was the result of a blown processor board. The replacement part was not readily available and the contractor had to source a replacement before the lift could be reinstated.

When reinstating the lift, our contractor has also checked the contacts and rollers and adjusted the lift car door alignment needed to be fully adjusted. It is hoped that this will resolve the problems that have been experienced over recent months. Furthermore, a cleandown of the lift shaft was carried out in January 17, although this is not thought to have contributed to the ongoing faults.

The second lift (Lift H090) has received 9 callouts over the same six-month period. In 5 of these instances our engineers found the lift to be working on arrival. This is often the case where lift doors are held open — the lift will shut down and reset itself. However, residents may call out the engineer in the meantime.

All faults reported on Lift H090 have been repaired and the lift reinstated on the same day and within the target time. However, I recognise the disruption and inconvenience that even a short period without a lift would cause to residents and I want to apologise for the disruption that this has caused on the occasion that both lifts were out of service on 13<sup>th</sup> February.

We carry out a monthly service inspection of every lift in the borough and our contractor produces a certificate

I am able to confirm the CCTV installed within Grenfell Tower is in working order, including the cameras in the lifts. These are not monitored remotely by a security guard. If an incident of anti-social behaviour is reported to us we are able to retrieve the CCTV for the incident and review the information. We may then be able to take enforcement action against any perpetrators and where necessary pass this information to the Police.

If you do witness anti-social behaviour taking place within the block, please contact the neighbourhood office, advising us of the date and time of the incident and where it took place. We can then review the footage and take appropriate action to deal with the matter.

## Conclusion

I am very sorry for the ongoing problems experienced with the lifts at Grenfell Tower. Our contractors have undertaken a significant amount of work to reinstate lift H091 and we hope that this will result in a significant reduction in breakdowns going forward.

However, based on the information available, I have decided to uphold your complaint as the level of disruption has been far greater than is reasonable.

If you are dissatisfied with the reply, you have the option of taking it to stage two of the complaints procedure. If you do wish to progress to stage two, please outline why you feel my response is not acceptable and what you think we can do to put it right. You can do this by writing to:

Complaints Team  
Kensington & Chelsea TMO  
Unit A  
292 Kensal Road  
London  
W10 5BE

You have 20 working days in which to tell us that you wish to proceed to the next stage of the complaints procedure. A stage two complaint is assessed by the senior manager of our department who will review the available information and the stage one decision. If you do not contact us within that time period, your complaint will be closed and we will write to you informing you that this has taken place.

Yours sincerely

Nicola Bartholomew  
Neighbourhood Management Team Leader



---

From: Grenfell Tower Leaseholder's Association  
Sent: 26 March 2017 (UTC) Dublin, Edinburgh, Lisbon, London  
To: Complaints Team; Nicola Bartholomew; Catherine Dack  
Cc: Robert Black; laura.johnson@rbkc.gov.uk; cllr.feilding-mellen@rbkc.com;  
cllr.pagetbrown@rbkc.gov.uk; Judith Blakeman; cllr.atkinson@rbkc.gov.uk; Peter Maddison;  
Claire Williams; Millicent Williams; Amanda.Johnson@rbkc.gov.uk; Alex Bosman;  
(tim.davis@rbkc.gov.uk);  
(shaylorc@parliament.uk); (shaytorc@parliament.uk); [REDACTED] Miguel Manuel  
Ferreira Alves; [REDACTED]; Nick Burton; Shanti Patel; [REDACTED]  
[REDACTED] raed@barakat.co.uk; [REDACTED]  
[REDACTED] Daniel Wood; Grenfell Tower Leaseholder's Association;  
[REDACTED] scrutiny@rbkc.gov.uk;  
[REDACTED] cllr.lasharie@rbkc.gov.uk;  
cllr.dentcoad@rbkc.gov.uk; [REDACTED] Eddie daffarn; William.Parsons@rbkc.gov.uk;  
wesleyryan.ignacio@hilton.com; [REDACTED]; Samantha  
DeHaan; Janet Seward; info@platinum-c.co.uk; [REDACTED] Complaints\_Dist2  
Subject: ExternalRe: Trude Awoderu-Stage 1 Complaint COM170210476

Dear Ms Nicola Bartholomew, Catherine Dack & Dulce De Oliveira Watts  
Ref: COM170210476

Further to our email dated 23<sup>rd</sup> March 2017, please find attached notice board to add to our suffering and misery in relation to Lift H091 went out of order since 21<sup>st</sup> March 2017.

