

**Date:** 08/08/2013 11:18:08

**From:** Grenfell Tower Leaseholder's Association

**To:** (T) Complaints

**CC:** Amanda.Johnson@rbkc.gov.uk , laura.johnson@rbkc.gov.uk , cllr.paget-brown@rbkc.gov.uk , cllr.feilding-mellen@rbkc.gov.uk , Peter Maddison , roger.keane@rbkc.gov.uk , Celia.Caliskan@rbkc.gov.uk , Jon.Morcom@rbkc.gov.uk , William.Parsons@rbkc.gov.uk , sweeneyjf@parliament.uk , Robert Black , Alex Bosman , Angela Bosnjak-Szekeres , Jane Clifton

**Subject:** Formal Complaint

**Attachments:**

Dear Manager,  
T-complaints

Ref: The Royal Borough of Kensington & Chelsea Tenant Management Organisation Ltd.

Could you please confirm the safe receipt of this forwarded email and acknowledge this as a formal complaint from the Grenfell Tower Leaseholder's Association.

Regards,

**Tunde Awoderu**  
**The Vice Chairman**  
**The Grenfell Tower Leaseholder's Association**

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From: grenfellleaseholdersassociation@hotmail.co.uk

To: tcomplaints@kctmo.org.uk

CC: cllr.atkinson@rbkc.gov.uk; cllr.foreman@rbkc.gov.uk; jjones@kctmo.org.uk; cllr.dentcoad@rbkc.gov.uk; pdunkerton@kctmo.org.uk; jonathan.bore@rbkc.gov.uk; jseward@kctmo.org.uk; camilla.horrox@trinitymirror.com; amanda.johnson@rbkc.gov.uk; cllr.williams@rbkc.gov.uk; cllr.will@rbkc.gov.uk; councillor.weatherhead@rbkc.gov.uk; cllr.weale@rbkc.gov.uk; cllr.warrick@rbkc.gov.uk; cllr-wade@rbkc.gov.uk; councillor.taylor@rbkc.gov.uk; cllr.rutherford@rbkc.gov.uk; cllr.rossi@rbkc.gov.uk; cllr.read@rbkc.gov.uk; cllr.pascall@rbkc.gov.uk; cllr.palmer@rbkc.gov.uk; cllr.paget-brown@rbkc.gov.uk; cllr.o'neill@rbkc.gov.uk; cllr.neal@rbkc.gov.uk; cllr.moylan@rbkc.gov.uk; cllr.mosley@rbkc.gov.uk; cllr.mingay@rbkc.gov.uk; cllr.mills@rbkc.gov.uk; councillor.mason@rbkc.gov.uk; cllr.marshall@rbkc.gov.uk; cllr.mackover@rbkc.gov.uk; cllr.lindsay@rbkc.gov.uk; councillor.lightfoot@rbkc.gov.uk; cllr.jones@rbkc.gov.uk; cllr.husband@rbkc.gov.uk; councillor.holt@rbkc.gov.uk; councillor.hoier@rbkc.gov.uk; cllr.healy@rbkc.gov.uk; councillor.hargreaves@rbkc.gov.uk; cllr.gardner@rbkc.gov.uk; cllr.freeman@rbkc.gov.uk; cllr.faulks@rbkc.gov.uk; cllr.donaldson@rbkc.gov.uk; cllr.condon-simmonds@rbkc.gov.uk; cllr.collinson@rbkc.gov.uk; cllr.coleridge@rbkc.gov.uk; councillor.coates@rbkc.gov.uk; cllr.caruana@rbkc.gov.uk; cllr.campion@rbkc.gov.uk; cllr.campbell3@rbkc.gov.uk; cllr.campbell@rbkc.gov.uk; cllr.buxton@rbkc.gov.uk; cllr.f.buxton@rbkc.gov.uk; cllr.buckmaster@rbkc.gov.uk; cllr.borwick@rbkc.gov.uk; k.buck@rpkn-labour.co.uk; tim.davis@rbkc.gov.uk; richard.buckley@lbhf.gov.uk; [REDACTED]; maria.memoli@localgovernance.co.uk; pmaddison@kctmo.org.uk; srumble@kctmo.org.uk; dwood@kctmo.org.uk; aparkes@kctmo.org.uk; [REDACTED]; [REDACTED]; sweeneyjf@parliament.uk; cllr.blakeman@rbkc.gov.uk; rblack@kctmo.org.uk; jclifton@kctmo.org.uk; abosman@kctmo.org.uk; abosnjakszekeres@kctmo.org.uk

