

Mr A W O D E R U

LEASEHOLDER OF

185 GRENFELL TOWER



Dear Mr Wood,

Further to your email dated 21<sup>st</sup> November 2011 to Mr Mott in relation to lift maintenance. Whilst we acknowledge your apology, a 5 month delayed response makes a mockery of your 10 days reply policy. It also carries less weight considering that Mr Pretorious himself has not conveyed his apologies and I find it very incompetent.

The responses you gave in the past in your letter dated 20<sup>th</sup> August, 21<sup>st</sup> September and 27<sup>th</sup> October 2010 were out of touch. There was no relation between what was actually going on and what you suggested. The residents of the Grenfell Tower continue to express their discontent with the sub-standard services day in and day out. Worst of all, poor decision making in choosing contractors, has in this instance meant that the residents have to pay the costs of repairs and renewals. For the longer run, it will cost us double the amount it should have. It is a clear indication of the TMO making money by recharging the leaseholders and the tenant after issuing a tender.

The K&CTMO evidently have a mandate to protect the council's interest. Their whole sale approach in attempted to forfeit leases and put residents on the street is appalling under the current economics climate. In the process K&CTMO appoints lawyers who make money as does the TMO. Looks like you have created quite the business model as a tenant led organisation. You have attempted to maximise such revenue streams whilst providing the bare minimum and in many cases an inadequate level of services for the residents of Grenfell Tower.

You have spent almost £700K of council's, tenants' and the leaseholders' money to replace the two lifts. Please can you outline how much was management fees, admin fees and sundry fees?

How did you work out management fees for the lifts replacement? We are shocked that despite it costing almost £700K and your appointed contractor only provided you a standard 1 year guarantee period from the completion of the last lift. You have failed to realise that nowadays if you buy a TV from a reputable electronics shop, they provide a 5 years warranty.

Everytime there is a call out, there is a charge of £90.00, on top of the maintenance contract of over £3500 and parts and labour cost gets distributed at the end of the financial year through rent and service charges. So in that process money is made out of the misery of the residents of Grenfell Tower. I do not have to go back months, only last week from Friday until Monday (2, 3, 4, 5<sup>th</sup> December 2011) one lift was out of order due to a component failure and the other lift was malfunctioning. If you think my assertion is wrong, please go and ask every resident of Grenfell Tower. I also do not think you are the appropriate person to agree or disagree with our statement that the lifts are malfunctioning like they are 20 years old. We are the residents living in the building, if you ask what the people at Grenfell Tower think, they will back our statement.

Also to prove my point, please find the attached example of photographic evidences of how many times the lift was out of services and if require more evidence please let me know and yet we are paying for the services on top of hefty major work bills for the leaseholders and rent increments for

the tenants. Do you seriously believe that only 5 years old lifts should malfunction so frequently? This is saying nothing about the rubbish which is habitually left in the lifts which makes visitors and residents alike feel that Grenfell Tower is a neglected building in the borough, which evidently it is. Also do you seriously believe that the rent and service charges the residents of Grenfell Tower are paying are reasonably incurred and have been so for the past decades? If so, to back up your claim, please invite an independent body to look into the whole saga in an impartial manner.

Let me remind you that we are the Grenfell Tower Leaseholder Association as a recognised Leaseholders Association, we have the right to request information and you have the obligation to provide such important information within 21 days. Please provide breakdown costs to replace the two lifts without further delay.

Yours Sincerely,

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

---

From: dwood@kctmo.org.uk  
To: [REDACTED]  
Subject: Lift Maintenance Agreement  
Date: Mon, 21 Nov 2011 14:38:37 +0000

Dear Mr Mott,

Further to your observation dated 27<sup>th</sup> June 2011, in relation to the Proposed Qualifying Long Term Agreement for Lifts Maintenance. It has come to my attention that whilst this was acknowledged by Mr Pretorius on the 27<sup>th</sup> June, you have not received a formal response.

I would firstly like to unreservedly apologise for this oversight and trust that the following addresses the point that you raised:

As you have correctly stated, the two lifts at Grenfell Tower were replaced five years ago but I would have to disagree with your assertion that the lifts are malfunctioning like they are 20 years old. Both myself and Anthony Parkes ( Director of Financial Services) have previously addressed various questions in respect of the lifts in our letters of 20<sup>th</sup> August 2010, 21<sup>st</sup> September 2010 and 27<sup>th</sup> October 2010.

I have noted and appreciate your comments in respect of the contractor who undertook the lift replacement, However, I have discussed this with our Senior Lift Engineer and he has advised that the contractor, Apex, provided a standard 1 year guarantee period from completion of the last lift which expired in April 2007. Latent defects would apply out of this period for component failures but that has not been the case.

The maintenance of the lifts is not the responsibility of the installers, save for where there is a latent defect and we have a responsibility to ensure the maintenance of all of the lifts across the borough.

I should also mention that this is the first stage of the consultation process and we expect to be issuing the second notice early next year. This will cover the costs and the tenders from the


contractors, where you will again be able to submit any observations that you may have in respect of the proposal.


I trust this clarifies matters and would again like to apologise for the delay in responding to your observation.

Should you have any further enquires then please don't hesitate to contact me.

On a separate note, if there are any outstanding issues in respect of the recent water penetration problems then please let me know and I will ensure that they are addressed as a matter of urgency.

Kind regards,  
**Daniel Wood**  
Assistant Director, Home Ownership  
t: [REDACTED] m: [REDACTED]

 cid:image003.jpg@01CA3AE4.31B7BD00

 cid:image003.jpg@01CA3AE4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: 292a Kensal Road, London, W10 5BE

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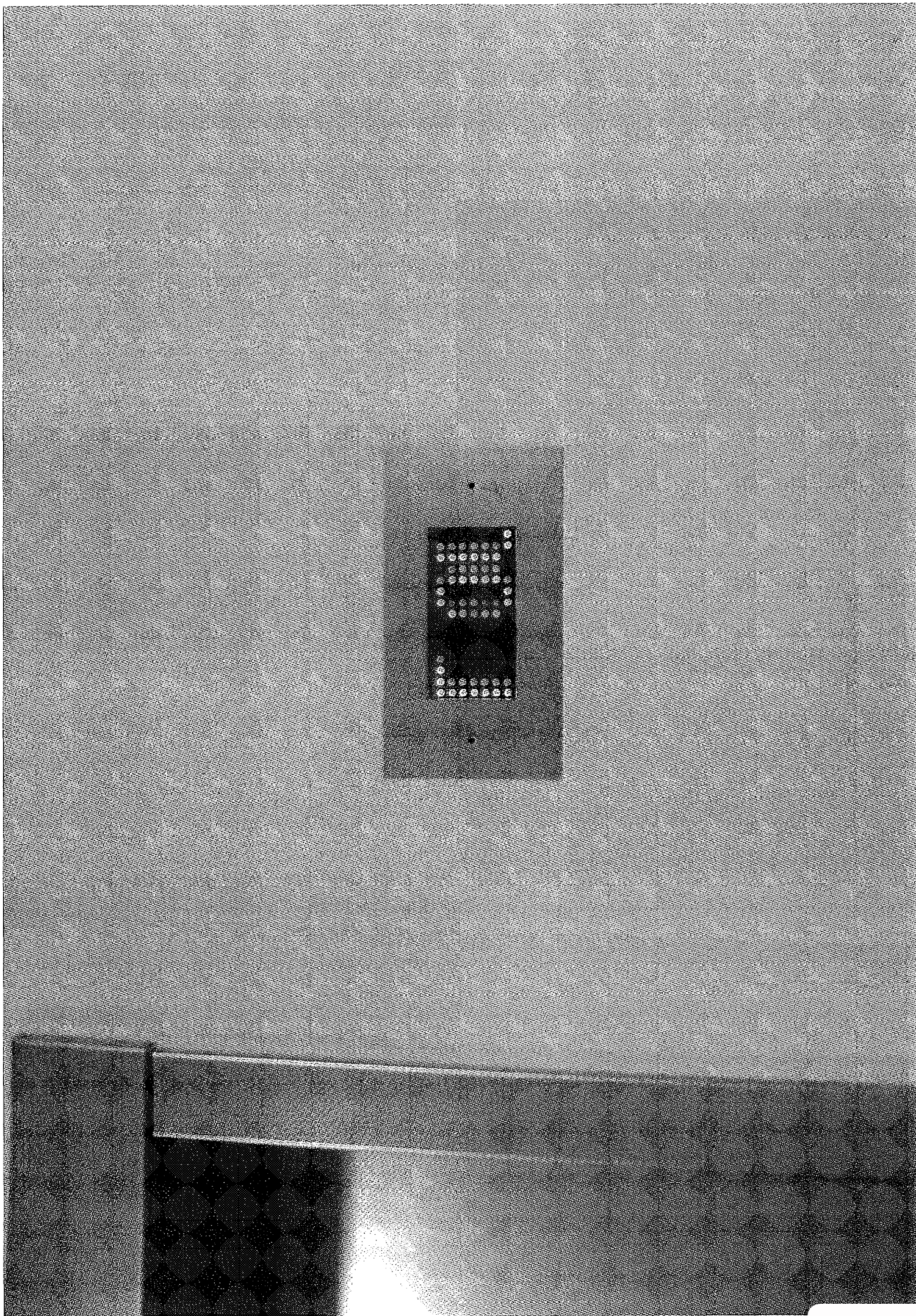
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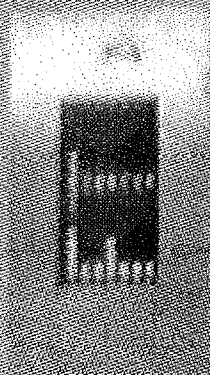
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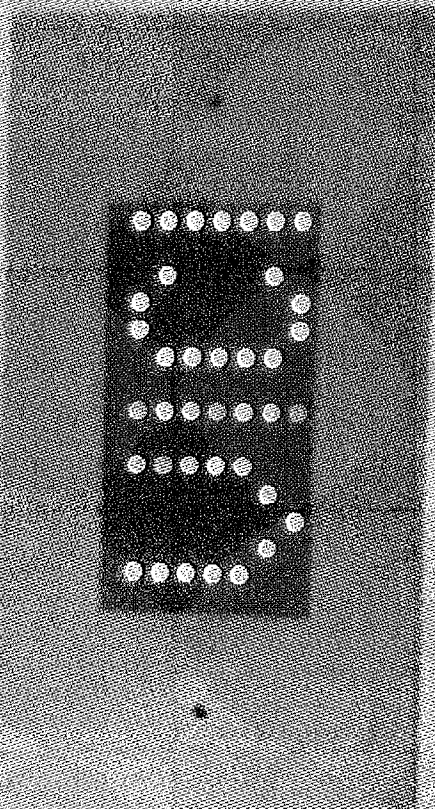






















Dear Mr Black,

Thank you very much for your prompt reply, it was much appreciated.

Mr Daniel Wood's acknowledgement dated 13<sup>th</sup> December 2011 and the response dated 22<sup>nd</sup> December 2011 were sent to [REDACTED] email accounts instead of GTLA's official mail box on [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk) except your email dated 1<sup>st</sup> February 2012.

I hope to write to Mr Daniel Wood in response to his email dated 22<sup>nd</sup> December shortly.

You noted that our initial queries in relation to the lifts maintenance to Mr Pretorius dated 27<sup>th</sup> June 2011, had taken over five months for a response.

In the future to avoid this happening again please always maintain and reply to the official mail box [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

Yours Sincerely,

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

---

From: rblack@kctmo.org.uk  
To: grenfellleaseholdersassociation@hotmail.co.uk  
CC: cllr.blakeman@rbkc.gov.uk; laura.johnson@rbkc.gov.uk; [REDACTED]  
[REDACTED]; srumble@kctmo.org.uk; strobes@private-eye.co.uk;  
TComplaints@kctmo.org.uk; [REDACTED] cllr.e.campbell@rbkc.gov.uk; cllr.mason@rbkc.gov.uk;  
penelope.tollitt@rbkc.gov.uk; leader@rbkc.gov.uk; maria.memoli@localgovernance.co.uk;  
derek.myers@rbkc.gov.uk; dwood@kctmo.org.uk  
Date: Wed, 1 Feb 2012 16:49:52 +0000  
Subject: RE: Lift Maintenance Agreement

Dear Mr Awoderu,

Thank you for your email.

I have now had a chance to review your comments in respect of the response timeframes and alleged lack of response on this matter and I have reviewed the chain of correspondence and timeframes. This review shows that Daniel Wood ( Assistant Director, Home Ownership) provided a detailed response on 22<sup>nd</sup> December 2012 and to provide assistance I have attached a copy for your reference.

My review has shown the timeline for this correspondence and from my records it is as follows:

Initial enquiry send to Mr Wood	11 <sup>th</sup> December 2011
Mr Wood's acknowledgement	13 <sup>th</sup> December 2011
Mr Wood's response	22 <sup>nd</sup> December 2011

The acknowledgement and response are all in accordance with our published service standards.


However, from your correspondence and that of other members of the Grenfell Tower Leasehold Association, it seems that it may well be beneficial for your association and my officers to meet to discuss any issues that you may have. I would therefore be grateful if you would confirm if you are happy for me to instruct Mr Wood to arrange a meeting, at the convenience of the association, with view to building a stronger working relationship.


I trust this addresses your enquiry and please don't hesitate to contact me should you have any further questions.

Robert  
**Robert Black**

Chief Executive


t: [REDACTED] m: [REDACTED]

 cid:image003.jpg@01CA3AE4.31B7BD00

 cid:image003.jpg@01CA3AE4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)

a: 346 Kensington High Street, London, W14 8NS

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**From:** Keith Mott [mailto:[grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)]

**Sent:** 24 January 2012 22:51

**To:** Robert Black

**Cc:** Judith Blakeman; [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk); [REDACTED] Eddie daffarn; Siobhan Rumble; [strokes@private-eye.co.uk](mailto:strokes@private-eye.co.uk); (T) Complaints; [REDACTED] [cllr.e.campbell@rbkc.gov.uk](mailto:cllr.e.campbell@rbkc.gov.uk); [cllr.mason@rbkc.gov.uk](mailto:cllr.mason@rbkc.gov.uk); [penelope.tollitt@rbkc.gov.uk](mailto:penelope.tollitt@rbkc.gov.uk); Merrick Cockell; [maria.memoli@iocalgovernance.co.uk](mailto:maria.memoli@iocalgovernance.co.uk); Derek Myers

**Subject:** FW: Lift Maintenance Agreement

Dear Mr Black,

Further to your email dated 22<sup>nd</sup> December 2011, please find my forwarded email dated 11<sup>th</sup> December 2011. I wrote to your senior staff and have yet to receive a response. Your 10 days reply policy is repeatedly made a mockery out of. Credibility is something which the K&CTMO is severely lacking.

We require a response to our email very shortly, as action needs to be taken.

Yours Sincerely,

**Mr Tunde Awoderu**

The Vice Chairman

The Grenfell Tower Leaseholder's Association

---

**From:** [REDACTED]

**To:** [dwood@kctmo.org.uk](mailto:dwood@kctmo.org.uk)

**CC:** [rblack@kctmo.org.uk](mailto:rblack@kctmo.org.uk); [derek.myers@rbkc.gov.uk](mailto:derek.myers@rbkc.gov.uk); [leader@rbkc.gov.uk](mailto:leader@rbkc.gov.uk); [maria.memoli@localgovernance.co.uk](mailto:maria.memoli@localgovernance.co.uk); [jm@jblakeman.fsnet.co.uk](mailto:jm@jblakeman.fsnet.co.uk); [sjevans@kctmo.org.uk](mailto:sjevans@kctmo.org.uk); [staffordt@parliament.uk](mailto:staffordt@parliament.uk); [REDACTED] [adairo@kctmo.org.uk](mailto:adairo@kctmo.org.uk); [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk); [REDACTED] [tcomplaints@kctmo.org.uk](mailto:tcomplaints@kctmo.org.uk); [jane.trethewey@rbkc.gov.uk](mailto:jane.trethewey@rbkc.gov.uk); [penelope.tollitt@rbkc.gov.uk](mailto:penelope.tollitt@rbkc.gov.uk); [aparkes@kctmo.org.uk](mailto:aparkes@kctmo.org.uk); [peter.bradbury@rbkc.gov.uk](mailto:peter.bradbury@rbkc.gov.uk); [cllr.e.campbell@rbkc.gov.uk](mailto:cllr.e.campbell@rbkc.gov.uk)

**Subject:** RE: Lift Maintenance Agreement

**Date:** Sun, 11 Dec 2011 19:48:02 +0000

Dear Mr Wood,

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Vice Chairman  
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To: [REDACTED]  
Subject: Lift Maintenance Agreement  
Date: Mon, 21 Nov 2011 14:38:37 +0000

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Should you have any further enquires then please don't hesitate to contact me.

On a separate note, if there are any outstanding issues in respect of the recent water penetration problems then please let me know and I will ensure that they are addressed as a matter of urgency.

Kind regards,  
**Daniel Wood**  
 Assistant Director, Home Ownership  
 t: [REDACTED] m: [REDACTED]

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--Forwarded Message Attachment--

From: dwood@kctmo.org.uk

To: [REDACTED]

CC: rblack@kctmo.org.uk; derek.myers@rbkc.gov.uk; leader@rbkc.gov.uk; maria.memoli@localgovernance.co.uk; jm@jblakeman.fsnet.co.uk; sjevans@kctmo.org.uk; staffordt@parliament.uk; [REDACTED] adairo@kctmo.org.uk; laura.johnson@rbkc.gov.uk; [REDACTED] TCompiants@kctmo.org.uk; jane.trethewey@rbkc.gov.uk; penelope.tollitt@rbkc.gov.uk; aparkes@kctmo.org.uk; peter.bradbury@rbkc.gov.uk; cllr.e.campbell@rbkc.gov.uk

Date: Thu, 22 Dec 2011 11:55:07 +0000

Subject: RE: Lift Maintenance Agreement

Dear Mr Awoderu,

Further to your email of 11<sup>th</sup> December, I would firstly like to clarify the timeframes and response. I have had sight of various emails that imply that your enquires had neither been acknowledged or responded too.

I have attached my acknowledgement of 13<sup>th</sup> December, which confirms that a full response would be provided by 23<sup>rd</sup> December and trust that the following provides the requested clarity:

Attached you will find a summary of the latest breakdown figures.

Our Lift engineers are kept informed of the day to day occurrences by the caretakers and the Lancaster West estate office. The lift renewal contract was tendered in the correct manor and the successful contractor was Apex lifts. After installation and following the expiration of the 12 month defect liability period please note that this is not comparable to a guarantee for a television, the lift servicing was added to the borough wide service contract.

The borough wide lift maintenance contract is in the process of being re-tendered and all contractors are going through a strict OJEU procurement process. We are looking at having the successful contractor in place by April 2012 but prior to the commencement of the contact we will be consulting further with all lessees.

As requested I have attached a breakdown of the costs and final account documents for the lift renewal works (LHS 1884). The lift renewal contract included the renewal of 2 passenger lifts in Grenfell Tower and 1 hydraulic lift in the attached block, which was at the time, occupied by RBK&C Social Services, the total cost was 631,640.51.

The two passenger lifts were 482,979.08 plus 8.22% professional fee, and a 12.5% management fee.

Below is a link to the review of the management fee, which should provide the requested clarity:

<http://www.rbkc.gov.uk/howwegovern/kevdecisions/decision.asp?DecisionID=2814>

The fully comprehensive service contract for 2 lifts amounts to 3530.16 per annum, and the responsive repair rates are as follows:

Hourly Rates:	1. 08.00 to 17.00	57.55
	2. Nights (weekdays)	68.32
	3. Saturdays	68.32
	4. Sundays & Bank Holidays	87.30
Fixed Rates:	1. Door Obstructions (days)	63.13
	2. Obstructions (Nights)	93.17
	3. Working on arrival (days)	67.30
	4. Working on arrival (nights)	93.17

Lift H91 was shutdown on Saturday 3<sup>rd</sup> December at 02.30 following a water leak from the TMO plant in the roof area which spilled into the lift shaft, it was reinstated on Tuesday 6<sup>th</sup> December, following the renewal of the car top equipment printed circuit boards, drying out all lift shaft equipment and pumping water from the lift pits.