According to KCTMO target date is 28<sup>th</sup> March 2017 that the lift should be working order. The point to be noted that almost every two weeks either one of the lift goes out of order and its a regular occurrences at Grenfell Tower.

We are seeking our complaint MUST be not only reviewed by the senior management of KCTMO the managing agents. We are demanding to the KCTMO/RBKC that, instead of repairing the lifts on every two weeks the lifts MUST be refurbish and recondition fully so that the useful life can be extended to at least 30 years for the simple fact the KCTMO to justify their cost of £ 700K plus add management fee to replacement of the old lifts only 10 years ago. If the majority residents' recommendation aren't taking into consideration by our appointed managing agent and the landlord the RBKC; again let's be assured that, we will take it further. Best Wishes

Tunde Awoderu

The Vice Chair of Grenfell Tower Leaseholders' Association

---

From: Complaints Team <complaints@kctmo.org.uk>  
Sent: 23 March 2017 13:32  
To: 'grenfellleaseholdersassociation@hotmail.co.uk'  
Subject: Trude Awoderu-Stage 1 Complaint COM170210476

Dear Mr Awoderu stage 1 complaint:

COM170210476

Thank you for your email, we are reviewing your reasons for requesting escalation of your complaint to stage 2 and will inform you of our decision within 15 working days.

Kind regards

Dulce De Oliveira Watts

Complaints Officer

[http•.//kt-crm:5555/KCCRMLIVE/controls/emailbody/msgBody.aspx?CRMWRPCT...](http://kt-crm:5555/KCCRMLIVE/controls/emailbody/msgBody.aspx?CRMWRPCT...) 14/06/2017



Request for escalation of complaint to stage 2 — Mr Awoderu

Please note the response to the below is in regards the lift comments on his request for stage two escalation.

Mr Awoderu

The complaints team have forwarded your concerns with our response to the recent stage one complaint as the head of service responsible for the lift service and your request to escalate this to stage two of our complaints procedure.

I have assessed our response to your enquiry into the lift service and agree with you that the current situation with the lifts in the block has fallen below the standards we would expect of our contractors and service level provided to the end user. In this regard I have upheld your stage one complaint.

Please let me assure you we are fully committed with our contractor to maintain a fully serviced and reliable lift service to the block and have committed assurances and identified works to be undertaken to ensure this.

Our contractor has over the last few weeks been completing a number of servicing functions to the lift including a full shaft clean down and ordering materials to enable the doors to be reset on all floors plus repairing the faulty flex cable to restore the shutdown lift H91 on the 30<sup>th</sup> March. This broken flex cable is not something that could have been foreseen in regards the regular service intervals or the door setup requirements. do however understand and provide an apology this repair has had to occur.

The noise you have identified should be able to be mitigated as a result of these works to the door setup on site.

As you can appreciate maintaining the lifts inside this block does come with its challenges and are continuing to monitor the level of callouts and repairs presented on site. Our contractors are required to regularly service these lifts at monthly intervals.

With this being the case our repairs team will be looking into completing the required work by the end of the weekend 8<sup>th</sup>-10<sup>th</sup> April and will provide their report on this once fully complete.

As indicated above f have upheld your previous complaint and accept your observations, we are unable to escalate this complaint to stage two.

Once these works are fully complete I will ask my manager responsible to inspect the two lifts to ensure these are running as smoothly as possible.