**Subject:** FW: Replacement of Central Plant (heating and hot water systems at Grenfell Tower is an emergency

**Date:** Wed, 7 Aug 2013 23:13:47 +0100

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From: Amanda.Johnson@rbkc.gov.uk  
To: grenfellleaseholdersassociation@hotmail.co.uk; Cllr.Feilding-Mellen@rbkc.gov.uk;  
Laura.Johnson@rbkc.gov.uk  
CC: rblack@kctmo.org.uk; pmaddison@kctmo.org.uk; Roger.Keane@rbkc.gov.uk;  
Celia.Caliskan@rbkc.gov.uk; Jon.Morcom@rbkc.gov.uk; William.Parsons@rbkc.gov.uk  
Subject: RE: Replacement of Central Plant (heating and hot water systems at Grenfell Tower is an  
emergency  
Date: Wed, 7 Aug 2013 21:14:32 +0000

Dear Mr Awoderu

I have had the opportunity to review this email in more detail.

I am aware that you met very recently with Ms Johnson and Mr P Maddison to discuss your concerns on a number of matters referred to in this email. I am also aware that you have communicated on various issues with Ms Johnson and received responses . At the recent meeting Ms Johnson and Mr Maddison confirmed both the Council's and the TMO's positions.

If you are not satisfied with the responses that you received in relation to the TMO's management then I would advise you to use the TMO's complaints procedure.

In relation to the EMB the Council will be writing to all residents to confirm the current position in relation to their governance arrangements.

Using the TMO's formal complaints procedure will allow you to raise these matters on a formal footing whereby you can escalate these through the various stages to the Ombudsman if you remain unsatisfied with the TMO's response.

The Council is working closely with the TMO to ensure that the improvement works are carried out as efficiently as possible.

Regards

Amanda Johnson

**Amanda Johnson**  
**Head of Housing Commissioning**

**Royal Borough Of Kensington and Chelsea**  
**Kensington Town Hall**  
**Hornton Street**  
**London**  
**W8 7NX**

Tel: [REDACTED]

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**From:** Grenfell Tower Leaseholder's Association [mailto:grenfellleaseholdersassociation@hotmail.co.uk]  
**Sent:** 06 August 2013 22:30