The other lift, H90, was in service throughout this period and was monitored on a regular basis by service engineers to ensure that the lift service was maintained.

The budget price to renew the 5 and a half year old lifts, would be 400,000, taking into consideration all the enabling works carried out when renewing these lifts in 2006. There is however, no reason to renew these lifts and we are satisfied that they are maintained to a good standard.


The cleaning of the lifts is part of the cleaning contract and is monitored on a regular basis by the caretakers. It should also be noted that we have a cleaning call back service, so should any residents feel that additional cleaning is warranted we will return. I have attached the details for your reference.

I have discussed your enquires with Robin Cahalarn (Senior Lift Engineer) and should you require any further information, Robin and I are more than happy to meet with you, at your convenience. If you think this would be beneficial then please let me have some provisional dates and times.

Robin has also confirmed that he has asked independent Lifts (service contractor) to carry out a quality audit at the earliest opportunity.

I trust this is of assistance and please let me know if there is anything else I can help with.

Kind regards,  
**Daniel Wood**  
 Assistant Director, Home Ownership  
 t: [REDACTED] m: [REDACTED]

 cid:image003.jpg@01CA3AE4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
 a: 292a Kensal Road, London, W10 5BE

**From:** Daniel Wood  
**Sent:** 13 December 2011 13:43  
**To:** 'Keith Mott'  
**Cc:** Robert Black; Derek Myers; Merrick Cockell; maria.memoli@localgovernance.co.uk; Judith Blakeman; Sacha Jevans; staffordt@parliament.uk; Eddie daffarn; Adelola Dairo; laura.johnson@rbkc.gov.uk;

about:blank

15/01/2012  
**TMO10047967/22**  
 TMO10047967/22


[REDACTED] (T) Complaints; Jane Trethewey;  
penelope.tollitt@rbkc.gov.uk; Anthony Parkes; Peter Bradury; clir.e.campbell@rbkc.gov.uk  
**Subject:** RE: Lift Maintenance Agreement

Dear Mr Awoderu,

Thank you for your email, I have noted your comments and will ensure that you have a full response no later than 23<sup>rd</sup> December.

I trust this is of assistance and please let me know if there is anything else I can help with.

Kind regards,  
Daniel Wood  
Assistant Director, Home Ownership  
t: [REDACTED] m: [REDACTED]

 cid:image003.jpg@01CA3AE4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: 292a Kensal Road, London, W10 5BE

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**From:** grenfellleaseholdersassociation@hotmail.co.uk [mailto:grenfellleaseholdersassociation@hotmail.co.uk]  
**On Behalf Of** Keith Mott  
**Sent:** 11 December 2011 19:48  
**To:** Daniel Wood  
**Cc:** Robert Black; Derek Myers; Merrick Cockell; maria.memoli@localgovemance.co.uk; Judith Blakeman; Sacha Jevans; staffordt@parliament.uk; Eddie daffarn; Adelola Dairo; laura.johnson@rbkc.gov.uk; [REDACTED] (T) Complaints; Jane Trethewey; penelope.tollitt@rbkc.gov.uk; Anthony Parkes; Peter Bradury; clir.e.campbell@rbkc.gov.uk  
**Subject:** RE: Lift Maintenance Agreement

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Further to your email dated 21<sup>st</sup> November 2011 to Mr Mott in relation to lift maintenance. Whilst we acknowledge your apology, a 5 month delayed response makes a mockery of your 10 days reply policy. It also carries less weight considering that Mr Pretorious himself has not conveyed his apologies and I find it very incompetent.

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The K&CTMO evidently have a mandate to protect the council's interest. Their whole sale approach in attempted to forfeit leases and put residents on the street is appalling under the current economics climate. In the process K&CTMO appoints lawyers who make money as does the TMO. Looks like you have created quite the business model as a tenant led organisation. You have attempted to maximise such revenue streams whilst providing the bare minimum and in many cases an inadequate level of services for the residents of Grenfell Tower.

You have spent almost £700K of council's, tenants' and the leaseholders' money to replace the two lifts. Please can you outline how much was management fees, admin fees and sundry fees? How did you work out management fees for the lifts replacement? We are shocked that despite it costing almost £700K and your appointed contractor only provided you a standard 1 year guarantee period from the completion of the last lift. You have failed to realise that nowadays if you buy a TV from a reputable electronics shop, they provide a 5 years warranty.

Everytime there is a call out, there is a charge of £90.00, on top of the maintenance contract of over £3500 and parts and labour cost gets distributed at the end of the financial year through rent and service charges. So in that process money is made out of the misery of the residents of Grenfell Tower. I do not have to go back months, only last week from Friday until Monday (2, 3, 4, 5<sup>th</sup> December 2011) one lift was out of order due to a component failure and the other lift was malfunctioning. If you think my assertion is wrong, please go and ask every resident of Grenfell Tower. I also do not think you are the appropriate person to agree or disagree with our statement that the lifts are malfunctioning like they are 20 years old. We are the residents living in the building, if you ask what the people at Grenfell Tower think, they will back our statement.

Also to prove my point, please find the attached example of photographic evidences of how many times the lift was out of services and if require more evidence please let me know and yet we are paying for the services on top of hefty major work bills for the leaseholders and rent increments for the tenants. Do you seriously believe that only 5 years old lifts should malfunction so frequently? This is saying nothing about the rubbish which is habitually left in the lifts which makes visitors and residents alike feel that Grenfell Tower is a neglected building in the borough, which evidently it is. Also do you seriously believe that the rent and service charges the residents of Grenfell Tower are paying are reasonably incurred and have been so for the past decades? If so, to back up your claim, please invite an independent body to look into the whole saga in an impartial manner.

Let me remind you that we are the Grenfell Tower Leaseholder Association as a recognised Leaseholders Association, we have the right to request information and you have the obligation to provide such important information within 21 days. Please provide breakdown costs to replace the two lifts without further delay.

Yours Sincerely,

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

---

From: dwood@kctmo.org.uk  
To: [REDACTED]  
Subject: Lift Maintenance Agreement  
Date: Mon, 21 Nov 2011 14:38:37 +0000

Dear Mr Mott,

Further to your observation dated 27<sup>th</sup> June 2011, in relation to the Proposed Qualifying Long Term Agreement for Lifts Maintenance. It has come to my attention that whilst this was acknowledged by Mr Pretorius on the 27<sup>th</sup> June, you have not received a formal response.

I would firstly like to unreservedly apologise for this oversight and trust that the following addresses the point that you raised:

As you have correctly stated, the two lifts at Grenfell Tower were replaced five years ago but I

would have to disagree with your assertion that the lifts are malfunctioning like they are 20 years old. Both myself and Anthony Parkes ( Director of Financial Services) have previously addressed various questions in respect of the lifts in our letters of 20<sup>th</sup> August 2010, 21<sup>st</sup> September 2010 and 27<sup>th</sup> October 2010.

I have noted and appreciate your comments in respect of the contractor who undertook the lift replacement, However, I have discussed this with our Senior Lift Engineer and he has advised that the contractor, Apex, provided a standard 1 year guarantee period from completion of the last lift which expired in April 2007. Latent defects would apply out of this period for component failures but that has not been the case.

The maintenance of the lifts is not the responsibility of the installers, save for where there is a latent defect and we have a responsibility to ensure the maintenance of all of the lifts across the borough.

I should also mention that this is the first stage of the consultation process and we expect to be issuing the second notice early next year. This will cover the costs and the tenders from the contractors, where you will again be able to submit any observations that you may have in respect of the proposal.

I trust this clarifies matters and would again like to apologise for the delay in responding to your observation.

Should you have any further enquires then please don't hesitate to contact me.


On a separate note, if there are any outstanding issues in respect of the recent water penetration problems then please let me know and I will ensure that they are addressed as a matter of urgency.

Kind regards,

**Daniel Wood**

**Assistant Director, Home Ownership**

t: [REDACTED] m: [REDACTED]

 cid:image003.jpg@01CA3AE4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)

a: 292a Kensal Road, London, W10 5BE

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--Forwarded Message Attachment--

From: dwood@kctmo.org.uk

about:blank

15/06  
TMO: TMO10047967/25


To: [REDACTED]  
CC: rblack@kctmo.org.uk; derek.myers@rbkc.gov.uk; leader@rbkc.gov.uk;  
maria.memoli@localgovernance.co.uk; jm@jblakeman.fsnet.co.uk; sjevans@kctmo.org.uk;  
staffordt@parliament.uk; [REDACTED] adairo@kctmo.org.uk; laura.johnson@rbkc.gov.uk;  
[REDACTED] TComplaints@kctmo.org.uk; jane.trethewey@rbkc.gov.uk;  
penelope.tollitt@rbkc.gov.uk; aparkes@kctmo.org.uk; peter.bradbury@rbkc.gov.uk;  
cllr.e.campbell@rbkc.gov.uk  
Date: Tue, 13 Dec 2011 13:42:54 +0000  
Subject: RE: Lift Maintenance Agreement

Dear Mr Awoderu,

Thank you for your email, I have noted your comments and will ensure that you have a full response no later than 23<sup>rd</sup> December.

I trust this is of assistance and please let me know if there is anything else I can help with.

Kind regards,  
Daniel Wood  
Assistant Director, Home Ownership  
t: [REDACTED] m: [REDACTED]

 cid:image003.jpg  
pg@01CA3AE  
4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: 292a Kensal Road, London, W10 5BE

**From:** grenfelleaseholdersassociation@hotmail.co.uk [mailto:grenfelleaseholdersassociation@hotmail.co.uk]  
**On Behalf Of** Keith Mott  
**Sent:** 11 December 2011 19:48  
**To:** Daniel Wood  
**Cc:** Robert Black; Derek Myers; Merrick Cockell; maria.memoli@localgovernance.co.uk; Judith Blakeman; Sacha Jevans; staffordt@parliament.uk; Eddie daffam; Adelola Dairo; laura.johnson@rbkc.gov.uk; [REDACTED] (T) Complaints; Jane Trethewey; penelope.tollitt@rbkc.gov.uk; Anthony Parkes; Peter Bradury; cllr.e.campbell@rbkc.gov.uk  
**Subject:** RE: Lift Maintenance Agreement

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Vice Chairman  
The Grenfell Tower Leaseholder's Association

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To: [REDACTED]  
Subject: Lift Maintenance Agreement  
Date: Mon, 21 Nov 2011 14:38:37 +0000

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**Daniel Wood**

**Assistant Director, Home Ownership**

t: [REDACTED] m: [REDACTED]

 cid:image003.jpg@01CA3AE4.31B7BD00

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a: 292a Kensal Road, London, W10 5BE

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## **Grenfell Tower Leaseholders' Association**

c/o 185, Grenfell Tower, Grenfell Road, London W11 1TQ, Email: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

---

Mr Robert Black

The chief executive

Kensington and Chelsea TMO

292a Kensal Road

London W10 5BE

13<sup>th</sup> December 2012

Dear Mr Black,

Please find attached email and the letter in relation to fire safety and leasehold flat entrance doors at Grenfell Tower for your kind information.

Best wishes

Tunde Awoderu

The Vice Chairman

The Grenfell Tower leaseholder's Association



## Grenfell Tower Leaseholders' Association

c/o 185, Grenfell Tower, Grenfell Road, London W11 1TQ, Email:

---

David Ward  
The Home Ownership Manager  
& Ms Siobhan Rumble  
The Area Manager of Lancaster West Estate  
Kensington and Chelsea Tenant Management Organisation  
292a Kensal Road  
London  
W10 5BE

14<sup>th</sup> November 2012,

Cc: Denial Wood, Mark Anderson, Paul Dunkerton,

Ms Laura Johnson, Councillor Tim Coleridge

Dear Mr Ward,

We are writing as the Grenfell Tower Leaseholders Association, in relation to your letter dated 7th March 2012 in reference to flat/unit door entry replacement programme 2011-2012. This letter was circulated and sent to the tenants of Grenfell Tower but not to the leaseholders of Grenfell Tower.

You mentioned in your letter, "following our recent Fire Risk Assessment Surveys it has been identified that your door requires upgrading to meet current standards". Surely if replacement is required for doors to meet certain health and safety and fire regulation standards, then this applies to all the doors of Grenfell Tower. There was no difference between the doors of tenants and leaseholders. Thus it would have been quite logical to request that leaseholders were a part of the communal upgrading. The leaseholders of Grenfell Tower are not immune from fire risk. We find this matter, inhuman on your behalf in relation to your lack of communication to leaseholders.

On 11<sup>th</sup> October 2012, individual leaseholder's received a letter re: Fire safety and leasehold flat entrance door following a fire Risk Assessment which has been carried out in your block. The Grenfell Tower Leaseholders Association would like to know which fire risk assessment you are referring to. If you are referring to your letter dated 7<sup>th</sup> March 2011 it's apparent that KCTMPO has excluded us from this flat/unit door entry replacement programme 2011-12.

Some leaseholders have been residents of Grenfell Tower since it was built. But we have never had any health and safety training or drills in case of an emergency. Because of this, and of a sudden in your letter you write, "You will appreciate that compliance with fire regulations in blocks of flats is an important issue as it affects safety and wellbeing not only of you and your family but all the residents in the entire block, as well as visitors and workers. Fire entrance doors are of particular importance because they protect the means of escape from the building in an emergency situation. This is especially important within blocks where the communal lobbies and walkways are enclosed and as such they are required to meet standards laid down by building Regulations and Fire Regulations".

"You are therefore required to ensure that your flat entrance door meets the required fire safety standards and is fully compliant with fire safety regulations".

We were not made aware, when all the tenants of Grenfell Tower were notified over 19 months ago, that our entrance doors were not fully compliant with fire safety regulation. This is absolutely stupendous. You have deliberately put, as you say, the safety and wellbeing of our lives and those of our family, as well as visitors and workers lives at risk, by informing us 19 months later. You are totally liable for not informing us over this period and the consequences could very well have been severe.

As you are aware, a fire broke out at Grenfell Tower on 30<sup>th</sup> April 2010. It is almost three years on and the leaseholders have never been instructed by the KCTMO as our managing agent, that the entrance doors are not fit for the purpose. Why did the KCTMO choose not to include leaseholders when they replaced all others entrance doors in the building? This begs the question, when the fire broke out on 30<sup>th</sup> April 2010, was the health and safety equipment including the fire exit door in working condition and fit for the purpose.

We have been regularly paying through service charges for the maintenance and good working condition of potentially life saving equipment. Please confirm that this was the case.

The Grenfell Tower Leaseholder's Association would like to have copies of the following reports in relation to the fire on 30<sup>th</sup> April 2010.

1. Supervisor accident Report.
2. Safety representative's accident report.
3. Minutes of the relevant health and safety committee meeting.
4. Instructions or recommendations made to the KCTMO/EMM.
5. All reports, conclusions or recommendations following an enquiry or investigation into the accident.

The KCTMO dropped a Grenfell Tower Residents consultation survey dated 28<sup>th</sup> February 2012 regarding the regeneration project for Grenfell Tower. We quote "In recognition of the investment requirements of the Lancaster west Estate, RBKC has taken the decision to provide £6.9m of funding for the regeneration of Grenfell Tower and its immediate surroundings". We know that now it's £6m not £6.9m. Why was the £0.9m allocated elsewhere when Grenfell Tower and its immediate surroundings are in dire need of improvement? Why was full funding not protected by our appointed managing agent The KCTMO? The landscape of Lancaster Green will never be the same again and the construction of the academy is under way. We the residents of Grenfell Tower expected the KCTMO/EMB to protect the funding for the Grenfell Tower not reduce it. We are in dire need to bring it in line with rest of the project. In the survey, dated 28<sup>th</sup> February 2012 the following question was asked:

Q2 If the money were available what would you like us to spend it on?

Examples:

Improved insulation to the low rise blocks  
 Individual heating/hot water systems  
 Improving the estate open spaces  
 New Windows  
 Improved security  
 Improvements to the internal streets  
 Improved lighting  
 Improvements to the garages and parking

But there was no mention of the following ominous needs for improvement within the allocated funding affected by the health and safety fire regulations.

1. Fire exit doors
2. Unsafe building
3. Smoke vent and smoke alarms
4. Internal decoration and repairs

We, the Grenfell Tower Leaseholder's Association, have been working tirelessly with the RBKC and KCTMO for the past three years. Our contribution was acknowledged by the Director of Regeneration Project Mr Mark Anderson and he displayed his willingness to work closely with us.

We were by your assertion that "We bring to your attention that legal proceedings will be taken against your flat entrance door does not meet the standards described above." It is not our intention to disobey the guide lines of fire safety regulation and put other people's lives at risk and above all our own lives. It is wholly unwarranted to make such a warning when you have left a 19 month gap to inform us. In actual fact, the TMO have endangered people's lives. The TMO have not fulfilled their duty in informing us of such a significant safety hazard at an appropriate time, and this is quite frankly shameful.

Additionally, we would like to know why the KCTMO failed to upgrade the communal entrance door under the entry replacement programme.

We shall be very grateful if you could clarify the above raised issues and concerns immediately.

Yours Sincerely

The Grenfell Tower Leaseholder's Association

Name of the Leaseholders	Flat No	date	Signatures
MRS MASDA METALSA	61	14/11/12	
Nicholas Burton	165	14/11/12	
MR M Azab	112	14/11/12	
SANPATEL	56	14/11/12	
Flavio ALVES	105	14/11/12	
TAWOBER	185	14/11/12	
S. AHMED	156	14/11/12	
M. Mote	92	14/11/12	
Naomi Chia-Yuan Li	195	15/11/12	

## **FIRE SAFETY AND LEASEHOLD FLAT ENTRANCE DOORS -VERY IMPORTANT**

**from Grenfell Tower Leaseholder's Association**  
([grenfelleaseholdersassociation@hotmail.co.uk](mailto:grenfelleaseholdersassociation@hotmail.co.uk))  
**Re: 18 November 2012 20:11:41**  
**To: [homeownership@kctmo.org.uk](mailto:homeownership@kctmo.org.uk) ([homeownership@kctmo.org.uk](mailto:homeownership@kctmo.org.uk));**

Mr Laura Johnson (Councilor) Tim Coveridge

Dear Mr Ward,

We are writing as the Grenfell Tower Leaseholders Association, in relation to your letter dated 7th March 2012 in reference to flat/unit door entry replacement programme 2011-2012. This letter was circulated and sent to the tenants of Grenfell Tower but not to the leaseholders of Grenfell Tower.

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Unsafe building

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We shall be very grateful if you could clarify the above raised issues and concerns immediately.

Yours Sincerely

On behalf of GTLA

Tunde Awoderu

The Vice Chairman

The Grenfell Tower Leaseholder's Association

Dear Mr Awoderu,

Further to your email of 18<sup>th</sup> November, please accept my sincere apologies for the delay of our response.

The points that you raised have been addressed by our Health and Safety Manager and our Asset & Regeneration department and their response is attached.


I trust this is of assistance and please just let me know if there is anything else I can help with.

Kind regards,

**Daniel Wood**

**Assistant Director, Home Ownership**

t: [REDACTED] m: [REDACTED]

 cid:image003.jpg@01CA3AE4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)

a: 292a Kensal Road, London, W10 5BE

---

**From:** Grenfell Tower Leaseholder's Association [mailto:[grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)]

**Sent:** 18 November 2012 20:12

**To:** home ownership; Siobhan Rumble; Daniel Wood

**Cc:** iaura.johnson@rbkc.gov.uk; [REDACTED]; Merrick Cockell; Judith Blakeman; [REDACTED]; Robert Black; Mark Anderson; Paul Dunkerton; Sacha Jevans

**Subject:** FIRE SAFETY AND LEASEHOLD FLAT ENTRANCE DOORS -VERY IMPORTANT

## Grenfell Tower Leaseholders' Association

c/o 185, Grenfell Tower, Grenfell Road, London W11 1TQ, Email: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

---

David Ward

The Home Ownership Manager

& Ms Siobhan Rumble

The Area Manager of Lancaster West Estate

Kensington and Chelsea Tenant Management Organisation

292a Kensal Road

London

W10 5BE

14<sup>th</sup> November 2012,

Email/by post/hand delivered

Cc: Denial Wood, Mark Anderson, Paul Dunkerton,

Ms Laura Johnson, Councillor Tim Coleridge

Dear Mr Ward,

about:blank

i5/0  
TMO: TMO10047967/41

We are writing as the Grenfell Tower Leaseholders Association, in relation to your letter dated 7th March 2011 in reference to flat/unit door entry replacement programme 2011-2012. This letter was circulated and sent to the tenants of Grenfell Tower but not to the leaseholders of Grenfell Tower.

