

Mr Awoderu
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Enquiries to Janet Seward


jseward@kctmo.org.uk

30th December 2013

Dear Mr Awoderu,

Stage 3 Review

I am writing to you to inform you of the results of the stage 3 complaint panel that I chaired to review your complaint. As you were informed in the Complaints Team's email to you of 5th December, the panel met on Monday 16th December and comprised:

Simon Brissendon KCTMO Independent Board Member and Chair of the Panel
Fay Edwards, KCTMO Chair and resident Board Member
Anthony Parkes, KCTMO Executive Director of Financial Services and ICT
Yvonne Birch, KCTMO Executive Director of People and Performance
Janet Seward, Performance & Improvement Manager and clerk to the Panel
Roger Keane, RBKC General Needs Commissioner and observer to the Stage Three Review

We reviewed each of your complaints and KCTMO replies at Stage 1 and 2 regarding:

1. Costs of concierge/security/CCTV
2. EMB staff
3. Heating and hot water
4. Refurbishment of Grenfell Tower
5. Power surges experienced in May 2013
6. 30th April 2010 fire at Grenfell Tower

1. Costs of concierge/security/CCTV

The panel considered that the charges were reasonable when they were set and they will be reviewed early in the New Year.

The panel does not uphold your complaint.

2. EMB staff

The panel looked at a copy of your lease. This demonstrated that no specific duties were described but only an undertaking to provide a service. This service is described in a service level agreement (SLA) with the Council. As you state, KCTMO and Lancaster West are quite separate and there is no contract between them.

This is a statement of fact and the panel has no further comment.

3. Heating and hot water

The panel reviewed your complaint about the heating and hot water system. The complaint is out of time but KCTMO has acknowledged that the system is not working efficiently and that improvements will be made. You have been advised that the Council has agreed funding and is now working on the design, planning and procuring of the work. Proposals will be discussed with residents in the coming months.

The panel does not uphold your complaint.

4. Refurbishment of Grenfell Tower

The panel reviewed your complaint about the refurbishment. The contract has been tendered and it is hoped that work will commence in spring 2014.

The panel does not uphold your complaint.

5. Power surges experienced in May 2013

The panel reviewed your complaint. There is no evidence to support the argument that the power surges at Grenfell Tower were the result of negligence on behalf of KCTMO. Furthermore, our insurers, [REDACTED] consider that the event could not have been foreseen and concluded that KCTMO had taken appropriate action. You have been supplied with the information that you required in connection with the incident. The Council insure its property but not residents' possessions. The £200 ex-gratia payment was not intended to cover the cost of items damaged during the power surge but in recognition of the trouble and inconvenience caused to you. KCTMO also advised residents in genuine need to get in touch with the TMO.

The panel does not uphold your complaint.

6. 30th April 2010 fire at Grenfell Tower

The panel considers that the complaint is unreasonable. The complaint is out of time but KCTMO has reiterated to you that there is no fire report.

The panel does not uphold your complaint.

In conclusion, the panel consider that KCTMO acted properly in replying to your complaints at Stages 1 and 2. The panel recommends to KCTMO that all these issues are now closed and if you want to raise any of them again, it must be as a new complaint.

This concludes the KCTMO complaints process. If you are still dissatisfied with KCTMO's response you should contact the Housing Ombudsman Service:

Address: 81, Aldwych, London, WC2B 4HN

Telephone: [REDACTED] (lines are open Monday to Friday from 9:15 to 17:15)

Fax: [REDACTED]

Email: info@housing-ombudsman.org.uk

Yours sincerely,

Simon Brissendon

KCTMO Independent Board Member and Chair of the Panel