**TMO10026785/2**  
TMO10026785/02\_0002

**To:** Cllr, Feilding-Mellen, Rock; Johnson, Laura: HS-Housing; Cllr, Blakeman, Judith  
**Cc:** Cllr, Atkinson, Robert; Cllr, Foreman, Todd; Jones, Janice: RBKCTMO Ltd; Cllr, Dent Coad, Emma; pdunkerton@kctmo.org.uk; Bore, Jonathan: PC-Plan; Seward, Janet: RBKCTMO Ltd; camilla.horrox@trinitymirror.com; Johnson, Amanda: HS-Housing; Cllr, Williams, Charles; Cllr, Will, Emma; Cllr, Weatherhead, Doreen; Cllr, Weale, Mary; Cllr, Warrick, Paul; Cllr, Wade, Linda; Cllr, Taylor, Frances; Cllr, Rutherford, Elizabeth; Cllr, Rossi, Marie-Therese; Cllr, Read, Jonathon; Cllr, Pascall, Will; Cllr, Palmer, Matthew; Cllr, Paget-Brown, Nicholas; Cllr, O'Neill, Dez; Cllr, Neal, Matthew; Cllr, Moylan, Daniel; Cllr, Mosley, Louis; Cllr, Mingay, Robert; Cllr, Mills, Julie; Cllr, Mason, Pat; Cllr, Marshall, Quentin; Cllr, Mackover, Sam; Cllr, Lindsay, David; Cllr, Lightfoot, Warwick; Cllr, Jones, Tim; Cllr, Husband, James; Cllr, Holt, Tony; Cllr, Hoier, Bridget; Cllr, Healy, Pat; Cllr, Hargreaves, Gerard; Cllr, Gardner, Joanna; Cllr, Freeman, Robert; Cllr, Faulks, Catherine; Cllr, Donaldson, Ian; Cllr, Condon-Simmonds, Maighread; Cllr, Collinson, Deborah; Cllr, Coleridge, Timothy; Cllr, Coates, Anthony; Cllr, Caruana, Carol; Cllr, Campion, David; Cllr, Campbell, Elizabeth; Cllr, Campbell, Barbara; Cllr, Buxton, Terence; Cllr, Buxton, Fiona; Cllr, Buckmaster, Christopher; Cllr, Borwick, Victoria; Davis, Tim: TTS-EnvHealth; Buckley, Richard: H&F; [REDACTED]; maria.memoli@localgovernance.co.uk; Maddison, Peter: RBKCTMO Ltd; Rumble, Siobhan: RBKCTMO Ltd; Wood, Daniel: RBKCTMO Ltd; Parkes, Anthony: RBKCTMO Ltd; [REDACTED]; Francis O'Connor; Eddie daffarn; Cllr, Ford, Rachel: H&F; nick@botterill.org; Cllr, Craig, Oliver: H&F; [REDACTED]; skulidzan@kctmo.org.uk; sgirling@kctmo.org.uk; Gibson, David: RBKCTMO Ltd; Clifton, Jane: RBKCTMO Ltd; Robert Black; sweeneyjf@parliament.uk; abosnjakszekeres@kctmo.org.uk; Scrutiny: CP-PPU  
**Subject:** Replacement of Central Plant (heating and hot water systems at Grenfell Tower is an emergency

Dear Cllr Feilding-Mellen, Ms Laura Johnson, and Cllr Judith Blakeman,  
Thank you for your prompt reply, it was much appreciated.

Our local ward councillor's email dated 17<sup>th</sup> June 2013 has confirmed that she has more knowledge than anyone else either in relation to Grenfell Tower or LW. She recently stated,  
*"We also expect remedial action to be effective and sustainable, not for the same or similar problems to re-emerge several months down the line. Thus far this has not happened. Many of these problems have now escalated to the point where residents' health and safety is in danger of being compromised, so the long-standing contention that there is no funding to address these problems is now neither valid nor acceptable".*

Referring to your email dated **27<sup>th</sup> June 2013**, we both agree that the Lancaster West Estate Management Board (LWEMB) existed before the TMO and is quite separate from the TMO. Although the future management of the Lancaster West Estate Management board is the subject of negotiation, it would appear the LWEMB is expensive to run as it has its own staff, budgets etc. As we mentioned before, the EMB office is situated at Grenfell Tower before the TMO existed and there reception and security guard based at Grenfell Tower. Security guards attend from Monday to Friday 5pm to 8:30am and on Saturday to Sunday 9pm to 8:30am not to provide security to the Grenfell Tower. The EMB office costs the individual residents. £57,272 was spent in 2010-11 towards concierge/security/CCTV and out of that cost, £46,946 was allocated (without explanation) to Grenfell Tower. That is 82% of the total cost and **individual household contribution is £406.40, but** £175 should be the estate cost if RWS 1946 are used. This calculation is outside the scope of room weighted scheme (Grenfell Tower RWS- 462 and LW RWS-1924). Scanned copy attached. Are KCTMO allowed to do so?

According to us this reception at Grenfell Tower has provided customer services for the EMB/KCTMO for two decades and passed the cost to the residents of Grenfell Tower and LW. If you disagree can you please confirm what sort of services the reception at Grenfell Tower provides to the residents of Grenfell Tower and how they are beneficial to the residents of Grenfell Tower? Please confirm if it is reasonable and acceptable to you as a Director of Housing at RBKC?