You mentioned in your letter, "following our recent Fire Risk Assessment Surveys it has been identified that your door requires upgrading to meet current standards". Surely if replacement is required for doors to meet certain health and safety and fire regulation standards, then this applies to all the doors of Grenfell Tower. There was no difference between the doors of tenants and leaseholders. Thus it would have been quite logical to request that leaseholders were a part of the communal upgrading. The leaseholders of Grenfell Tower are not immune from fire risk. We find this matter, inhuman on your behalf in relation to your lack of communication to leaseholders.

On 11<sup>th</sup> October 2012, individual leaseholder's received a letter ref: Fire safety and leasehold flat entrance door following a fire Risk Assessment which has been carried out in your block. The Grenfell Tower Leaseholders Association would like to know which fire risk assessment you are referring to. If you are referring to your letter dated 7<sup>th</sup> March 2011 it's apparent that KCTMO has excluded us from this flat/unit door entry replacement programme 2011-12.

Some leaseholders have been residents of Grenfell Tower since it was built. But we have never had any health and safety training or drills in case of an emergency. Despite this, all of a sudden in your letter you write, "You will appreciate that compliance with fire regulations in blocks of flats is an important issue as it affects safety and wellbeing not only of you and your family but all the residents in the entire block, as well as visitors and workers. Flat entrance doors are of particular importance because they protect the means of escape from the building in an emergency situation. This is especially important within blocks where the communal lobbies and walkways are enclosed and as such they are required to meet standards laid down by building Regulations and Fire Regulations".

"You are therefore required to ensure that your flat entrance door meets the required fire safety standards and is fully compliant with fire safety regulations".

We were not made aware, when all the tenants of Grenfell Tower were notified over 19 months ago, that our entrance doors were not fully compliant with fire safety regulation. This is absolutely stupendous. You have deliberately put, as you say, the safety and wellbeing of our lives and those of our family, as well as visitors and workers lives at risk, by informing us 19 months later. You are totally liable for not informing us over this period and the consequences could very well have been severe.

As you are aware, a fire broke out at Grenfell Tower on 30<sup>th</sup> April 2010. It is almost three years on and the leaseholders have never been instructed by the KCTMO as our managing agent, that the entrance doors are not fit for the purpose. Why did the KCTMO choose not to include leaseholders when they replaced all others entrance doors in the building? This begs the question, when the fire broke out on 30<sup>th</sup> April 2010, was the health and safety equipment including the fire exit door in working condition and fit for the purpose.

We have been regularly paying through service charges for the maintenance and good working condition of potentially life saving equipment. Please confirm that this was the case.

The Grenfell Tower Leaseholder's Association would like to have copies of the following reports in relation to the fire on 30<sup>th</sup> April 2010.

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Safety representative's accident report.

Minutes of the relevant Health and safety committee meetings

Instructions or recommendations made to the KCTMO/EMB

All reports, conclusions or recommendations following an enquiry or investigation into the accident.

The KCTMO dropped a Grenfeli Tower Residents consultation survey dated 28<sup>th</sup> February 2012 regarding the regeneration project for Grenfell Tower. We quote "In recognition of the investment requirements of the Lancaster west Estate, RBKC has taken the decision to provide £6.9m of funding for the regeneration of Grenfell Tower and its immediate surroundings". We know that now it's £6m not £6.9m. Why was the £0.9m allocated elsewhere when Grenfell Tower and its immediate surroundings are in dire need of improvement? Why was full funding not protected by our appointed managing agent The KCTMO? The landscape of Lancaster Green will never be the same again and the construction of the academy is under way. We the residents of Grenfell Tower expected the KCTMO/EMB to protect the funding for the Grenfell Tower not reduce it. We are in dire need to bring it in line with rest of the project. In the survey, dated 28<sup>th</sup> February 2012 the following question was asked:

**Q2** If the money were available what would you like us to spend it on?

Examples:

Improved insulation to the low rise blocks

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New Windows

Improved security

Improvements to the internal streets

improved lighting

Improvements to the garages and parking

But there was no mention of the following ominous needs for improvement within the allocated funding affected by the health and safety fire regulations.

Fire exit doors

Unsafe building

Smoke vent and smoke alarms

internal decoration and repairs

We, the Grenfell Tower Leaseholder's Association, have been working tirelessly with the RBKC and KCTMO for the past three years. Our contribution was acknowledged by the Director of Regeneration Project Mr Mark Anderson and he displayed his willingness to work closely with us. We were by your assertion that "We bring to your attention that legal proceedings will be taken against your flat entrance door does not meet the standards described above." It is not our intention to disobey the guide lines of fire safety regulation and put other people's lives at risk and above all our own lives. It is wholly unwarranted to make such a warning when you have left a 19 month gap to inform us. In actual fact, the TMO have endangered people's lives. The TMO have not fulfilled their duty in informing us of such a significant safety hazard at an appropriate time, and this is quite frankly shameful.

Additionally, we would like to know why the KCTMO failed to upgrade the communal entrance door under the entry replacement programme.

We shall be very grateful if you could clarify the above raised issues and concerns immediately.

Yours Sincerely

On behalf of GTLA

Tunde Awoderu

The Vice Chairman

The Grenfell Tower Leaseholder's Association



Freephone:

www.kctmo.org.uk



Delivering excellent  
Housing services  
Through resident led  
Management

Direct Line:

Facsimile:

E-mail



pdunkerton@kctmo.org.uk

Date:

14<sup>th</sup> December 2012

**Our Reference**

**Your Reference**

**Please Contact  
Paul Dunkerton**

Dear Mr. T. Awoderu

**Ref: Flat entrance Fire doors**

Thank you for your email dated 18<sup>th</sup> November 2012.

Fire Risk Assessments were completed on the communal areas of all RBKC blocks by a specialist Fire Consultant following extensive consultation between the TMO, RBKC and the London Fire Brigade.

I would further confirm that the assessor has used the guidance which is considered to present current best practice in the area of fire safety as his reference during the assessment programme. (The initial guidance was superseded in July 2011 with the publication of the Local Government Group's "Fire safety in purpose-built blocks of flats" which is now considered to be definitive guidance on residential fire safety.)

Investigations were undertaken on tenants doors highlighted by Fire Risk Assessments and as a result of these investigations a door replacement programme was instigated to tenanted flats.

Whilst the majority of the replacement flat doors in the tenanted programme have now been installed, there are some properties where this work remains outstanding and as such the existing door remains non-compliant. The TMO is currently addressing this and where necessary will consider enforcing their tenancy agreement to ensure access is given.

---

*TMO Asset Investment, Network Hub, 292a Kensal Road, London W10 5BE*

TMO10047967/45

It is the TMO's intention to ensure that all tenanted properties benefit from the new improved door replacement programme and to assist leaseholders in ensuring their doors are compliant or whether they require replacement.

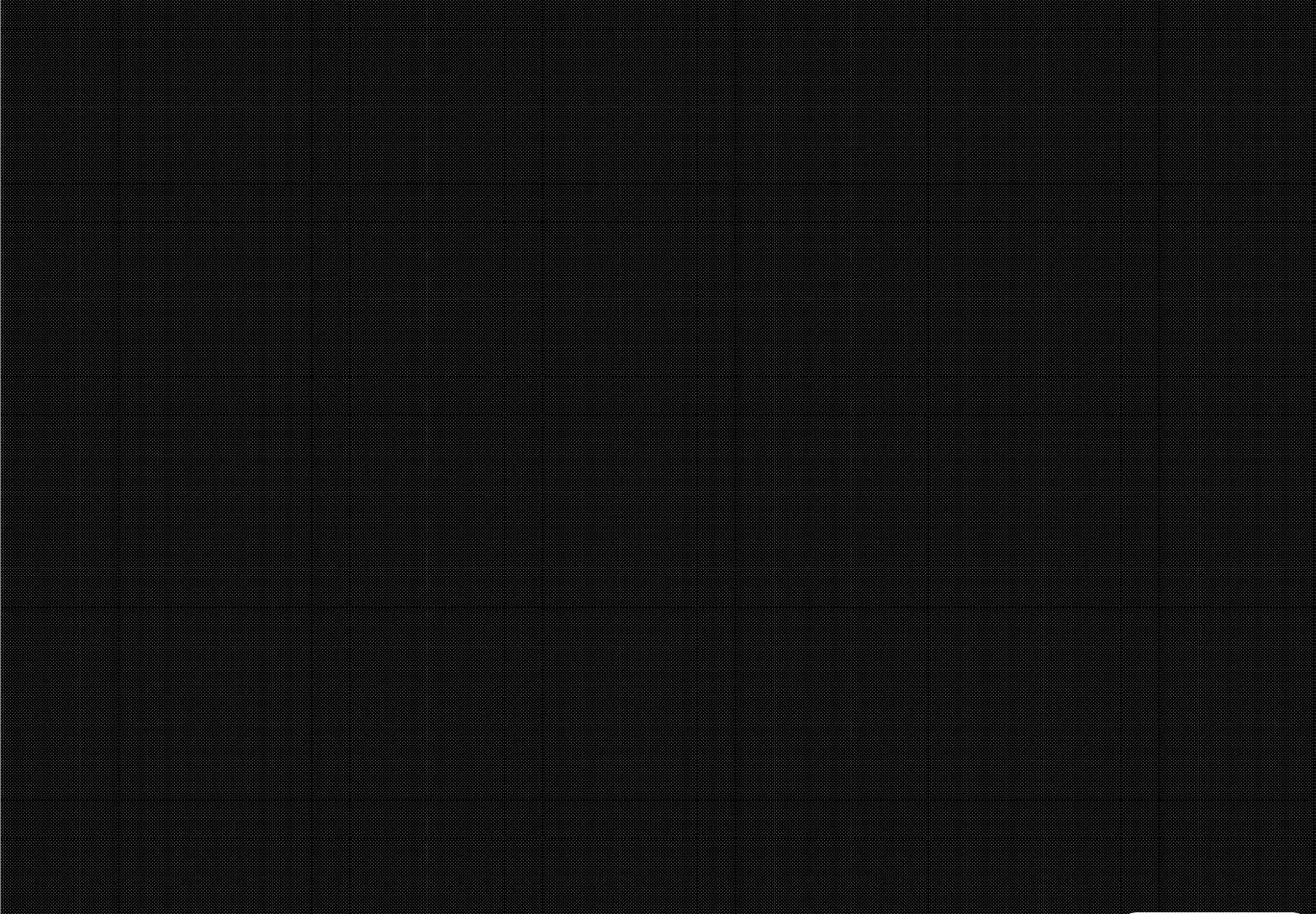
As flat entrance doors of leaseholder flats are demised to the lessee in their lease it was our understanding that the Fire Authority, the London Fire Brigade, as the enforcing authority would be taking any necessary notification or enforcement action. However, it is fair to say that there has been some debate about responsibility for enforcement and negotiations with the London Fire Brigade's Head of Policy are ongoing in an effort to clarify specifically how this will be taken forward.

However, whilst this is being resolved RBKC and the TMO considered it important to highlight to all leaseholders the fire safety requirements in relation to flat entrance doors within enclosed blocks and a letter was sent to all leaseholders to this effect.

We apologise that the initial letter that you received gave you cause for alarm. Many leaseholders have contacted us with their queries and concerns which we have worked hard to respond to and provide additional information, as well as guidance, where requested.

With reference to the main entrance door, it was never part of the door improvement programme and deemed to be fit for purpose so there was never a requirement for its improvement or replacement. However the main entrance will now benefit from the improvement works under the Grenfell Tower Regeneration Project.

You're concerned that residents have not had access to fire safety training and fire drills. We advise that the evacuation strategy for Grenfell Tower, in common with virtually all TMO blocks is "stay put". Specifically, if a fire breaks out, you should stay in your flat



In reference to your concerns regarding funding for Grenfell Tower Regeneration Project, It would seem you may have been misinformed as RBKC and TMO have looked to support the blocks needs as much as possible with The Royal Borough of Kensington & Chelsea (RBKC) making available £6m for investment in the regeneration of Grenfell Tower and the immediate surroundings, with Mark Anderson informing residents via consultation meetings and newsletters the funds available.

KCTMO and RBKC wish to ensure that the regeneration of the tower delivers maximum benefit to the residents and the community. The proposals for Grenfell Tower and its immediate surroundings also include additional CCTV and improved lighting to areas of concern to residents. Further, I can confirm that improvements will be made to the existing smoke extraction and ventilation system which links to the fire alarm.

We understand that more improvements are required across Lancaster West Estate however are working towards this with our immediate priority focused on Grenfell Tower.

I do hope this addresses your concerns and please do not hesitate to contact me if you wish to discuss this further or if you require any further clarification.

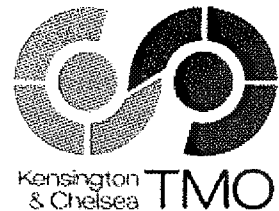
Yours Sincerely,

Paul Dunkerton  
Project Manager



Freephone:

www.kctmo.org.uk



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Housing services  
Through resident led  
Management

Mr. T. Awoderu  
Chair of Grenfell Tower Leaseholder's Association  
Grenfell Tower  
Lancaster West Estate  
W11

Direct Line:  
Facsimile:  
E-mail

pdunkerton@kctmo.org.uk

Date: 30<sup>th</sup> January 2013

Please Contact  
Paul Dunkerton

Dear Mr. T. Awoderu and Grenfell Tower Leaseholder's Association

**Ref: INFORMATION REF: FIRE SAFETY AT GRENFELL TOWER**

Thank you for your email dated 6<sup>th</sup> January 2013.

In relation to your email you stated that neither you, nor other Leaseholders within Grenfell Tower received our letter informing leaseholders about fire safety requirements in relation to flat entrance doors within enclosed blocks.

We attach copy of our letter for you and will redistribute to Grenfell Tower leaseholders.

With reference to the fire at Grenfell Tower which occurred on 30<sup>th</sup> April 2010, you have asked for information which we provide our response to below.

**1. Fire Brigade reports in relation to the incident dated 30<sup>th</sup> April 2010**

I have been advised that the Lancaster West Estate Management Team did request a copy of this report at the time but never received it from LFB.

These are standard pro-formas and can be of limited use. We have found it to be much more beneficial to meet with the LFB to discuss the details of the incident and as previously advised this is what we did.

A subsequent on-site meeting between officers of the TMO and the London Fire Brigade (LFB) clarified the manual operation of the mechanical fan and agreed there was a need for improved fire safety signage.

## **2. Supervisor accident report**

As this Incident occurred out of hours so there is no supervisors report, also as there were no injuries there is no accident report. However we have some information available from the out of hour's call-handling contractors at the time but only relating to the time and nature of callout.

## **3. Minutes of the relevant health and safety committee meetings**

Fire was reported in the Annual H&S Report covering this period.

## **4. Instruction or recommendations made to the KCTMO/EMB**

Recycling arrangements were investigated by the Lancaster West Team and modified in consultation with RBKC.

Works to repair the ventilation / extraction system progressed the following week and further investigations undertaken on this system to ensure there were no other areas of concern.

The need to remotely monitor this fire alarm when no staff or security are on site was highlighted and engineers were asked to investigate whether this could be linked to, and monitored by, the Community Alarm Service.

We can confirm that improvements will be made to the existing smoke extraction and ventilation, system which links to the fire alarm, under the Grenfell Regeneration Project.

## **5. All Reports, conclusion or recommendation following an enquiry or investigation into the accident**

See above

## **6. Any photographs relation in any way to the accident**

Unfortunately there are no photographs available.

## 7. CCTV footage of the accident

Our CCTV footage is kept for a period of 28 days only and there is no CCTV within individual lobbies.

There is however camera at ground floor level and in the lifts but this would be of limited use in this instance.

so unfortunately there is no CCTV footage available of the incident

Please note we advise that the evacuation strategy for Grenfell Tower, in common with virtually all TMO blocks, is "stay put" Specifically, if a fire breaks out anywhere other than in your flat you will be safe initially to remain in your home.

I do hope this addresses your concerns and please do not hesitate to contact me if you wish to discuss this further or if you require any further clarification.

Yours Sincerely,

**Paul Dunkerton**  
Project Manager, Assets & Regeneration Department



Dear Mr Awoderu

Please see attached letter from Paul Dunkerton, Project Manager, Assets & Regeneration Department.

Kind regards


Ms Dulce De Oliveira Watts  
Complaints Team

t: [REDACTED]

 cid:image003.jpg  
pg@01CA3AE  
4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)

a: Network Hub, 292A Kensal Road, London W10 5BE

 Before printing, please think about the environment

---

**From:** Paul Dunkerton

**Sent:** 30 January 2013 11:09

**To:** 'Grenfell Tower Leaseholder's Association'; Daniel Wood

**Cc:** Siobhan Rumble; Mark Anderson; Robert Black; [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk); [maria.memoli@localgovernance.co.uk](mailto:maria.memoli@localgovernance.co.uk); [cllr.coleridge@rbkc.gov.uk](mailto:cllr.coleridge@rbkc.gov.uk); [REDACTED] Judith Blakeman;

[REDACTED] Merrick Cockell; Sacha Jevans; (T) Complaints

**Subject:** RE: INFORMATION REF: FIRE SAFETY AT GRENFELL TOWER


Good Morning Tunde Awoderu and Grenfell Tower Leaseholder's Association.

We confirm acknowledgement of your email and will provide our response inline with our enquiry procedures.

Thank you.


Regards

Paul Dunkerton, Project Manager, Assets & Regeneration Department

 cid:image003.jpg  
pg@01CA3AE  
4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)

a: Network Hub, First Floor 300 Kensal Road, W10 5BE

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---

**From:** Grenfell Tower Leaseholder's Association [<mailto:grenfellleaseholdersassociation@hotmail.co.uk>]

**Sent:** 24 January 2013 10:35

**To:** Daniel Wood

**Cc:** Siobhan Rumble; Mark Anderson; Robert Black; [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk); [maria.memoli@localgovernance.co.uk](mailto:maria.memoli@localgovernance.co.uk); [cllr.coleridge@rbkc.gov.uk](mailto:cllr.coleridge@rbkc.gov.uk); [REDACTED] Judith Blakeman;

[REDACTED] Merrick Cockell; Sacha Jevans; Paul Dunkerton

**Subject:** INFORMATION REF: FIRE SAFETY AT GRENFELL TOWER

Dear Mr Wood,

This is further to our letter dated 18<sup>th</sup> November 2012 and email dated 6<sup>th</sup> January 2013. We have requested you and Mr Paul Dunkerton to provide the following reports and information immediately. It has been over two months and we are yet to receive them.

1. Fire Brigade reports in relation to the incident dated 30<sup>th</sup> April 2010
2. Supervisor accident report
3. Minutes of the relevant health and safety committee meetings
4. instruction or recommendations made to the KCTMO/EMB
5. All Reports, conclusion or recommendation following an enquiry or investigation into the accident
6. Any photographs relation in any way to the accident
7. CCTV footage of the accident

If these reports are not forthcoming we will assume that you are reluctant to provide us these information and we have to press further to obtain them.

Yours sincerely

**Tunde Awoderu**  
Vice chairman  
On behalf of  
Grenfell Tower Leaseholder's Association

---

From: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)  
To: [pdunkerton@kctmo.org.uk](mailto:pdunkerton@kctmo.org.uk)  
CC: [dwood@kctmo.org.uk](mailto:dwood@kctmo.org.uk); [srumbie@kctmo.org.uk](mailto:srumbie@kctmo.org.uk); [manderson@kctmo.org.uk](mailto:manderson@kctmo.org.uk);  
[rblack@kctmo.org.uk](mailto:rblack@kctmo.org.uk); [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk); [maria.memoli@localgovernance.co.uk](mailto:maria.memoli@localgovernance.co.uk);  
[cllr.coleridge@rbkc.gov.uk](mailto:cllr.coleridge@rbkc.gov.uk); [REDACTED]; [cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk);  
[REDACTED]; [leader@rbkc.gov.uk](mailto:leader@rbkc.gov.uk); [sjevans@kctmo.org.uk](mailto:sjevans@kctmo.org.uk)  
Subject: RE: FIRE SAFETY AND LEASEHOLD FLAT ENTRANCE DOORS -VERY IMPORTANT  
Date: Sun, 6 Jan 2013 21:23:15 +0000

## **Grenfell Tower Leaseholders' Association**

c/o 185, Grenfell Tower, Grenfell Road, London W11 1TQ, Email: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

---

Dear Mr Dunkerton,

Thank you for your letter dated 14<sup>th</sup> December 2012 and the email from Mr Daniel Wood dated 19<sup>th</sup> December 2012.

In relation to your letter, we are confused as to whether the current doors are fit for the purpose. As you said, "It is the TMO's intention to ensure that all tenanted properties benefit from the new improved door replacement programme and to assist leaseholders in ensuring their doors are compliant or whether they require replacement."

You also mentioned in your letter that, "However, whilst this is being resolved RBKC and the TMO considered it important to highlight to all leaseholders the fire safety requirements in relation to flat entrance doors within enclosed blocks and a letter was sent to all leaseholders to this effect."

We have had regular GTLA meetings and let us inform you that we never received any such letter addressed to leaseholders either individually or collectively. Clearly, if the doors are not fit for purpose and our safety is at risk, we need to take action immediately.

With reference to the fire at Grenfell Tower which occurred on 30<sup>th</sup> April 2010, you state that you liaised closely with the Fire Brigade. As requested in our earlier letter, please could you provide the following reports?

Fire brigade reports in relation to the incident dated 30<sup>th</sup> April 2010

Supervisor accident report

Minutes of the relevant health and safety committee meetings

Instruction or recommendations made to the KCTMO/EMB

All reports, conclusion or recommendations following an enquiry or investigation into the accident

Any photographs relating in any way to the accident

CCTV footage of the accident

I shall be very grateful if you could provide the above information immediately.

Yours Sincerely,

Tunde Awoderu

The Vice Chairman

The Grenfell Tower Leaseholder's Association

---

From: [dwood@kctmo.org.uk](mailto:dwood@kctmo.org.uk)

To: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

Date: Wed, 19 Dec 2012 15:14:27 +0000

Subject: FW: FIRE SAFETY AND LEASEHOLD FLAT ENTRANCE DOORS -VERY IMPORTANT

Dear Mr Awoderu,

Further to your email of 18<sup>th</sup> November, please accept my sincere apologies for the delay of our response.

The points that you raised have been addressed by our Health and Safety Manager and our Asset & Regeneration department and their response is attached.


i trust this is of assistance and please just let me know if there is anything else I can help with.

Kind regards,

**Daniel Wood**

**Assistant Director, Home Ownership**

t: [REDACTED] m: [REDACTED]

 cid:image003.jpg  
pg@01CA3AE  
4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)

a: 292a Kensal Road, London, W10 5BE

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**From:** Grenfell Tower Leaseholder's Association [<mailto:grenfellleaseholdersassociation@hotmail.co.uk>]

**Sent:** 18 November 2012 20:12

**To:** home ownership; Siobhan Rumble; Daniel Wood  
**Cc:** [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk); [REDACTED] Merrick Cockell; Judith Blakeman;  
[REDACTED] Robert Black; Mark Anderson; Paul Dunkerton; Sacha Jevans  
**Subject:** FIRE SAFETY AND LEASEHOLD FLAT ENTRANCE DOORS -VERY IMPORTANT

## Grenfell Tower Leaseholders' Association

c/o 185, Grenfell Tower, Grenfell Road, London W11 1TQ, Email: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

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David Ward  
The Home Ownership Manager  
& Ms Siobhan Rumble  
The Area Manager of Lancaster West Estate  
Kensington and Chelsea Tenant Management Organisation  
292a Kensal Road  
London  
W10 5BE

14<sup>th</sup> November 2012,

Email/by post/hand delivered

Cc: Denial Wood, Mark Anderson, Paul Dunkerton,

Ms Laura Johnson, Councillor Tim Coleridge

Dear Mr Ward,

We are writing as the Grenfell Tower Leaseholders Association, in relation to your letter dated 7th March 2011 in reference to flat/unit door entry replacement programme 2011-2012. This letter was circulated and sent to the tenants of Grenfell Tower but not to the leaseholders of Grenfell Tower.

You mentioned in your letter, "following our recent Fire Risk Assessment Surveys it has been identified that your door requires upgrading to meet current standards". Surely if replacement is required for doors to meet certain health and safety and fire regulation standards, then this applies to all the doors of Grenfell Tower. There was no difference between the doors of tenants and leaseholders. Thus it would have been quite logical to request that leaseholders were a part of the communal upgrading. The leaseholders of Grenfell Tower are not immune from fire risk. We find this matter, inhuman on your behalf in relation to your lack of communication to leaseholders.

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importance because they protect the means of escape from the building in an emergency situation. This is especially important within blocks where the communal lobbies and walkways are enclosed and as such they are required to meet standards laid down by building Regulations and Fire Regulations”.

“You are therefore required to ensure that your flat entrance door meets the required fire safety standards and is fully compliant with fire safety regulations”.

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As you are aware, a fire broke out at Grenfell Tower on 30<sup>th</sup> April 2010. It is almost three years on and the leaseholders have never been instructed by the KCTMO as our managing agent, that the entrance doors are not fit for the purpose. Why did the KCTMO choose not to include leaseholders when they replaced all others entrance doors in the building? This begs the question, when the fire broke out on 30<sup>th</sup> April 2010, was the health and safety equipment including the fire exit door in working condition and fit for the purpose.

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Improved security

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Fire exit doors

Unsafe building

Smoke vent and smoke alarms

Internal decoration and repairs

We, the Grenfell Tower Leaseholder's Association, have been working tirelessly with the RBKC and KCTMO for the past three years. Our contribution was acknowledged by the Director of Regeneration Project Mr Mark Anderson and he displayed his willingness to work closely with us. We were by your assertion that "We bring to your attention that legal proceedings will be taken against your flat entrance door does not meet the standards described above." It is not our intention to disobey the guide lines of fire safety regulation and put other people's lives at risk and above all our own lives. It is wholly unwarranted to make such a warning when you have left a 19 month gap to inform us. In actual fact, the TMO have endangered people's lives. The TMO have not fulfilled their duty in informing us of such a significant safety hazard at an appropriate time, and this is quite frankly shameful.

Additionally, we would like to know why the KCTMO failed to upgrade the communal entrance door under the entry replacement programme.

We shall be very grateful if you could clarify the above raised issues and concerns immediately.

Yours Sincerely

On behalf of GTLA

Tunde Awoderu

The Vice Chairman

The Grenfell Tower Leaseholder's Association

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those of Kensington & Chelsea TMO Ltd Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

Good Morning Mr Tunde Awoderu and Grenfell Tower Leaseholder's Association.

I have attached a copy of the letter that was sent out from the Home Ownership Team to all leaseholders in Oct 2012 at the request of RBKC. (we apologise if you never received a copy)

This was followed up by a further letter from our Health and Safety team but only to a small number of leaseholders whose doors were identified by our fire risk assessor as potentially non-compliant during his assessments.

We have recently had a Fire Risk Assessment for Grenfell Tower reviewed (November 2012) and the assessor advises that none of the properties at Grenfell Tower are highlighted as having "potentially non-compliant" entrance doors and so no leaseholder at this block received the second letter.


There are still some tenanted doors which require replacing as part of our initial scheme but due to access difficulties these have been delayed.

It seems therefore that the doors currently installed provide sufficient fire resistance. However, any door which is replaced would be required to meet the current fire safety standards and these are laid out in the attached leaflet that we have provided to leaseholders who have sought more detailed information.

Thank you


Regards

Paul Dunkerton, Project Manager, Assets & Regeneration Department

 cid:image003.jpg  
pg@01CA3AE  
4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)

a: Network Hub, First Floor 300 Kensal Road, W10 5BE

 Before printing, please think about the environment

**From:** Grenfell Tower Leaseholder's Association [mailto:[grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)]

**Sent:** 11 February 2013 10:13

**To:** (T) Complaints; Paul Dunkerton; Siobhan Rumble

**Cc:** [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk); Robert Black; Daniel Wood; Judith Blakeman; [REDACTED]

**Subject:** RE: INFORMATION REF: FIRE SAFETY AT GRENFELL TOWER

Dear Mr Paul Dunkerton,

Thank you for your letter dated 30<sup>th</sup> January 2013 in relation to fire safety at Grenfell Tower.

As you mentioned in your letter, we quote:

"In relation to your email you stated that neither you, nor other leaseholders within Grenfell Tower received our letter informing leaseholders about fire safety requirements in relation to flat entrance

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15/06/2017

TMO'

TMO10047967/59

doors within enclosed blocks”.

Please confirm whether we need to change our current doors under the current “Fire safety in purpose-built blocks of flats” & under fire safety regulation.

“We attach copy of our letter for you and will redistribute to Grenfell Tower leaseholders”.

This is to confirm we have not received any attachment with your email (T) Complaints dated 31<sup>st</sup> January 2013 or by post as of today. We shall be very grateful if you could resend via email, the copy of the letter and redistribute to individual leaseholders without further delay

Yours sincerely,

**Mr Tunde Awoderu**  
**Vice chairman**  
**Grenfell Tower Leaseholder's Association**

---


From: TComplaints@kctmo.org.uk  
To: grenfellleaseholdersassociation@hotmail.co.uk  
CC: pdunkerton@kctmo.org.uk; srumble@kctmo.org.uk  
Date: Thu, 31 Jan 2013 17:02:36 +0000  
Subject: FW: INFORMATION REF: FIRE SAFETY AT GRENFELL TOWER

Dear Mr Awoderu


Please see attached letter from Paul Dunkerton, Project Manager, Assets & Regeneration Department.

Kind regards

**Ms Dulce De Oliveira Watts**  
**Complaints Team**  
t: [REDACTED]

 cid:image003.jpg@01CA3AE4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: Network Hub, 292A Kensal Road, London W10 5BE

 Before printing, please think about the environment

---

**From:** Paul Dunkerton  
**Sent:** 30 January 2013 11:09  
**To:** 'Grenfell Tower Leaseholder's Association'; Daniel Wood

**Cc:** Siobhan Rumble; Mark Anderson; Robert Black; laura.johnson@rbkc.gov.uk;  
maria.memoli@localgovernance.co.uk; cllr.coleridge@rbkc.gov.uk; [REDACTED] Judith Blakeman;  
[REDACTED] Merrick Cockell; Sacha Jevans; (T) Complaints  
**Subject:** RE: INFORMATION REF: FIRE SAFETY AT GRENFELL TOWER


Good Morning Tunde Awoderu and Grenfell Tower Leaseholder's Association.

We confirm acknowledgement of your email and will provide our response inline with our enquiry procedures.

Thank you.


Regards

Paul Dunkerton, Project Manager, Assets & Regeneration Department

 cid:image003.jpg@01CA3AE4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)

a: Network Hub, First Floor 300 Kensai Road, W10 5BE

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---

**From:** Grenfell Tower Leaseholder's Association [mailto:grenfelleleaseholdersassociation@hotmail.co.uk]

**Sent:** 24 January 2013 10:35

**To:** Daniel Wood

**Cc:** Siobhan Rumble; Mark Anderson; Robert Black; laura.johnson@rbkc.gov.uk;  
maria.memoli@localgovernance.co.uk; cllr.coleridge@rbkc.gov.uk; [REDACTED] Judith Blakeman;  
[REDACTED] Merrick Cockell; Sacha Jevans; Paul Dunkerton

**Subject:** INFORMATION REF: FIRE SAFETY AT GRENFELL TOWER

Dear Mr Wood,

This is further to our letter dated 18<sup>th</sup> November 2012 and email dated 6<sup>th</sup> January 2013. We have requested you and Mr Paul Dunkerton to provide the following reports and information immediately. It has been over two months and we are yet to receive them.

Fire Brigade reports in relation to the incident dated 30<sup>th</sup> April 2010

Supervisor accident report

Minutes of the relevant health and safety committee meetings

Instruction or recommendations made to the KCTMO/EMB

All Reports, conclusion or recommendation following an enquiry or investigation into the accident

Any photographs relation in any way to the accident

CCTV footage of the accident

If these reports are not forthcoming we will assume that you are reluctant to provide us these information and we have to press further to obtain them.

Yours sincerely

Tunde Awoderu

Vice chairman

On behalf of

Grenfell Tower Leaseholder's Association

From: [grenfelleaseholdersassociation@hotmail.co.uk](mailto:grenfelleaseholdersassociation@hotmail.co.uk)  
 To: [pdunkerton@kctmo.org.uk](mailto:pdunkerton@kctmo.org.uk)  
 CC: [dwood@kctmo.org.uk](mailto:dwood@kctmo.org.uk); [srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk); [manderson@kctmo.org.uk](mailto:manderson@kctmo.org.uk);  
[rblack@kctmo.org.uk](mailto:rblack@kctmo.org.uk); [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk); [maria.memoli@locaigovernance.co.uk](mailto:maria.memoli@locaigovernance.co.uk);  
[cllr.coleridge@rbkc.gov.uk](mailto:cllr.coleridge@rbkc.gov.uk); [REDACTED] [cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk);  
 [REDACTED] [leader@rbkc.gov.uk](mailto:leader@rbkc.gov.uk); [sjevans@kctmo.org.uk](mailto:sjevans@kctmo.org.uk)  
 Subject: RE: FIRE SAFETY AND LEASEHOLD FLAT ENTRANCE DOORS -VERY IMPORTANT  
 Date: Sun, 6 Jan 2013 21:23:15 +0000

## Grenfell Tower Leaseholders' Association

c/o 185, Grenfell Tower, Grenfell Road, London W11 1TQ, Email: [grenfelleaseholdersassociation@hotmail.co.uk](mailto:grenfelleaseholdersassociation@hotmail.co.uk)

Dear Mr Dunkerton,

Thank you for your letter dated 14<sup>th</sup> December 2012 and the email from Mr Daniel Wood dated 19<sup>th</sup> December 2012.

In relation to your letter, we are confused as to whether the current doors are fit for the purpose. As you said, "It is the TMO's intention to ensure that all tenanted properties benefit from the new improved door replacement programme and to assist leaseholders in ensuring their doors are compliant or whether they require replacement."

You also mentioned in your letter that, "However, whilst this is being resolved RBKC and the TMO considered it important to highlight to all leaseholders the fire safety requirements in relation to flat entrance doors within enclosed blocks and a letter was sent to all leaseholders to this effect." We have had regular GTLA meetings and let us inform you that we never received any such letter addressed to leaseholders either individually or collectively. Clearly, if the doors are not fit for purpose and our safety is at risk, we need to take action immediately.

With reference to the fire at Grenfell Tower which occurred on 30<sup>th</sup> April 2010, you state that you liaised closely with the Fire Brigade. As requested in our earlier letter, please could you provide the following reports?

Fire brigade reports in relation to the incident dated 30<sup>th</sup> April 2010

Supervisor accident report

Minutes of the relevant health and safety committee meetings

Instruction or recommendations made to the KCTMO/EMB

All reports, conclusion or recommendations following an enquiry or investigation into the accident

Any photographs relating in any way to the accident

CCTV footage of the accident

I shall be very grateful if you could provide the above information immediately.

Yours Sincerely,

Tunde Awoderu

The Vice Chairman

The Grenfell Tower Leaseholder's Association


From: [dwood@kctmo.org.uk](mailto:dwood@kctmo.org.uk)  
To: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)  
Date: Wed, 19 Dec 2012 15:14:27 +0000  
Subject: FW: FIRE SAFETY AND LEASEHOLD FLAT ENTRANCE DOORS -VERY IMPORTANT  
Dear Mr Awoderu,

Further to your email of 18<sup>th</sup> November, please accept my sincere apologies for the delay of our response.

The points that you raised have been addressed by our Health and Safety Manager and our Asset & Regeneration department and their response is attached.

I trust this is of assistance and please just let me know if there is anything else I can help with.

Kind regards,  
**Daniel Wood**  
Assistant Director, Home Ownership  
t: [REDACTED] m: [REDACTED]

 cid:image003.jpg@01CA3AE431B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: 292a Kensal Road, London, W10 5BE

**From:** Grenfell Tower Leaseholder's Association [<mailto:grenfellleaseholdersassociation@hotmail.co.uk>]  
**Sent:** 18 November 2012 20:12  
**To:** home ownership; Siobhan Rumble; Daniel Wood  
**Cc:** [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk); [REDACTED] Merrick Cockell; Judith Blakeman; [REDACTED] Robert Black; Mark Anderson; Paul Dunkerton; Sacha Jevans  
**Subject:** FIRE SAFETY AND LEASEHOLD FLAT ENTRANCE DOORS -VERY IMPORTANT

## Grenfell Tower Leaseholders' Association

c/o 185, Grenfell Tower, Grenfell Road, London W11 1TQ, Email: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

David Ward  
The Home Ownership Manager  
& Ms Siobhan Rumble  
The Area Manager of Lancaster West Estate  
Kensington and Chelsea Tenant Management Organisation  
292a Kensal Road  
London  
W10 5BE

14<sup>th</sup> November 2012,

Email/by post/hand delivered

Cc: Denial Wood, Mark Anderson, Paul Dunkerton,

Ms Laura Johnson, Councillor Tim Coleridge

about:blank

15/06/2017

TMO10047967 0063

TMO10047967/63

Dear Mr Ward,

We are writing as the Grenfell Tower Leaseholders Association, in relation to your letter dated 7th March 2011 in reference to flat/unit door entry replacement programme 2011-2012. This letter was circulated and sent to the tenants of Grenfell Tower but not to the leaseholders of Grenfell Tower.

You mentioned in your letter, "following our recent Fire Risk Assessment Surveys it has been identified that your door requires upgrading to meet current standards". Surely if replacement is required for doors to meet certain health and safety and fire regulation standards, then this applies to all the doors of Grenfell Tower. There was no difference between the doors of tenants and leaseholders. Thus it would have been quite logical to request that leaseholders were a part of the communal upgrading. The leaseholders of Grenfell Tower are not immune from fire risk. We find this matter, inhuman on your behalf in relation to your lack of communication to leaseholders.

On 11<sup>th</sup> October 2012, individual leaseholder's received a letter ref: Fire safety and leasehold flat entrance door following a fire Risk Assessment which has been carried out in your block. The Grenfell Tower Leaseholders Association would like to know which fire risk assessment you are referring to. If you are referring to your letter dated 7<sup>th</sup> March 2011 it's apparent that KCTMO has excluded us from this flat/unit door entry replacement programme 2011-12.

Some leaseholders have been residents of Grenfell Tower since it was built. But we have never had any health and safety training or drills in case of an emergency. Despite this, all of a sudden in your letter you write, "You will appreciate that compliance with fire regulations in blocks of flats is an important issue as it affects safety and wellbeing not only of you and your family but all the residents in the entire block, as well as visitors and workers. Flat entrance doors are of particular importance because they protect the means of escape from the building in an emergency situation. This is especially important within blocks where the communal lobbies and walkways are enclosed and as such they are required to meet standards laid down by building Regulations and Fire Regulations".

"You are therefore required to ensure that your flat entrance door meets the required fire safety standards and is fully compliant with fire safety regulations".