Whether the EMB board and the chair and the employees are made up of the residents of LW we can debate another time, but our primary focus and objective is to obtain the best possible services and protect the wellbeing for the residents of Grenfell Tower, because it is what we are paying for. The irony is we have been denied a decent standard of services by your appointed Managing Agents EMB/TMO for nearly two decades. For the past couple of years, your local managing agent EMB did not seem to even exist.

Could you please confirm who the EMB staffs are and who they report to, is it the Director of the Housing of RBKC or the KCTMO?

### **Heating & Hot Water system**

3.3 RB stated that significant investment has been made into the heating system, new pumps/valves



but it seems to have had little affect or no effect. He stated that there needs to be some genuine work done to rebalance the heating and its controls.

To confirm the above, referring to a letter from Mr Jannie Pretorius the Home Ownership Manager of KCTMO dated 15<sup>th</sup> May 2006 over 7 Years ago spent £194,503.80, but there was no beneficial effect whatsoever. Why on earth has the council allowed the EMB/TMO to waste money on such a scale without any proper scrutiny and passing the cost to us? Do you think it is reasonable?

3.9 RB stated that a survey was carried out by the EMB Board and it showed that a lot of heat was being wasted from the chimney. This poses the question why are we wasting heat and not recycling?

3.10 **It was stated that Grenfell Tower has no gas meter and the gas company are unaware of what Grenfell tower have been using.** MA will look into this.

Our Local ward councillor Judith Blakeman has said:

*"For many years the heating and hot water system has been defective and residents of the Estate have paid excessively high utility charges as a consequence – almost double the charges levied at the nearby Silchester Estate, which also includes tower blocks. **This was caused in part by the fact that the gas meter serving Grenfell Tower had not worked since at least the year 2000** (that is as far back as my correspondence on this matter goes) as well as the defective nature of the heating and hot water system. These defects were recognised a long time ago and indeed the predecessor of this scrutiny committee indeed undertook a detailed review of these problems around **November 2007**".*

The response from the Project Manager, Asset & Regeneration Department Mr Paul Dunkerton of **The Royal Borough of Kensington & Chelsea Tenant Management Organisation Ltd** to the Grenfell Tower Leaseholder's Association letter dated 30<sup>th</sup> January 2013 we quote, *"We are unsure why you think there is no gas meter and can confirm there is one very large gas utility meter in the basement plant room. This provides gas meter readings for the heating and hot water in Grenfell Tower and the Finger Blocks"*. Now this begs the question why a tripartite agreement EMB/TMO/COUNCIL has permitted no party taking responsibility as to what is really going on at GT and we the residents of GT are paying heavy price as a result.

**The Royal Borough of Kensington & Chelsea Tenant Management Organisation Ltd** as the appointed managing agents has a mandate to protect the council interests based on the standard of the services they provide us and reasonableness of the services they provides. **Could you please confirm that this is the case at Grenfell Tower for the past two decades?** We are referring to your email dated 29<sup>th</sup> July 2013 when you said, *"Both organisations are working towards making this happen as soon as possible and at the same time it will take some time"*. What is going on?

In this day and age, it is unheard of that one has to pay their utilities bill without a meter reading. Yet this has been happening at Grenfell Tower for decades. It is unacceptable. We request you to get access to the email correspondences we had with the Head of Ownership Mr Daniel Wood and with the Manager Mr Janice Pretorius to find out the sheer volume of negligence we have suffered from. On every occasion it was complete denial from them, instead of taking the initiative to improve the services. We find this approach stubborn. We have expressed my concerns to Mr Daniel Wood (Assistant Director of Homeownership of KCTMO) on 29<sup>th</sup> November 2011 at the stakeholder's meeting and so far he has ignored our requests.