We were not made aware, when all the tenants of Grenfell Tower were notified over 19 months ago, that our entrance doors were not fully compliant with fire safety regulation. This is absolutely stupendous. You have deliberately put, as you say, the safety and wellbeing of our lives and those of our family, as well as visitors and workers lives at risk, by informing us 19 months later. You are totally liable for not informing us over this period and the consequences could very well have been severe.

As you are aware, a fire broke out at Grenfell Tower on 30<sup>th</sup> April 2010. It is almost three years on and the leaseholders have never been instructed by the KCTMO as our managing agent, that the entrance doors are not fit for the purpose. Why did the KCTMO choose not to include leaseholders when they replaced all others entrance doors in the building? This begs the question, when the fire broke out on 30<sup>th</sup> April 2010, was the health and safety equipment including the fire exit door in working condition and fit for the purpose.

We have been regularly paying through service charges for the maintenance and good working condition of potentially life saving equipment. Please confirm that this was the case.

The Grenfell Tower Leaseholder's Association would like to have copies of the following reports in relation to the fire on 30<sup>th</sup> April 2010.

Supervisor accident Report.

Safety representative's accident report.

Minutes of the relevant Health and safety committee meetings

Instructions or recommendations made to the KCTMO/EMB

All reports, conclusions or recommendations following an enquiry or investigation into the accident.

The KCTMO dropped a Grenfell Tower Residents consultation survey dated 28<sup>th</sup> February 2012 regarding the regeneration project for Grenfell Tower. We quote "In recognition of the investment requirements of the Lancaster west Estate, RBKC has taken the decision to provide £6.9m of funding for the regeneration of Grenfell Tower and its immediate surroundings". We know that now it's £6m not £6.9m. Why was the £0.9m allocated elsewhere when Grenfell Tower and its immediate surroundings are in dire need of improvement? Why was full funding not protected by our appointed managing agent The KCTMO? The landscape of Lancaster Green will never be the same again and the construction of the academy is under way. We the residents of Grenfell Tower expected the KCTMO/EMB to protect the funding for the Grenfell Tower not reduce it. We are in dire need to bring it in line with rest of the project. In the survey, dated 28<sup>th</sup> February 2012 the following question was asked:

**Q2** If the money were available what would you like us to spend it on?

Examples:

Improved insulation to the low rise blocks

Individual heating/hot water systems

Improving the estate open spaces

New Windows

Improved security

Improvements to the internal streets

Improved lighting

Improvements to the garages and parking

But there was no mention of the following ominous needs for improvement within the allocated funding affected by the health and safety fire regulations.

Fire exit doors

Unsafe building

Smoke vent and smoke alarms

Internal decoration and repairs

We, the Grenfell Tower Leaseholder's Association, have been working tirelessly with the RBKC and KCTMO for the past three years. Our contribution was acknowledged by the Director of Regeneration Project Mr Mark Anderson and he displayed his willingness to work closely with us. We were by your assertion that "We bring to your attention that legal proceedings will be taken against your flat entrance door does not meet the standards described above." It is not our intention to disobey the guide lines of fire safety regulation and put other people's lives at risk and above all our own lives. It is wholly unwarranted to make such a warning when you have left a 19 month gap to inform us. In actual fact, the TMO have endangered people's lives. The TMO have not fulfilled their duty in informing us of such a significant safety hazard at an appropriate time, and this is quite frankly shameful.

Additionally, we would like to know why the KCTMO failed to upgrade the communal entrance door under the entry replacement programme.

We shall be very grateful if you could clarify the above raised issues and concerns immediately.

Yours Sincerely

On behalf of GTLA

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

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### Is my flat entrance door fire rated? Or does it need to be?

Generally flat entrance doors need to be fire-rated if they are located internally. So –

- if your flat entrance is located off an internal / enclosed staircase or corridor it should be fire rated. Whereas,
- If your flat entrance door is located on an external / unenclosed balcony or walkway it would not need to be fire rated.

If you have not replaced your flat entrance door or any glazing located above or beside your flat door then you are required to take no further action at present unless you receive additional correspondence from the TMO.

If you replace your flat entrance door in the future then any door that you install or fit including any glazing in the door, above it or to the side of it must be to the requirements of the Building Regulations current at the time of the installation.

It is a Building Regulations requirement that Building Regulations approval is needed to replace a flat entrance door and also a requirement of your lease that you inform the TMO before the installation.

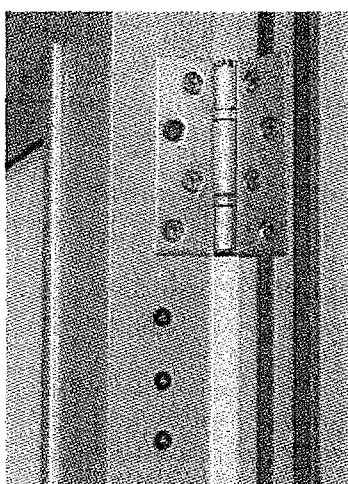
### How do I know if my flat entrance door is fire rated?

#### UPVC covered or coated doors

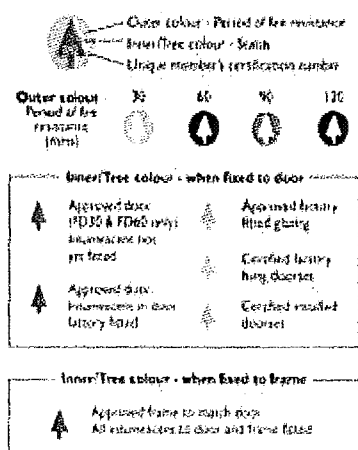
If your door is a UPVC covered or coated door there will be no markings on the door to indicate that it is a fire rated door. When the door was purchased or fitted documentation will have been provided by the shop / merchant / contractor. This documentation could be in the form of a manufacturers certificate or just the sales receipt but it will state the fire rating of the door etc and have the relevant British Standards numbers, BS 476 Part 22 or BS 8214 etc.

#### Timber Fire Doors

A timber certified fire rated door could be marked with a colour coded plug or a label, so any one of the three different types of markings indicated below could be used, the plugs can be found inserted in the side edge of the door and the labels on the top edge of the door.










#### **Timber Fire Door Certification Scheme**



## The British Woodworking Federation fire door marking schemes

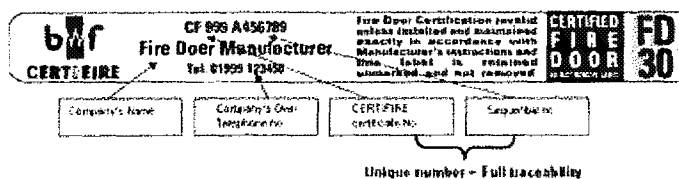
B.W.F. Scheme for identification of fire resisting door leaves in accordance with BS 476 Part 8: 1972.

Fire Resistant Ratings	Intumescent Necessary	Intumescent Not Necessary Green Core
30/20 (White background)		
30/30 (Yellow background)		
60/60 (Blue background)		
With specified Intumescent in frames or doors 30/30	White Background Blue Core 	

Remember — Red Core or Blue Core means Intumescent must be fitted in accordance with manufacturers instructions either in the door or frame. Green Core means you can carry on fixing as Intumescent has been fitted under lipping.

TRADA having similar coding system with a tree shape as centre core.

or the label



The fire rated standard required for a flat entrance door is **30 minutes**, so your fire door should have either the label above with **FD 30** on it or the red dot or tree.

Please provide a copy of any certification documentation or the sales receipt stating that the door is a fire rated one back to the TMO, this will include any glazing that may surround the door either in the transom light above the door or to the side of it.

If you do not have any documentation and the door has one of the above markings on it please can you provide a photograph of the door in situ and also one of the marking on the door.

If you have no documentation or there are no markings on the flat entrance door you could in the first instance contact the contractor who fitted the door and ask him to provide the required information. It has been a requirement of the Building Regulations that flat entrance doors fitted in protected staircases or on protected corridors should be fire rated since the early 1990s. Contractors undertaking the installation and replacement of fire rated doors should understand the requirements of the Building Regulations and implement them.

If this avenue does not provide the documentation required then you should seek advice from a competent person who can provide you with documentation stating that your flat entrance door is fire rated or not.

The Fire Consultant used by the TMO, Mr Carl Stokes, is professionally competent to carry out this inspection. He has advised that the cost of this service will be £50 including VAT. Should you wish to contact Mr Stokes his details are as follows – [carlstokes@firesafety-consultant.co.uk](mailto:carlstokes@firesafety-consultant.co.uk) and mobile phone [REDACTED]

292a Kensal Road  
LONDON  
W10 5BE

  
homeownership@tmo.org.uk

Property Ref:

Date: 11<sup>th</sup> October 2012

Dear,

Re: Fire Safety and leasehold flat entrance doors

We write to you regarding fire safety in relation to your flat entrance door following a Fire Risk Assessment which has been carried out in your block.

Your flat entrance door is demised to you pursuant to the terms of your lease. It is therefore your responsibility to ensure your flat entrance door is fully compliant with fire safety regulations.

You will appreciate that compliance with fire regulations in blocks of flats is an important issue as it affects the safety and wellbeing not only of you and your family but of all of the residents in the entire block, as well as visitors and workers. Flat entrance doors are of particular importance because they protect the means of escape from the building in an emergency situation. This is especially important within blocks where the communal lobbies and walkways are enclosed and as such they are required to meet standards laid down by Building Regulations and Fire Regulations.

You are therefore required to ensure that your flat entrance door meets the required fire safety standards and is fully compliant with fire safety regulations. You must ensure that your flat entrance door is either:

1. CERTIFIRE / FIRAS approved (Warrington 3<sup>rd</sup> party certification scheme)
- OR
2. BM TRADA Q-MARK approved as complying with British Standards BS 476 Part 22 (FD30S) or equivalent standard, including door frame, self-closing device and door furniture and be fitted by an approved contractor.

If your door is not approved as indicated by one of the above you will need to replace your door with one which is so approved.

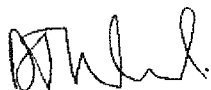
You may be required in the future to provide us with evidence that your flat entrance door meets the standards described above. You must also ensure that in the future should you alter or replace your flat entrance door that your flat entrance door meets with and is fully compliant with fire safety regulations.

We also bring to your attention that the London Fire Brigade are the enforcement body for fire safety legislation, and you may therefore also be contacted directly by London Fire Brigade.

We bring to your attention that legal proceedings will be taken against you if your flat entrance door does not meet the standards described above.

Please contact Home Ownership in the initial instance on the number detailed above if you have any queries or would like to discuss this matter further.

Yours sincerely



David Ward  
Home Ownership Manager  
Kensington and Chelsea Tenant Management Organisation

Dear Councillor Coleridge,

The Grenfell Tower Leaseholder's Association and the residents of Grenfell Tower believe that you as our Cabinet Member for housing and property, and our Local councillors for RBKC are the major architects of the "Towering achievement at Grenfell". We would like the ambition to be realised to its maximum potential, in line with the KALC project if not before that.

We have previously expressed our heartfelt gratitude for all your efforts. However, we feel that it is important that you are informed about some of our concerns about the improvement works at Grenfell Tower. We are very grateful that "during such challenging economic times, the council invested almost £50m and £9.4m (for Grenfell Tower) in the area and it is sure to leave a long-lasting legacy for the future generations". We are also relieved to know that "the Grenfell Tower regeneration project will be carried out by the same team (Leadbitter) that is handling the academy and leisure centre programme. So therefore, we see no excuses for coming up with delaying tactics to prolong the work on Grenfell Tower.

**"The Grenfell Tower Regeneration Project must start now in tandem with Kensington Academy Leisure Centre as promised by the TMO not another update through newsletter in April 2013"**

We, the residents of Grenfell Tower, are very concerned with the progress of the regeneration project and scheduled planning application for Grenfell Tower for the following reasons:

1. The Kensington Academy and Leisure Centre newsletter Summer 2012 (almost nine months ago) confirmed on page 11, "Last month the council's cabinet formally approved £6m worth of investment for improvements to Grenfell Tower on the Lancaster West Estate", but we are yet to be informed of progress.
2. in the Royal Borough Kensington and Chelsea local newspaper winter 2012 NO. 175 on page 3 we quote "Towering achievement at Grenfell" In May 2012 the council's Cabinet approved £6m worth of investment for improvements to the tower as part of the academy and leisure centre plans. When combined with a contribution from the Tenant Management organisation (TMO), it means a total of £9.4 million will be spent on providing improvements including external cladding to provide an effective rain screen, double glazing and new controlled heating and Water systems. **Cllr Timothy Coleridge, Cabinet Member for housing**, said: Not only are we building a new academy and leisure centre for North Kensington but we are also making significant improvement to Grenfell Tower, its facilities and the surrounding area.
3. On 22nd July 2012 the newsletter circulated by the project manager- Paul Dunkerton, Siobhan Rumble "Lancaster West- Area Manager & Mark Anderson- Director of Assets & Regeneration to confirm to the residents that, "ideally we wish to deliver the regeneration of Grenfell Tower in tandem with the new Academy and Leisure centre. To ensure we are on schedule a planning application for Grenfell Tower will need to be submitted by the end of August.  
The Royal Borough of Kensington and Chelsea planning Department would need approximately 10 weeks to consider the designs, proposed for the regeneration project. Lead bitter, the appointed contractor anticipates starting the works to Grenfell Tower early in 2013. Additional updates will be provided throughout the project."
4. On 22nd October 2012 a letter to the tenants of Grenfell Tower was sent by Mr Paul Dunkerton the Project manager to inform the residents that, "this planning application has now been amended and resubmitted to reflect some changes to the scheme at lower levels"
5. On 20th December 2012 another newsletter of Grenfell Tower regeneration project was

dropped written by the Project Manager- Mr. Paul Dunkerton & Area manager Siobhan Rumble to notify us that, □ it is our intention to display the planning application design in the project room next to the Grenfell Tower reception. This display will be available for residents to view throughout the planning application period.

□ As residents will be aware planning application for Grenfell Tower regeneration project (GTRP) has been submitted to RBKC planning department.

□ The Project team is working closely with RBKC planning department to ensure that resident wishes are incorporated in any design changes and the outcome of this process will be shared in the New Year□.

We are beginning of March 2013 and we the residents of Grenfell Tower are yet to receive an update or outcome of planning application for GTRP (Grenfell Tower Regeneration Project) or when the improvement work is likely to start. But in relation to KALC, the work has been well under way since December 2012 and the industrial noises, pollution, inconvenience has ensued.

6. It was understood by most of the residents and quoting from the newsletter, □ ideally we wish to deliver the regeneration of Grenfell Tower in tandem with the new Academy and leisure centre □. If the KCTMO, as a tenant led organisation do really care for the wellbeing of the residents of Grenfell Tower and the surrounding areas, they would realise that construction site has directly impacted our lives not only in terms of convenience but noise.
7. The KCTMO should have begun replacing the windows of Grenfell Tower before or during (i.e. now) the work. In tandem even defeats the point because we will be suffering from noise disturbance. It is a quite worrying development for the residents of Grenfell Tower, although it has come to be expected that the KCTMO say one thing on paper, but deliver the completely opposite. We the residents believe that KCTMO must take responsibilities by delaying the regeneration project unnecessarily.
8. We understand that it is a complicated project, but there should not be delays in the planning process considering the TMO/EMB have been managing the building for more than two decades. In relation to heating and hot water system at Grenfell Tower, local stakeholders including EMB have raised issues and discussed in detail with you what needs to be done, nothing here should take them by surprise. We believe it is the traditional use of delaying tactics by the TMO. But we really hope and will put pressure on the TMO for the money being invested is used transparently and in the most efficient way.

The residents of Grenfell Tower do not believe that the planning application for the improvement of Grenfell Tower is more complicated than the KALC application. We would like the assurance that work on Grenfell Tower will begin very soon.

Best Wishes

**Tunde Awoderu**

**Vice chairman**

**On behalf of the**

**The Grenfell Tower Leaseholder's Association and residents of GT**

FYI

**From:** Grenfell Tower Leaseholder's Association [mailto:grenfelleaseholdersassociation@hotmail.co.uk]  
**Sent:** 30 June 2013 21:59  
**To:** staffordt@parliament.uk  
**Cc:** CllrR.Atkinson@rbkc.gov.uk; Cllr.Foreman@rbkc.gov.uk; Janice Jones; Cllr.DentCoad@rbkc.gov.uk; Paul Dunkerton; Jonathan.Bore@rbkc.gov.uk; Janet Seward; 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.pascali@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.marshali@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.Carwana@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@ibhf.gov.uk; [REDACTED] maria.memoli@localgovernance.co.uk; Peter Maddison; Siobhan Rumble; Daniel Wood; Anthony Parkes; [REDACTED] Francis O'Connor; Eddie daffarn; rachel.ford@ibhf.gov.uk; matt.thorley@ibhf.gov.uk; adronie.alford@ibhf.gov.uk; marcus.ginn@ibhf.gov.uk; alex.karmel@ibhf.gov.uk; donald.johnson@ibhf.gov.uk; nick@botterill.org; oliver.craig@ibhf.gov.uk; greg@gregsmith.co.uk; Judith Blakeman  
**Subject:** GRENFELL TOWER IN W11 "IMPROVEMENT" MUST START NOW IN TANDEM WITH KALC PROJECT AS PROMISED BY RBKC

The Rt.Hon.Sir Malcom Rifkind M.P

Thank you very much for your letter dated 14<sup>th</sup> May 2013.

As you said in your letter to me, to quote for the attention of the recipients in this email

*"I am grateful to you for your time and certainly understand your concern. As discussed, I have today written to the incoming Leader of the Council, Councillor Paget-Brown, to raise these issues"*

Please find forwarded the email from Councillor Judith Blakeman for your kind information. We, the residents of Grenfell Tower, are grateful to her and quote her email dated 17<sup>th</sup> June 2013:

*"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."*

### **Grenfell Tower Regeneration Project**

Your continued involvement to protect the commitments made by the former Cabinet Member of Housing and property Cllr Tim Coleridge are very important to us. He said, "not only are we building a new academy and leisure centre for North Kensington but we are also making significant improvements to Grenfell Tower, its facilities and surrounding area."

As you will have also noticed, Councillor Judith Blakeman expressed her concerns about this. The residents, without a shadow of a doubt, share her genuine feelings. We are extremely sceptical that the project will ever now be realised.

The Grenfell Tower Leaseholder's Association worked tirelessly for the past four years to help secure the grant of £6m approved by the cabinet members of RBKC. To prove our point, we refer to your reply to GTLA's email dated 28<sup>th</sup> February 2012. The KCTMO as a tenant led organisation, made no contribution whatsoever towards this funding. The EMB, the local managing agents, who have been in existence for a few decades, have no track record of any contribution to the Grenfell Tower. Their handling of the recent catastrophic power surges in May 2013 is a prime example of this.

The residents of LWE and particularly the residents of Grenfell Tower, would be very grateful if you could look into this and get involved and enable the residents to realise the Regeneration Project in tandem with KALC project NOW not in 2015. We request you not to allow KCTMO to hijack the project and we are determined to do whatever is required from us to secure this project. The following should be encompassed within the project as stated previously:

A new efficient heating system

New double glazing windows

External cladding to improve energy efficiency

Improved external and internal repairs and communal spaces

### **Catastrophic Power surges in Grenfell Tower in May 2013**

The serious power surges first reported on 11<sup>th</sup> May 2013 was not taken seriously initially by KCTMO/EMB. Mr. Peter Maddison of KCTMO and Estate Office of EMB based in Grenfell Tower under the nose of Director of Housing at the RBKC said the following:

*"To date 7 residents have reported specific problems, apparently caused by power surges. RGE are visiting all of these properties today and we will establish whether there is a reason why these particular properties have experienced a problem. We will also advise these residents to contact their insurers if any damage to their property has occurred as a result"*

This is from an email from Peter Maddison to Judith Blakeman dated 24<sup>th</sup> May 2013.