The residents of Grenfell Tower strongly believe that the replacement of the heating and hot water system is an absolute emergency before anything can take place. The RBKC and KCTMO have gone through and fulfilled all the procedures including the funding and the tendering process and awarded the contractor. We quote, *"according with European Union requirements, six contractors were invited to tender in November 2012. The TMO excluded one contractor from the quality evaluation procedure because the tender was abnormally low. The TMO received tenders from the five other contractors for consideration and these have been evaluated. Subject to consideration of leaseholders' observations, and final TMO board approval, it is proposed to award the contract to **Cofely District Energy Limited**".*

**On a separate note**, the KCTMO appointed contractor MUST start the work NOW and if not we request the recipients of this email to bear witness to the suffering of the residents of Grenfell Tower. **We encourage recipients of this email, especially councillors, to express their thoughts on our correspondences and**

inform us whether they found anything unreasonable. If you do not voice your thoughts, we will assume that you are with us in supporting the residents of Grenfell Tower's cause to realise GTRP now, not in 2015. The KALC (Kensington Academy Leisure Centre) project has so far gone according to plan and is on schedule to be complete by September 2014. With such a large scale project well underway, the GTRP (Grenfell Tower Regeneration Project) has been subject to delay after delay and it now seems like a tactical move to avoid working on Grenfell Tower at all.

Recent leaflets dated 30<sup>th</sup> July:

*"We are hoping (not sure) that revised plans will be reviewed in August and work can **commence in 2014**. However these dates will be reliant on several external factors. We will keep you informed of progress and any changes".*

This message is clearly a PR exercise and there is no truth behind it. **The fact they have the tenacity to not pin down a month in 2014, illustrates their lack of transparency.** The TMO leaflets dated 14<sup>th</sup> May 2013 which informed residents that work starts on site in early 2014 are now no longer valid.

As we discussed to in the stakeholder's meeting dated 19<sup>th</sup> July 2013, the mistreatment we are getting from the EMB/KCTMO only alienated the residents of Grenfell Tower and it has serious repercussions. The Council or KCTMO ought to know where the real problems are, before the residents lose complete trust in the so called resident & tenant lead organisation that is the EMB/TMO.

We the residents of Grenfell Tower share the same feeling with the recent assertions made by the Grenfell Action Group in their blogs and that in the longer run it has repercussions if the decision maker does not identify the problems soon and act on it.

*"Do they really expect anyone to believe this tripe? Do they take us all for fools? – Certainly.*

*Do they take the Scrutiny Committee members for fools also? – Possibly.*

*Or maybe they just expect the Committee members to passively collude by pretending to believe this and any other nonsense they cobble together."*

Are we living in a democracy or a dictatorship? The EMB/ KCTMO have been acting as if it is a judge and jury for a very long time and the recent catastrophic power surges in May at Grenfell Tower is a prime example of that. All they want to do is shoot the messengers to shut us up and enough is enough. Are they really serving the residents of LWE?

Instead they pursue their timeless distraction tool of inviting residents to attend consultation sessions. They are merely window dressing sessions to cover up a hidden agenda. There are 94 residents of Grenfell Tower (which represents almost **100% coverage**) who have signed a petition and expressed their sincere frustrations concerning the regeneration project.

The replacement of heating and hot water system is unlike the replacement of windows and new cladding at Grenfell Tower; it's an absolute emergency. When work is categorised as an emergency yet KCTMO is waited almost a decade to take action, what does that say about their level of efficiency?

**The Royal Borough of Kensington and Chelsea Tenant Management Organisation Ltd** has got the funding approved from our Landlord (The RBKC). The TMO board also approved the contractor Cofely District Energy Limited. Why have the KCTMO allowed delaying the work by not starting NOW is beyond our normal human capacity and understanding. We are very much obliged to bring these serious issues and concerns to the RBKC as our landlord.

We strongly argue that the Council/KCTMO ought to replace the central plant straightaway. To delay it further is neither valid nor acceptable and the reasons have been clearly underlined in this email.

We wait to hear from you as a matter of urgency.

Best Wishes

**Tunde Awoderu**

**The Vice Chairman**

**The Grenfell Tower Leaseholder's Association.**

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The Royal Borough of Kensington and Chelsea.  
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