The residents of Grenfell Tower overwhelmingly believe that the moral and ethical reasoning of such a statement from Mr. Peter Maddison and the Estate Office of EMB has to be explained. We need to understand why our appointed Managing Agents failed to take appropriate action thinking it was worth sacrificing 7 residents wellbeing, when in fact it was 60+. We request you to look into this matter with due care.

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

Yours Sincerely

**Tunde Awoderu**

**The Vice Chairman**

**The Grenfell Tower Leaseholder's Association**

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From: [Cllr.Blakeman@rbkc.gov.uk](mailto:Cllr.Blakeman@rbkc.gov.uk)

To: [rblack@kctmo.org.uk](mailto:rblack@kctmo.org.uk); [Laura.Johnson@rbkc.gov.uk](mailto:Laura.Johnson@rbkc.gov.uk); [Cllr.Feilding-Mellen@rbkc.gov.uk](mailto:Cllr.Feilding-Mellen@rbkc.gov.uk)

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aparkes@kctmo.org.uk; [REDACTED] [REDACTED]

Subject: Grenfell Tower

Date: Mon, 17 Jun 2013 11:17:15 +0000

**Dear Mr. Black, Ms. Johnson and Cllr. Feilding-Mellen**

**I am writing to focus objectively on some of the very valid matters raised by Mr. Awoderu, on behalf of the Grenfell Leaseholders' Association, in his e-mail below.**

**The matters raised with respect to the loss of the water supply, the problems with the defects in the communal heating and hot water system, the lift malfunctions and the electricity spikes all require an early response and swift remedial action.**

**The replies given to date have been less than satisfactory, as has been pointed out by Cllr Tony Holt, Mr. O'Connor, the Leaseholders' Association and myself on behalf of the ward councillors. Cllr. Holt, for example, points out that electrical spikes are usually caused by an irregularity in the system, such as a sudden change in load or malfunction of a circuit-breaker. Although Leadbitter say that their site is served from a different source, this will very likely be connected to the Grenfell Tower feeder not far away, so a methodical analysis of the various factors is required, plus monitoring of the supply non-stop, which only the electricity supplier can do.**

**The other problems with the heating and hot water system and drinking water are long-standing and have been drawn to the attention of the Council and the TMO over many years.**

**I do not understand the reasoning behind the suggestion that residents should first contact their home insurance company about any damaged electrical equipment. The damage has been caused through no fault of the residents and therefore all claims should be lodged with the TMO. The small number of residents who can afford home insurance would no doubt lose any no claims bonuses if their own insurers are required to make good these losses. Can you therefore please provide residents with the details of the TMO insurers to whom they shall submit their claims? As Mr. Awoderu points out, it has been a month since residents lost essential daily appliances that are yet to be replaced.**

**Mr. Awoderu also refers to the need for a robust response from the "appointed managing agents". You are all well aware that the Lancaster West Estate Management Board was not been functioning since**

**December 2012. I have referred this to the Council, since the Council itself manages the contract with the EMB. The absence of tenant management and oversight at Lancaster West has gone on for long enough and means that residents of the Estate do not have recourse to local advocacy on their behalf. I have already asked the Council to address this and it should now be prioritised.**

**Again, I have already asked the Council to provide the residents of Grenfell Tower with a comprehensive explanation as to why the Grenfell Tower regeneration project has been delayed. There is a meeting this evening to which the ward councillors were not invited. As none of us is able to attend at such short notice, we will expect a full report on the reasons for the delay to the project to be shared with residents and with ourselves. As I also already stated, residents are extremely sceptical that it will ever now be realised.**

**Finally, Mr. Awoderu states that I "as our local Councillor, with your team, bear heavy responsibility towards the residents of Grenfell Tower first and foremost in dealing with difficulties the residents are facing right now". He is correct that the ward councillors must be responsive to the needs of Grenfell Tower residents – but to do so, we depend on the TMO and the Council being competent to take effective action to deal with all the problems as and when they emerge – not several days or weeks later.**

**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 or acceptable.**

**Finally, can someone please explain why the ward councillors were not given the courtesy of being informed that Mr. Chiles had left Leadbitter and provided with the contact details of his successor?**

**We look forward to an early reply.**

**Cllr. Judith Blakeman, on behalf of the Notting Barns Ward councillors**

**We appreciate that this e-mail includes a vast array of recipients and we hope that in future these exchanges can be confined to those with a more immediate interest in these matters.**

---

**From:** Grenfell Tower Leaseholder's Association [<mailto:grenfellleaseholdersassociation@hotmail.co.uk>]

**Sent:** 16 June 2013 22:30

**To:** Cllr, Blakeman, Judith

**Subject:** CATASTROPHIC POWER SURGES AT GRENFELL TOWER ON MAY 2013 AND THE SERIOUSLY DELAYED START TO THE REGENERATION PROJECT OF GT WHICH SHOULD BE IN TANDEM WITH KALC

PROJECT.

Dear Cllr. Blakeman,

Please find attached the leaflet dropped through our letter box of Grenfell Tower residents and no date was given but we received it on 14th June 2013 from the Neighbourhood manager of EMB and income manager for the TMO.

The loss of running water has been going back many years. This year, the first severe interruption was reported on **3rd February 2013**. Only recently after **29th May 2013**, the communal hot water pipe were making exceptionally loud noises for **24/7** it was quite chilling for the residents of GT. These noises occurred from the **8th to 9th June 2013** and reported by the residents TMO out of our services accordingly. The residents felt as if the pipes would blow, the noise was so severe.

In the letter dated **21st September 2010**, which was almost three years ago, the Finance Director of the TMO Mr Anthony Parkes wrote to the Grenfell Tower Leaseholder's Association, "There was a separate leak to a heating pipe in the duct where the alarm panel was fitted and this damaged the old panel and required us to replace the panel with a new one.

A fault was noted on the panel. This was traced to a water leak above the panel. When replacing the water damaged panel the new panel was bigger so it was better to re-locate the panel than to move all the pipe work."

In a recent leaflet from Siobhan Rumble suggested that there was clear indication that the loss of water supply, communal heating and hot water and are linked to the interference with the electricity. We suspect the lift also malfunction due to this as well.

Below is an extract from the minutes of the meeting at **29th November 2011** with stakeholder's and KCTMO and Council officials including Cllr. Tim Coleridge. You chaired the meeting and that was almost two years ago:

### 3.0 Heating & Hot Water System

Residents were angry that the heating system is the original system and is over 30 years old; they feel it is inadequate and dangerous.

MA confirmed that the heating system is being looked at to see if we can offer a joint solution to all residents.

RB stated that loads of money has been spent on 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 it controls.

Cllr Coleridge wanted to know if the system is inadequate or is repairable. MA stated that the system is the original heating and hot water system, if the boilers are turned off then, there will be no hot water. This is a design problem of the original system.

Residents wanted officers to consider the impact of the heat on people's lives and fact that heat can kill. They want a timescale set to addressing the heating issue.

### 4.0 Drinking Water

AD confirmed there should be no further problems with the drinking water as the pumps had been changed in **September 2011**.

You know as well as many councillors of RBKC and TMO/EMB officials, the dangerous situation of the heating and hot water system of GT. The irony of all of this is that the cabinet approved funding of improvement to upgrade the system a year ago. However, the residents have slowly realised these were empty promises and we have intentionally been kept in dark to prolong our suffering. The GTLA would not have to raise so many issues and concerns if matters were correctly handled by our local managing agents.

As you correctly suggested to Mr Robert Black and Siobhan Rumble dated **29th May 2013**, most of the residents of Grenfell Tower are on very low incomes and replacing lost goods themselves in advance of any successful insurance claim will be impossible.

An extract from the recent leaflet:

"Affected residents will also be contacted by their Lancaster West Estate officer with details about how to make a claim. In the first instance residents should contact their home insurance company and report any damaged electrical equipment.

"The TMO is liaising with its insurance company and will submit the reports on each of the reported damaged goods for consideration. We will notify residents of their final decision".

We cannot make sense of the two paragraphs. In one instance they say we should make a claim. Then they say they are making a claim for us. We, the residents, are very confused in a difficult moment and so many of us have lost their valuable items. Replacing them is not an easy task. Regardless, could you please ask the TMO to provide us with the name, number and reference number of the insurance company, so the residents can make an inquiry as well?

It is a classic example of bureaucratic games the tenant led organisation love playing with the residents of Grenfell Tower in difficult moments. Let me reconfirm, it is **not 7** residents affected by the catastrophic power surges and it is **60+**. In every correspondence we received so far, TMO/EMB repeatedly mentioned small number of the residents affected by this power surges. It has been a month since residents have lost essential daily appliances which are yet to be replaced. The Estate officer of EMB/TMO took photographic evidences and contacted residents on individual basis over two weeks ago, but there is no update on that.

We the residents of GT want your serious involvement along with other local councillors to come to the aid of the residents of Grenfell Tower. For the past four years, you have been recipients every emails correspondences of all the issues we have raised.

We expect you to seek robust response from our appointed managing agents without further delay and request to provide a detailed report on this incident **in May 2013**. This should not be isolated to the incident of **29th May 2013**. We the resident could not understand and comprehend how on earth the TMO allowed themselves to ignore the serious issues and concerns for so long.

On a separate note, with regards to the Grenfell Tower Regeneration Project, no matter how sincere and committed Councillor Tim Coleridge was, it appears to be somewhat in vain. In the **winter of 2012** in the Royal Borough newspaper, issue no. **175** he stated, "not only are we building a new academy and leisure centre for North Kensington but we are also making significant improvements to Grenfell Tower, its facilities and the surrounding area."

The Council are surely building an Academy and Leisure centre. But it now appears that they have buttered up so that the work can commence on that project, with no sign of work commencing of GT. The project is almost nine months old and KALC project should as promised have been in tandem with GTRP.

At the moment, not a single resident of GT believes the words have been carried forward with the KCTMO being allowed to hijack the whole project for their corporate interests. The so called Drop in Session or consultation by the TMO is a mockery of the GTRP project. Planning application has been submitted six times and cancelled six times, when GTRP should be in tandem with KALC project. This is a joke. How you expect to open the school with the eyesore 60s concrete structure surrounding it, is beyond us.

It is quite outrageous that planning application has not been approved at least by NOW given funding was approved last summer. Cllr. Tim Coleridge shared the good news with us as well as yourself with the residents of GT. We believe he and you are deservedly admired by the residents of GT. We also believe that Cllr Coleridge and you were the main architect of the GTRP and KALC project despite serious opposition to the KALC project. Unfortunately there is much uncertainty created by the appointed managing agents KCTMO. Leadbitter were the approved contractor by the RBKC for GTRP and KALC project, but sadly Cllr Tim Coleridge has not intervened to stop their delaying tactics for corporate financial interest of the TMO.

We congratulate Councillor Rock Feilding Mellen on his new positions as deputy leader as well as cabinet members of Housing and Property. In every correspondence which took place between GTLA and Councillor Tim Coleridge, he was one of the main recipients. Nothing should surprise Councillor Rock Feilding Mellen and we intend to forward recent email correspondences in due course again as remainder and commitment made by his predecessor. We want tangible evidence through actions, not just words.

You as our local councillor with your team must get firsthand experiences and visit more than **60+**

residents who were affected by the catastrophic power surges. Some of the residents are close to tears and do not have insurance. But these damages were not of our control, but were under the control of the TMO. It is very important that you intervene to stop this unacceptable and unreasonable behaviour by the TMO before it leaves a permanent scar on the residents of GT.

We believe that you as our local Councillor with your team bear heavy responsibility towards the residents of Grenfell Tower first and foremost in dealing with difficulties the residents are facing right now. Please do not allow the appalling incident which affected so many residents to be solely dealt with the Estate Officer and Estate Manager of Estate Management Board and the TMO.

We fully endorse the email response provided by Francis O'Conner of Grenfell Action group to the RBKC briefing by the KCTMO in relation to the catastrophic power surges. Now we would like to know whether you are happy with this initial briefing and what steps you are taking and how you intend to obtain a detailed report of the severe power surges in **May 2013**. We need to obtain this report as early as possible.

EMB (Estate management Board of Lancaster West Estate) existed long before the KCTMO and it has its own staffs, budgets etc. Where are they in a crucial moment? They are in complete silent during these recent catastrophic incidents in GT and have been for many years. But they still impose a hefty cost.

We request you to obtain the list of the tenants affected from Neighbourhood Area Manager and the TMO Income Manager Ms Siobhan Rumble and visit them to get first hand experiences with them face to face without further delay. It would be a grave mistake to leave everything to the KCTMO/EMB.

The KCTMO and the other managing agents usually intent to shoot messenger because they may not like the message but at the moment and always has been our wellbeing and health and safety are utmost priority.

We expect you with your team do everything in your capacity to secure and make the KCTMO accept the liability without further delay. So far, for the last four years it seems that everybody is hearing our issues and concerns we raised, but not is the time for more concrete action to be taken by the decision makers. We leave it in your capable hands to ensure that our genuine concerns are addressed with an open and sincere mind.

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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**From:** Janice Wray  
**Sent:** 15 August 2013 09:50  
**To:** Peter Maddison  
**Subject:** FW: INFORMATION REF: FIRE SAFETY AT GRENFELL TOWER


Peter

Further to our previous exchange of e-mail here is the correspondence to Mr Awodero confirming the current position on leaseholders flat entrance doors at Grenfell Tower .


Please advise if you require anything further from me

Janice

**Janice Wray**  
**TMO Health, Safety & Facilities Manager**  
t: [REDACTED]

 cid:image003.jpg@01CA3AE4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: : The Network Hub, 300 Kensal Road, W10 5BE

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**From:** Paul Dunkerton  
**Sent:** 13 February 2013 09:35  
**To:** 'Grenfell Tower Leaseholder's Association'  
**Cc:** Daniel Wood; (T) Complaints; Siobhan Rumble; Janice Wray  
**Subject:** RE: INFORMATION REF: FIRE SAFETY AT GRENFELL TOWER

Good Morning Mr Tunde Awoderu and Grenfell Tower Leaseholder's Association.

I have attached a copy of the letter that was sent out from the Home Ownership Team to all leaseholders in Oct 2012 at the request of RBKC. (we apologise if you never received a copy)

This was followed up by a further letter from our Health and Safety team but only to a small number of leaseholders whose doors were identified by our fire risk assessor as potentially non-compliant during his assessments.

We have recently had a Fire Risk Assessment for Grenfell Tower reviewed (November 2012) and the assessor advises that none of the properties at Grenfell Tower are highlighted as having "potentially non-compliant" entrance doors and so no leaseholder at this block received the second letter.

There are still some tenanted doors which require replacing as part of our initial scheme but due to access difficulties these have been delayed.


It seems therefore that the doors currently installed provide sufficient fire resistance. However, any

door which is replaced would be required to meet the current fire safety standards and these are laid out in the attached leaflet that we have provided to leaseholders who have sought more detailed information.

Thank you


Regards

Paul Dunkerton, Project Manager, Assets & Regeneration Department

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w: [www.kctmo.org.uk](http://www.kctmo.org.uk)

a: Network Hub, First Floor 300 Kensal Road, W10 5BE

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**From:** Grenfell Tower Leaseholder's Association [<mailto:grenfellleaseholdersassociation@hotmail.co.uk>]

**Sent:** 11 February 2013 10:13

**To:** (T) Complaints; Paul Dunkerton; Siobhan Rumble

**Cc:** [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk); Robert Black; Daniel Wood; Judith Blakeman; [REDACTED]

**Subject:** RE: INFORMATION REF: FIRE SAFETY AT GRENFELL TOWER

Dear Mr Paul Dunkerton,

Thank you for your letter dated 30<sup>th</sup> January 2013 in relation to fire safety at Grenfell Tower.

As you mentioned in your letter, we quote:

"In relation to your email you stated that neither you, nor other leaseholders within Grenfell Tower received our letter informing leaseholders about fire safety requirements in relation to flat entrance doors within enclosed blocks".

Please confirm whether we need to change our current doors under the current "Fire safety in purpose-built blocks of flats" & under fire safety regulation.

"We attach copy of our letter for you and will redistribute to Grenfell Tower leaseholders".

This is to confirm we have not received any attachment with your email (T) Complaints dated 31<sup>st</sup> January 2013 or by post as of today. We shall be very grateful if you could resend via email, the copy of the letter and redistribute to individual leaseholders without further delay

Yours sincerely,

**Mr Tunde Awoderu**

**Vice chairman**

**Grenfell Tower Leaseholder's Association**

---

From: [TComplaints@kctmo.org.uk](mailto:TComplaints@kctmo.org.uk)  
To: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)  
CC: [pdunkerton@kctmo.org.uk](mailto:pdunkerton@kctmo.org.uk); [srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk)  
Date: Thu, 31 Jan 2013 17:02:36 +0000  
Subject: EW: INFORMATION REF: FIRE SAFETY AT GRENFELL TOWER

Dear Mr Awoderu

Please see attached letter from Paul Dunkerton, Project Manager, Assets & Regeneration Department.

Kind regards


Ms Dulce De Oliveira Watts  
Complaints Team  
t: [REDACTED]



cid:image003.j  
pg@01CA3AE  
4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)

a: Network Hub, First Floor 300 Kensal Road, W10 5BE

 Before printing, please think about the environment

From: Grenfell Tower Leaseholder's Association [<mailto:grenfellleaseholdersassociation@hotmail.co.uk>]

Sent: 24 January 2013 10:35

To: Daniel Wood

Cc: Siobhan Rumble; Mark Anderson; Robert Black; [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk);

[maria.memoli@localgovernance.co.uk](mailto:maria.memoli@localgovernance.co.uk); [cllr.coleridge@rbkc.gov.uk](mailto:cllr.coleridge@rbkc.gov.uk); [REDACTED] Judith Blakeman;

[REDACTED] Menick Cockell; Sacha Jevans; Paul Dunkerton

Subject: INFORMATION REF: FIRE SAFETY AT GRENFELL TOWER

Dear Mr Wood,

This is further to our letter dated 18<sup>th</sup> November 2012 and email dated 6<sup>th</sup> January 2013. We have requested you and Mr Paul Dunkerton to provide the following reports and information immediately. It has been over two months and we are yet to receive them.

Fire Brigade reports in relation to the incident dated 30<sup>th</sup> April 2010

Supervisor accident report

Minutes of the relevant health and safety committee meetings

Instruction or recommendations made to the KCTMO/EMB

All Reports, conclusion or recommendation following an enquiry or investigation into the accident

Any photographs relation in any way to the accident

CCTV footage of the accident

if these reports are not forthcoming we will assume that you are reluctant to provide us these information and we have to press further to obtain them.

Yours sincerely

Tunde Awoderu

Vice chairman

On behalf of

Grenfell Tower Leaseholder's Association

From: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

To: [pdunkerton@kctmo.org.uk](mailto:pdunkerton@kctmo.org.uk)

CC: [dwood@kctmo.org.uk](mailto:dwood@kctmo.org.uk); [srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk); [manderson@kctmo.org.uk](mailto:manderson@kctmo.org.uk);

[rblack@kctmo.org.uk](mailto:rblack@kctmo.org.uk); [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk); [maria.memoli@localgovernance.co.uk](mailto:maria.memoli@localgovernance.co.uk);

[cllr.coleridge@rbkc.gov.uk](mailto:cllr.coleridge@rbkc.gov.uk); [REDACTED] [cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk);

[REDACTED] [leader@rbkc.gov.uk](mailto:leader@rbkc.gov.uk); [sjevans@kctmo.org.uk](mailto:sjevans@kctmo.org.uk)

Subject: RE: FIRE SAFETY AND LEASEHOLD FLAT ENTRANCE DOORS -VERY IMPORTANT

Date: Sun, 6 Jan 2013 21:23:15 +0000

**Grenfell Tower Leaseholders' Association**

c/o 185, Grenfell Tower, Grenfell Road, London W11 1TQ, Email: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

---

Dear Mr Dunkerton,

Thank you for your letter dated 14<sup>th</sup> December 2012 and the email from Mr Daniel Wood dated 19<sup>th</sup> December 2012.

In relation to your letter, we are confused as to whether the current doors are fit for the purpose. As you said, "It is the TMO's intention to ensure that all tenanted properties benefit from the new improved door replacement programme and to assist leaseholders in ensuring their doors are compliant or whether they require replacement."

You also mentioned in your letter that, "However, whilst this is being resolved RBKC and the TMO considered it important to highlight to all leaseholders the fire safety requirements in relation to flat entrance doors within enclosed blocks and a letter was sent to all leaseholders to this effect." We have had regular GTLA meetings and let us inform you that we never received any such letter addressed to leaseholders either individually or collectively. Clearly, if the doors are not fit for purpose and our safety is at risk, we need to take action immediately.

With reference to the fire at Grenfell Tower which occurred on 30<sup>th</sup> April 2010, you state that you liaised closely with the Fire Brigade. As requested in our earlier letter, please could you provide the following reports?

Fire brigade reports in relation to the incident dated 30<sup>th</sup> April 2010

Supervisor accident report

Minutes of the relevant health and safety committee meetings

Instruction or recommendations made to the KCTMO/EMB

All reports, conclusion or recommendations following an enquiry or investigation into the accident

Any photographs relating in any way to the accident

CCTV footage of the accident

I shall be very grateful if you could provide the above information immediately.

Yours Sincerely,

Tunde Awoderu

The Vice Chairman

The Grenfell Tower Leaseholder's Association

---

From: [dwood@kctmo.org.uk](mailto:dwood@kctmo.org.uk)

To: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

Date: Wed, 19 Dec 2012 15:14:27 +0000

Subject: FW: FIRE SAFETY AND LEASEHOLD FLAT ENTRANCE DOORS -VERY IMPORTANT

Dear Mr Awoderu,

Further to your email of 18<sup>th</sup> November, please accept my sincere apologies for the delay of our response.

The points that you raised have been addressed by our Health and Safety Manager and our Asset & Regeneration department and their response is attached.

I trust this is of assistance and please just let me know if there is anything else I can help with.

Kind regards,  
Daniel Wood

Assistant Director, Home Ownership

t: [REDACTED] m: [REDACTED]

 cid:image003.jpg@01CA3AE431B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)

a: 292a Kensal Road, London, W10 5BE

**From:** Grenfell Tower Leaseholder's Association [<mailto:grenfellleaseholdersassociation@hotmail.co.uk>]

**Sent:** 18 November 2012 20:12

**To:** home ownership; Siobhan Rumble; Daniel Wood

**Cc:** [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk); [REDACTED] Merrick Cockell; Judith Blakeman;

[REDACTED] Robert Black; Mark Anderson; Paul Dunkerton; Sacha Jevans

**Subject:** FIRE SAFETY AND LEASEHOLD FLAT ENTRANCE DOORS -VERY IMPORTANT

## Grenfell Tower Leaseholders' Association

c/o 185, Grenfell Tower, Grenfell Road, London W11 1TQ, Email: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

---

David Ward

The Home Ownership Manager

& Ms Siobhan Rumble

The Area Manager of Lancaster West Estate

Kensington and Chelsea Tenant Management Organisation

292a Kensal Road

London

W10 5BE

14<sup>th</sup> November 2012,

Email/by post/hand delivered

Cc: Denial Wood, Mark Anderson, Paul Dunkerton,

Ms Laura Johnson, Councillor Tim Coleridge

Dear Mr Ward,

We are writing as the Grenfell Tower Leaseholders Association, in relation to your letter dated 7th March 2011 in reference to flat/unit door entry replacement programme 2011-2012. This letter was circulated and sent to the tenants of Grenfell Tower but not to the leaseholders of Grenfell Tower.

You mentioned in your letter, "following our recent Fire Risk Assessment Surveys it has been identified that your door requires upgrading to meet current standards". Surely if replacement is required for doors to meet certain health and safety and fire regulation standards, then this applies to all the doors of Grenfell Tower. There was no difference between the doors of tenants and leaseholders. Thus it would have been quite logical to request that leaseholders were a part of the communal upgrading. The leaseholders of Grenfell Tower are not immune from fire risk. We find

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this matter, inhuman on your behalf in relation to your lack of communication to leaseholders.

On 11<sup>th</sup> October 2012, individual leaseholder's received a letter ref: Fire safety and leasehold flat entrance door following a fire Risk Assessment which has been carried out in your block. The Grenfell Tower Leaseholders Association would like to know which fire risk assessment you are referring to. If you are referring to your letter dated 7<sup>th</sup> March 2011 it's apparent that KCTMO has excluded us from this flat/unit door entry replacement programme 2011-12.

Some leaseholders have been residents of Grenfell Tower since it was build. But we have never had any health and safety training or drills in case of an emergency. Despite this, all of a sudden in your letter you write, "You will appreciate that compliance with fire regulations in blocks of flats is an important issue as it affects safety and wellbeing not only of you and your family but all the residents in the entire block, as well as visitors and workers. Flat entrance doors are of particular importance because they protect the means of escape from the building in an emergency situation. This is especially important within blocks where the communal lobbies and walkways are enclosed and as such they are required to meet standards laid down by building Regulations and Fire Regulations".

"You are therefore required to ensure that your flat entrance door meets the required fire safety standards and is fully compliant with fire safety regulations".

We were not made aware, when all the tenants of Grenfell Tower were notified over 19 months ago, that our entrance doors were not fully compliant with fire safety regulation. This is absolutely stupendous. You have deliberately put, as you say, the safety and wellbeing of our lives and those of our family, as well as visitors and workers lives at risk, by informing us 19 months later. You are totally liable for not informing us over this period and the consequences could very well have been severe.

As you are aware, a fire broke out at Grenfell Tower on 30<sup>th</sup> April 2010. It is almost three years on and the leaseholders have never been instructed by the KCTMO as our managing agent, that the entrance doors are not fit for the purpose. Why did the KCTMO choose not to include leaseholders when they replaced all others entrance doors in the building? This begs the question, when the fire broke out on 30<sup>th</sup> April 2010, was the health and safety equipment including the fire exit door in working condition and fit for the purpose.

We have been regularly paying through service charges for the maintenance and good working condition of potentially life saving equipment. Please confirm that this was the case.

The Grenfell Tower Leaseholder's Association would like to have copies of the following reports in relation to the fire on 30<sup>th</sup> April 2010.

Supervisor accident Report.

Safety representative's accident report.

Minutes of the relevant Health and safety committee meetings

Instructions or recommendations made to the KCTMO/EMB

All reports, conclusions or recommendations following an enquiry or investigation into the accident.

The KCTMO dropped a Grenfell Tower Residents consultation survey dated 28<sup>th</sup> February 2012 regarding the regeneration project for Grenfell Tower. We quote "In recognition of the investment requirements of the Lancaster west Estate, RBKC has taken the decision to provide £6.9m of funding for the regeneration of Grenfell Tower and its immediate surroundings". We know that now it's £6m not £6.9m. Why was the £0.9m allocated elsewhere when Grenfell Tower and its immediate surroundings are in dire need of improvement? Why was full funding not protected by our appointed managing agent The KCTMO? The landscape of Lancaster Green will never be the same again and the construction of the academy is under way. We the residents of Grenfell Tower expected the KCTMO/EMB to protect the funding for the Grenfell Tower not reduce it. We are in

dire need to bring it in line with rest of the project. In the survey, dated 28<sup>th</sup> February 2012 the following question was asked:

**Q2 If the money were available what would you like us to spend it on?**

Examples:

Improved insulation to the low rise blocks

Individual heating/hot water systems

Improving the estate open spaces

New Windows

Improved security

Improvements to the internal streets

Improved lighting

Improvements to the garages and parking

But there was no mention of the following ominous needs for improvement within the allocated funding affected by the health and safety fire regulations.

Fire exit doors

Unsafe building

Smoke vent and smoke alarms

Internal decoration and repairs

We, the Grenfell Tower Leaseholder's Association, have been working tirelessly with the RBKC and KCTMO for the past three years. Our contribution was acknowledged by the Director of Regeneration Project Mr Mark Anderson and he displayed his willingness to work closely with us.

We were by your assertion that "We bring to your attention that legal proceedings will be taken against your flat entrance door does not meet the standards described above." It is not our intention to disobey the guide lines of fire safety regulation and put other people's lives at risk and above all our own lives. It is wholly unwarranted to make such a warning when you have left a 19 month gap to inform us. In actual fact, the TMO have endangered people's lives. The TMO have not fulfilled their duty in informing us of such a significant safety hazard at an appropriate time, and this is quite frankly shameful.

Additionally, we would like to know why the KCTMO failed to upgrade the communal entrance door under the entry replacement programme.

We shall be very grateful if you could clarify the above raised issues and concerns immediately.

Yours Sincerely

On behalf of GTLA

Tunde Awoderu

The Vice Chairman

The Grenfell Tower Leaseholder's Association

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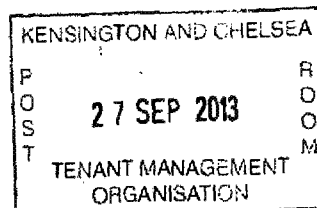
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## Grenfell Tower Leaseholders' Association

c/o 185, Grenfell Tower, Grenfell Road, London 1TG  
 Email: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

To,  
 Joanne Burke  
 Complaints Manager  
 The Kensington and Chelsea TMO Ltd  
 Network Hub  
 Unit A  
 292 Kensal Road  
 London W10 5BE

By Post/Email

Ref: 100670 Grenfell Tower, Lancaster West Estate W11

Date 25<sup>th</sup> September 2013

Cc: Daniel Wood, Anthony Parkes, Robert Black, Peter Maddison & Alex Bosman

Subject: Complaints procedures Stage TWO

Dear Ms Joanne Burke,

Thank you for your letter dated 9<sup>th</sup> September 2013.

We do not agree with your summarised responses in relation to the serious issues and concerns raised in our various emails and letters over many years. Some of our concerns were acknowledged by senior officers as well as councillors of RBKC. We have conveyed our issues and concern by various means, including through stake holder's meeting attended by council official as well as councillors to Mr Daniel Wood, Mark Anderson and Alasdair Manson of KCTMO Ltd and through numerous correspondences for the past five years.

We are shock and surprised to learn that, we quote *"Under the KCTMO complaints procedure, we will not consider anything that happened over a year ago, unless you have only recently become*

aware of the situation". We strongly refute this assertion. The GTLA have actively been informing our Managing Agents the KCTMO/EMB (Tenant lead organisation) of our concerns with the standard of service provided and its unreasonableness.

We would like to take our Complaints Stage Two procedure.


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

On behalf of Grenfell Tower leaseholder's Association

Full Name in Capital

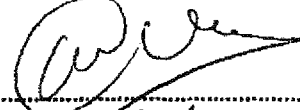
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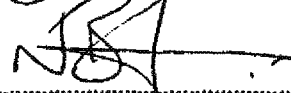
Signatures


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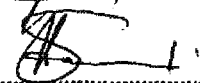
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F ANDERSON 185 

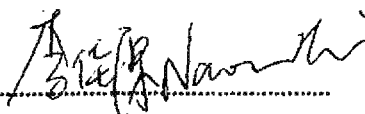
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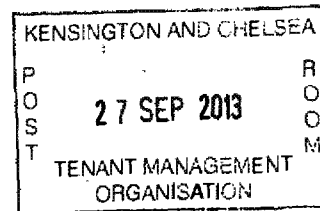
N BURTON 165 

M.P. Burton 165 

S. AHMED 156 

M. METALSI 61 

Naomi Li 195 



## Grenfell Tower Leaseholders' Association

c/o 185, Grenfell Tower, Grenfell Road, London 1TG  
Email: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

To,  
Joanne Burke  
Complaints Manager  
The Kensington and Chelsea TMO Ltd  
Network Hub  
Unit A  
292 Kensal Road  
London W10 5BE

By Post/Email

Ref: 100670 Grenfell Tower, Lancaster West Estate W11

Date 25<sup>th</sup> September 2013

Cc: Daniel Wood, Anthony Parkes, Robert Black, Peter Maddison & Alex Bosman

Subject: Complaints procedures Stage TWO

Dear Ms Joanne Burke,

Thank you for your letter dated 9<sup>th</sup> September 2013.

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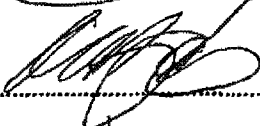
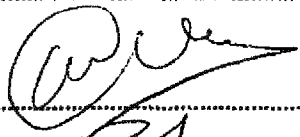
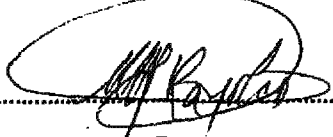
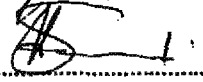
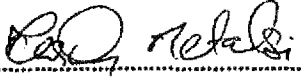
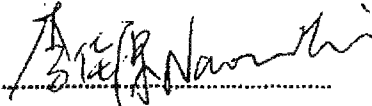
We are shock and surprised to learn that, we quote *"Under the KCTMO complaints procedure, we will not consider anything that happened over a year ago, unless you have only recently become*

aware of the situation". We strongly refute this assertion. The GTLA have actively been informing our Managing Agents the KCTMO/EMB (Tenant lead organisation) of our concerns with the standard of service provided and its unreasonableness.

We would like to take our Complaints Stage Two procedure.

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

On behalf of Grenfell Tower leaseholder's Association

Full Name in Capital	Flat No	Signatures
R BARAKAT	92	
M ALAB	112	
F ANDERSON	185	F Anderson
M. ALVES	105	
N BURTON	165	NB
NP Burton	165	
S. AHMED	156	
M. METALSI	61	
Naomi Li	195	

Dear Mr Awoderu

## Stage Two Complaint

Thank you for your e-mail dated 29<sup>th</sup> September 2013. In your email you challenge the application of the Complaints Procedure in relation to events that happened over a year ago. I have reviewed the Stage One response in relation to matters that happened more than a year ago. This policy was applied in relation to two issues raised in your complaint:

- Email correspondence between Keith Mott and Adelola Dairo in 2010: You have not specified how this correspondence relates to your complaint. Furthermore, correspondence acknowledges that the issue of bird faeces raised was resolved at that time.
- The Fire Brigade report into the 2010 fire: no report was received by KCTMO from the Fire Brigade in relation to this matter.


I consider that Joanne Burke's, Complaint Manager response was a correct application of the KCTMO Complaints Policy and having reviewed the detail of the issues where this policy was applied, I do not consider that it has had an impact on the outcome of the complaint. I therefore do not uphold your complaint on this matter.

You have not specified issues which you feel have not been properly addressed in the Stage One response. I have reviewed the Stage One response and, given the evidence provided to date, I would confirm that I agree with Joanne Burke's decision not to uphold your complaint.

if there are specific issues that you consider have not been correctly addressed in the Stage One response, I would ask you to provide the details and I will give this matter further consideration. Please provide this information within 20 working days. If I do not receive this information by Monday 11<sup>th</sup> November 2013, your complaint will be closed.


Yours sincerely

Peter Maddison  
Director of Assets and Regeneration

 Description: kctmo logo  
email

  
[www.kctmo.org.uk](http://www.kctmo.org.uk)

292a Kensal Road, London W10 5BE

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Dear Mr Awoderu

I am disappointed to hear that you were unhappy with our response to your complaint. In view of this we have now escalated your complaint to stage three of our complaints procedure.


This stage will involve your complaint being reviewed by a panel of people who have had no previous involvement in your complaint. This will normally be the Chief Executive or a Director, a resident Board Member and a council appointed or independent Board member. You will receive details of their findings within 28 working days.

If for any reason we are unable to meet this target we will contact you and agree a new date on which you can expect an outcome.

Should you have any questions or concerns, you can contact me on [REDACTED] or email [Complaints@kctmo.org.uk](mailto:Complaints@kctmo.org.uk)

Kind regards

Joanne Burke  
Complaints Manager  
t: [REDACTED]

 cid:image003.jpg@01CA3AE4.31B7BD00

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
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**From:** Grenfell Tower Leaseholder's Association [mailto:[grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)]

**Sent:** 09 November 2013 11:07

**To:** (T) Complaints; Robert Black

**Cc:** clirr.atkinson@rbkc.gov.uk; Cllr.Foreman@rbkc.gov.uk; Janice Jones; clirr.dentcoad@rbkc.gov.uk; Jonathan.Bore@rbkc.gov.uk; Janet Seward; camilla.horrox@trinitymirror.com; Amanda.Johnson@rbkc.gov.uk; Cllr.Williams@rbkc.gov.uk; clirr.will@rbkc.gov.uk; Councillor.Weatherhead@rbkc.gov.uk; Cllr.Weale@rbkc.gov.uk; clirr.warrick@rbkc.gov.uk; clirr.wade@rbkc.gov.uk; Councillor.Taylor@rbkc.gov.uk; clirr.rutherford@rbkc.gov.uk; Cllr.Rossi@rbkc.gov.uk; Cllr.Read@rbkc.gov.uk; clirr.pascall@rbkc.gov.uk; clirr.palmer@rbkc.gov.uk; clirr.paget-brown@rbkc.gov.uk; Cllr.O'Neill@rbkc.gov.uk; clirr.neal@rbkc.gov.uk; clirr.moylan@rbkc.gov.uk; Cllr.Mosley@rbkc.gov.uk; clirr.mingay@rbkc.gov.uk; clirr.mills@rbkc.gov.uk; Councillor.Mason@rbkc.gov.uk; clirr.marshall@rbkc.gov.uk; Cllr.Mackover@rbkc.gov.uk; clirr.lindsay@rbkc.gov.uk; Councillor.Lightfoot@rbkc.gov.uk; Cllr.Jones@rbkc.gov.uk; clirr.husband@rbkc.gov.uk; Councillor.Holt@rbkc.gov.uk; Councillor.Hoier@rbkc.gov.uk; Cllr.Healy@rbkc.gov.uk; Councillor.Hargreaves@rbkc.gov.uk; clirr.gardner@rbkc.gov.uk; Cllr.Freeman@rbkc.gov.uk; Cllr.Faulks@rbkc.gov.uk; clirr.donaldson@rbkc.gov.uk; clirr.condon-simmonds@rbkc.gov.uk; clirr.collinson@rbkc.gov.uk; Cllr.Coleridge@rbkc.gov.uk; Councillor.Coates@rbkc.gov.uk; Cllr.Carvana@rbkc.gov.uk; Cllr.Campion@rbkc.gov.uk; Cllr.Campbell3@rbkc.gov.uk; Cllr.Campbell@rbkc.gov.uk; clirr.buxton@rbkc.gov.uk; clirr.f.buxton@rbkc.gov.uk; Cllr.Buckmaster@rbkc.gov.uk; clirr.borwick@rbkc.gov.uk; Peter Maddison; Slobhan Rumble; Daniel Wood; Anthony Parkes; [REDACTED] Eddie daffarn; Jannie Pretorius; Judith Blakeman; laura.johnson@rbkc.gov.uk; [REDACTED] Claire Williams; roger.keane@rbkc.gov.uk; Steve.Mellor@rbkc.gov.uk; shaylorc@parliament.uk; [REDACTED] scrutiny@rbkc.gov.uk; Antonia Lee Wilmot; Clare Lees; Alex Bosman; Angela Bosnjak-Szekeres; clirr.feilding-mellen@rbkc.gov.uk; graham.stallwood@rbkc.gov.uk; staffordt@parliament.uk; Tim.Davis@rbkc.gov.uk; Jane Clifton; maria.memoli@localgovernance.co.uk

**Subject:** RE: 100670 Mr Awoderu- GTLA- T-Complaints

**Dear Mr Robert Black,**

We write to you in reference to the email dated 14<sup>th</sup> October 2013 instead of Mr Peter Maddison due to the fact that he has joined the KCTMO early this year and our issues and concerns we submitted to the T-complaint procedure (stage Two) almost decade old complaints. We expect either you to deal with it and we are also very much exhausted to deal with Mr Daniel Wood and Janice Pretorius of homeownership department and their lack of commitment and arrogance to deal with our serious issues and concerns.

## 1. E-mail dated 6<sup>th</sup> August 2013

Lancaster West Estate Management Board it has long been known is expensive to run. It was highlighted in a 2009 report and it has been over four years now that the Council/KCTMO failed to implement the recommendations or take any action on the non-functional EMB until recently by the council. The uncertainty still remained that the EMB would again end up in wrong and incompetent hand. We are very much in favour of local advocacy but have to be unlike the non-functional and ineffective

about:blank

15/06/2017

TMO TMO10047967/97

EMB.

The total for both reception and security costs was £85,356.55. Out of that, £57,272 was for security/CCTV. The security provided at the EMB office at Grenfell Tower is not for the residents of either Grenfell Tower or the residents of LWE. With regards to the monitoring CCTV, our experiences are none of the CCTV has ever worked for the past two decades. An example of this is that the culprits of the falling debris from Grenfell Tower and the rubbish dumped in the lifts were not identified, because of ineffective CCTV cameras. We have requested a breakdown cost of the £85,356.55, but it has never been justified by the TMO/EMB. We believe it is scandalous to charge such a big amount without understanding of how the TMO/EMB derived that figure. Could you please confirm whether our landlord RBKC authorised and agree with this £85,365.55 charges to the LWE?

The incompetent staffs at the so called reception are nothing but customer services for the sub- contractors of LWE. We the leaseholders never benefited from this service. The residents can easily liaise with the caretaker of the building, who has local knowledge instead of the incompetent reception staff and save thousands of pounds a year.

## 2. Relationship between Lancaster West Estate Management Board and KCTMO

According to the 2009 report, the Lancaster West Estate Management Board (LWEMB) existed before the TMO and is quite separate from the TMO. The LWEMB is expensive to run as it has its own staff, budgets etc.

The Royal Borough of Kensington & Chelsea Tenant Management Organisation Ltd and the Lancaster West Estate Management Ltd are quite separate and both are limited companies. The EMB is for and by the people of LWE according to the RBKC, but none of the EMB employees were from the LWE.

### Anti-social elements at Grenfell Tower

The anti-social element are on the rise at Grenfell Tower and many incidents reported over the years by the residents of Grenfell Tower to the KCTMO/EMB has failed to deal with the problems and they are all well documented.

## 3. Heating and hot water system

The heating and hot water system at Grenfell Tower is problematic and dangerous. It is well documented and acknowledged by the councillors and the council as well as the EMB before the TMO existed. It was first reported as far back as the year 2000. The scrutiny committee undertook a detailed review of these problems around 2007. We have been paying excessively high utility charges in fact almost double the charges levied at the nearby estate, as heating remains on throughout the summer. We had extensive communication with the Assistant Director of Home ownerships Mr Daniel Wood, but on every occasion our issues and concerns were not properly addressed. We find it utterly shocking that our complaints were rejected, "Under the KCTMO complaints procedures, we will not consider anything that happened over a year ago, unless you have only recently become aware of the situation. Therefore we are unable to respond to the matter of the works undertaken in 2006 as part of your complaint".

Our main focus following the complaints procedure is to highlight the standard of services provided in the past for many decades by the KCTMO/EMB was extremely unreasonable and unacceptable according to our leasehold agreement. We have informed them that standard of services and the unreasonableness of service charges under the leasehold agreement on a regular basis, but the KCTMO/EMB failed miserably and as a consequence we have had to bear the hefty service charges. We have endured countless interruptions of running water supply and undue suffering going back decades.

There may be a gas meter for the main boiler and for the LWE but our question was there is no meter for Grenfell Tower or at least had not worked since 2000. It was highlighted by the Chairperson of the EMB at the stakeholders meeting dated 29<sup>th</sup> November 2011 to Mr Daniel Wood. But on every occasion he failed to address any issues raised by the GTLA. It has serious implications not to have a meter for the heating and hot water. A family of two has been paying for the family of 10 and it has been going on for decades. How on earth this could be seen as reasonable under any circumstances in this day and age?

	FY2011-12	Share FY2011-12	FY2012-13	Share FY2012-13	Percentage increased
Maint,Heating,Ventilation & P S	63,632.17	132.29	67,083.76	139.47	-5%
Heating-electrical	9,826.24	20.43	10,015.08	20.82	-2%
Heating- Gas	322,608.08	670.70	403,682.19	839.63	-25%
Boiler repairs	2,316.79	4.82	1,746.23	3.63	25%
Total	398,383.28	828.24	482,527.26	1,003.55	-21%

Heating –Gas increased by 25% within a year  $81,074.11/322608.08 \times 100 = 25\%$ . How can this be possible and this is a continuation for the past two decades. Please note that 2012-2013 were the longest summer since record began and there is something fundamentally wrong as to how the heating and hot water bills were calculated for the past 13 years.

## 4. Refurbishment of Grenfell Tower

The KCTMO has messed up the planning application many times to prolong the GTRP and we quote newsletter dated September 2013 Budget "The Budget of £9.7m for the scheme has been secured and confirmed. This includes fees (consultations and planning/building regulations approvals etc.) as well as the works". Could you please confirm and provide information on how much the KCTMO have spent on consultations, legal, consultants, architect and management fees etc? We agree with you and it is logical to consult the residents and the stakeholders of LWE on design, but it is not so much about the colour of the cladding and window that must be left to the designer if KCTMO want the KALC project to complement the GTRP. There has been more consultation on the design of GTRP than KALC project when in fact the KCTMO have messed up the planning application 7 times.

It appears that this is the first time the replacement of window, cladding and heating and hot water system has taken in RBKC under KCTMO. But in fact some of the surrounding buildings have been installed with double glazing window, individually controlled heating and hot water system.

See the below extract from the minutes of the TMO Meeting - Held on 21<sup>st</sup> March 2013. There was no mention of the complexity of the GTRP project, but there was only expressed regret at the delay of this project. We believe that Mr Peter Maddison was hired to prolong the project not to deliver the project on time, so that management, consultation and legal fees could be escalated.

"Grenfell Tower: there was regret at the delay on this project, and it was queried who was leading on the project. Confirmation was given by Peter Maddison that he was negotiating with Leadbitters on the way forward."

***We strongly believe that and it is appropriate to setup independent auditor funded by the council and with a local stakeholder's involvement to monitor expenditure of the funding £9.7m for the GTRP by the KCTMO.***

### **Management and consultancy fees for GTRP**

According to KCTMO newsletter "The budget of £9.7m for the scheme has been secured and confirmed. This includes fees (Consultants and planning/Building regulations approvals etc) As well as the work". We have learned that so far KCTMO has spent half a million pounds on GTRP and could you please provide copy of the invoices and the explanation as to how you spent this money and GTRP project has not even began. What is going on?

## 5. 30<sup>th</sup> April 2010 fire broke out at Grenfell Tower

For the past two years we have been requesting a copy of the fire brigade recommendation and report to the KCTMO/EMB about the fire, but Mr Peter Maddison recently stated that KCTMO never received any recommendation or fire brigade report. We find this unacceptable and conclusive proof how incompetent the KCTMO are as a tenant led organisation. How lightly KCTMO/EMB takes in terms of when it's come to health and safety issues and concerns?

According to the KCTMO Risk Assessment for Grenfell Tower by Carl Stoke on 20<sup>th</sup> November 2012, we quote from page 6 "As far as it is known having asked the person named above, there have been no fires in the building with-in the 2 years, there was a minor arson incident in JULY 2010, nobody was hurt and there was only minimal damage to the floor covering on a flat/lift lobby area. There are no known problems with false alarms from the commercial fire alarm system in the common parts of the residential areas or the office areas or from the domestic detectors in individual dwellings".

We the Grenfell Tower leaseholder's Association would like to have copies of the following reports in relation to the fire on JULY 2010.

**Date, day and time in July 2010 the fire broke out.**

**Supervisor accident reports**

**Safety representative's accident report**

**Minutes of the relevant health and safety committee meetings**

**Instruction or recommendations made the KCTMO/EMB**

**All reports, conclusions or recommendations following an enquiry or investigation into the accidents.**

## 6. Cleaning

The bird mess reported by Mr Keith Mott almost two years ago as of today has not been resolved and is still there.

**7. Estate Garden Maintenance:** Why estate garden maintenance for the amounts of £43,123.20 appeared on estimated service charges accounts for the year 13-14 when since KALC project began in October 2012 all of the Estate Garden disappeared from Lancaster Green forever. The Lancaster Green no longer a Lancaster Green but KALC project. What is going on?

## 8. Grenfell Tower power surge and damaged appliances and ☐ 200 good will gesture for the residents of GT

We believe that the ☐200 so called good will gesture is insult to injury. We would request that you provide us with copies of the following documents:

Copies of any report(s) prepared by KCTMO, any electricians, any agents, or any other persons or organisations in relation to the investigation and ultimate resolution of the power surge issue.

Copies of the last inspection of the electrical installations within Grenfell Tower including any related documents, reports, meeting minutes, emails, or any correspondence discussing this matter.

Copies of the latest IET report for our property which should have occurred within the last ten years, or following the last property void before I moved in – whichever is sooner.

Copies of any other documentation, reports, meeting minutes, emails, or any correspondence which relate directly or indirectly to the electrical and power surge issues at Grenfell Tower.

Copies of any reports, meeting minutes, emails, or correspondence during which the matter was discussed.

Notes, including meeting minutes if appropriate, from any briefing sessions with any persons or organisations at which this matter was discussed.

Details of any additional inspections or instructions given to any organisation or performed by any persons or organisations following the major incident which occurred on 29<sup>th</sup> May.

Any other documentation, reports, emails, or correspondence which may be relevant to this power surge issue in any way whatsoever.

Investigative reports conducted by the Zurich Municipal to confirm that KCTMO has not been negligent or has not breached a statutory duty and that this caused injury or loss.

Upon receipts of the above information details of our individual claim will be submitted to you.

According to Peter Maddison the Director of Asset and regeneration of KCTMO *"There was no smoke; it was in fact steam caused by water from a leak dropped on to something hot in the flat below"*. What a joke? Could you please confirm that according to the KCTMO/EMB the residents appliance did not explode and smoke did not come out from their appliances due to power surges.

Four days before the major power surges a letter from Ms Siobhan Rumble dated 24<sup>th</sup> May 2013 we quote "We have not yet been able to identify the cause of the possible power surges experienced by some residents ;( Not to mention 50% of the residents) however we have carried out electrical safety inspections to the communal supply to ensure the safety of residents". If KCTMO has ensured the safety of the residents then why on earth four days later residents appliances were blown up and smoke were coming out from the appliances due to the severe power surges. The KCTMO/EMB neither secured the power surges in the building nor taken our health and safety concern seriously instead our health and safety has been seriously compromised.

According to Neighbourhood Manager Lancaster West dated 24<sup>th</sup> May 2013 again we quote "In addition metering equipment has been installed on site (not temporary surge protection), which will provide us with details of any further surges to Grenfell Tower. This information will enable us to identify the cause of these issues and agree necessary works".

The power surges first reported by us dated 11<sup>th</sup> May 2013 and according to Mr Peter Maddison and Kiran Singh power surge summary notes dated 23<sup>rd</sup> August 2013 we quote *"Assurance that the power surges will not happen again: Confirmation was given that the faulty electrical connection was renewed completely and a surge protection device has been installed at the base of the tower, which will stop any future external power surges"*

"Are all electrical tests up-to-date and are RGE a competent contractor:

*All statutory tests have been carried out to the communal supply at Grenfell Tower by the TMO's appointed contractor RGE who are qualified to carry out all works to current British standards. RGE are managed by the contract Management Team within the TMO. To clarify, the power surge issues were not caused by a leak from the boiler"*

The letter from Laura Johnson the Director of Housing dated 27<sup>th</sup> August 2013 to Cllr Blakeman ref: Grenfell Tower Petition July we quote from page 2 *"Zurich found that it was not foreseeable that power surges would occur, given that all required electrical inspections had been carried out in accordance with statutory requirements. Once the TMO was aware of the electrical issues, it was found to have acted appropriately, working with UK Power Networks and the TMO's contractors to identify and resolve any issues"*.

*Mr Tom Silvertock from UK power networks already has already explained to the estate manager long before the major power surges on 29<sup>th</sup> May 2013 at Grenfell Tower that the power surge was nothing to do them. We believe the above mentions are direct contradiction.*

*Grenfell action group posted blogs dated 10<sup>th</sup> June 2013 we quote "When action was finally taken, shutting the supply down on 18<sup>th</sup> May to inspect and repair the system, electrical engineers failed to identify any problem. How could this be? Even the dogs in the street knew by this time that the Grenfell Tower power supply was in a highly volatile and dangerous state."*

This begs the serious question as to why the TMO/RGE/EMB/COUNCIL had not installed a temporary surge protection device in the first place. RGE waited until the 23<sup>rd</sup> August 2013 to install the surge protection device when it should be routine practice for them under any events. Do you want us to believe that resident health and safety had not been compromised? We strongly demand the health and safety executive must immediately review this whole saga.

Until then, we cannot rest and do not feel secure in *our own home*. We want an independent *opinion* on this incident to draw a line on this *once and for all*. We request the recipients of this email to take *note* of this because the KCTMO does not only managed the LWE but every social housing stock in RBKC. It is in everybody's interest to learn from this incident at GT.

*The TMO/RGE/EMB did not acted appropriately when the power surges were first identified despite working closely with UK power Networks and the TMO's electrical contractors to resolve any issues according to current British Standard So the catastrophic power surges could easily be avoided which took placed on 29<sup>th</sup> May 2013 and as result destroyed some of the residents everything electronic and electric appliances and £200 so call good will gesture were insult to injury for them. We strongly believe the KCTMO/EMB/COUNCIL has been negligence or has breached a statutory duty and that this caused us injury or loss.*

*Could you please provide copy of the investigative report on Grenfell Tower power surges in May 2013 conducted by the Council's own insurer Zurich municipal without further delay?*

Leaseholders have been paying building insurance towards the insurers OCASO £363 to cover incidents such a thunder and lightning not against power surges. The odd thing is something that the TMO ensure covered for lightning but not for power surges. When we send emails to a vast array of the councillors, the intention is for them to bear witness of the sheer volume of unreasonableness, unacceptable standard of services provided by their managing agents. Yet the council as a regulator has done little to protect the residents of LWE. We believe that we have kept the vast array of the councillors well informed of the seriousness of the issues and concern we have been facing day in day out. The KCTMO completely and utterly ignored us and it has ramifications in due course.

Mistreatment of power surge victims and lack of compensation has ensured permanent damage in the hearts of residents. The TMO/EMB have gone against the 2009 report where the first recommendation was that respect and trust were the key to building a good relationship as a tenant led organisation with the residents.

Again we believe that Mr Peter Maddison who has joined KCTMO in January this year, has a lack of knowledge and is unlike his predecessor Mr Mark Anderson who has spent quite some time with our estate and with GTLA and was familiar with our day to day issues and concerns. Why he was suddenly moved from his position remain a mystery to us.

We demand KCTMO to arrange refund to the leasehold interest of Grenfell Tower without further delay. The entitlements are due to unreasonableness and unacceptable service charges incurred and sometime without proper documentation and authorisation of our landlord RBKC for going back decade for the following items of the service charges. If we don't receive a refund within 20 days we would like our complaint to the stage three processes and reviewed by the independent adjudicator and we would like our representative to attend such a meeting and we would expect minutes of the meeting and reports as well.

Concierge/ CCTV/security/Reception

Repairs to Building- Health and safety

Internal Communal Repairs

Lift Repair/Maintenance

Contract Cleaning & Estate Contact cleaning

Estate Garden Maintenance Heating- Gas- Electrical, Ventilation & Pump system

Boiler Repairs

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

Tunde Awoderu

The Vice Chairman

The Grenfell Tower Leaseholder's Association

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From: [TComplaints@kctmo.org.uk](mailto:TComplaints@kctmo.org.uk)

To: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk); [pmaddison@kctmo.org.uk](mailto:pmaddison@kctmo.org.uk)

Date: Mon, 14 Oct 2013 17:01:28 +0100

Subject: Grenfell Tower Leaseholders Association

Dear Mr Awoderu

Stage Two Complaint

Thank you for your e-mail dated 29<sup>th</sup> September 2013. In your email you challenge the application of the Complaints Procedure in relation to events that happened over a year ago. I have reviewed the Stage One response in relation to matters that happened more than a year ago. This policy was applied in relation to two issues raised in your complaint:

Email correspondence between Keith Mott and Adelola Dairo in 2010: You have not specified how this correspondence relates to your complaint. Furthermore, correspondence acknowledges that the issue of bird faeces raised was resolved at that time.


The Fire Brigade report into the 2010 fire: no report was received by KCTMO from the Fire Brigade in relation to this matter. I consider that Joanne Burke's, Complaint Manager response was a correct application of the KCTMO Complaints Policy and having reviewed the detail of the issues where this policy was applied, I do not consider that it has had an impact on the outcome of the complaint. I therefore do not uphold your complaint on this matter.

You have not specified issues which you feel have not been properly addressed in the Stage One response. I have reviewed the Stage One response and, given the evidence provided to date, I would confirm that I agree with Joanne Burke's decision not to uphold your complaint.

If there are specific issues that you consider have not been correctly addressed in the Stage One response, I would ask you to provide the details and I will give this matter further consideration. Please provide this information within 20 working days. If I do not receive this information by Monday 11<sup>th</sup> November 2013, your complaint will be closed.

Yours sincerely

Peter Maddison  
Director of Assets and Regeneration

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Dear Mr Awoderu


Further to my email of 20<sup>th</sup> November 2013, concerning the Stage Three review of your complaint, I can now confirm the names and positions of the review panel members. They are:


- Anthony Parkes, KCTMO Executive Director of Financial Services and ICT
- Faye Edwards, KCTMO Chair and resident Board Member
- Simon Brissendon, KCTMO independent Board Member
- Yvonne Birch, KCTMO Executive Director of People and Performance

The panel are scheduled to meet on Monday 16<sup>th</sup> December 2013 and should reply to you by 23<sup>rd</sup> December 2013.

Regards

Joanne Burke  
Complaints Manager  
t: [REDACTED]

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Please find attached my report for the Panel. I am discussing it with Sacha tomorrow. I am still refining it but substantially it is complete.

Peter, we don't seem to have the email sent by Mr Awoderu of 11<sup>th</sup> August about the power surges – could you send a copy so that it can be included in the pack.

I was wondering if Mr Awoderu should be anonymous as Mr A?

I was also wondering if Mr Awoderu would object to Anthony Parkes being on the Panel as he is responsible for leaseholder service charges, although the decision of what to charge is made by RBKC – Anthony what do you think?

Thank you

Janet

Janet Seward  
Policy & Improvement Manager



## **Mr Tunde Awoderu - 185 Grenfell Tower**

### **Investigation into complaint process by Janet Seward – Policy & Improvement Manager**

#### **Introduction**

I have attempted to list each complaint made by Mr Awoderu in his emails of 8<sup>th</sup> August and 11<sup>th</sup> August, to give the TMO response to his Stage 1 complaint, his reply and the TMO response to his Stage 2 complaint, therefore bringing the situation up-to-date.

Mr Awoderu has been the leaseholder of 185 Grenfell Tower since 30<sup>th</sup> January 2000.

#### **Complaint**

During August 2013, Mr Awoderu submitted a number of emails on behalf of the Grenfell Tower Leaseholder's Association which the TMO itemised into one complaint as follows:

#### **Complaint**

08.08.13 Stage One complaint about all the main issues (this complaint had already been sent to RBKC who had advised Mr Awoderu to refer it back to TMO):

There was a reference to Councillor Blakeman stating that health & safety issues were not being addressed because of lack of funding. In addition, there was a comment that the Lancaster West EMB is expensive to run. Mr Awoderu then itemised issued as follows:

#### **1. Costs of concierge/security/CCTV**

Mr Awoderu claims that:

£57,272 was spent in 2010-11 on concierge/security/CCTV for the whole estate but £46,946 was allocated to Grenfell Tower (82% of the total cost). Grenfell Tower has to pay the costs for reception for whole estate.

Stage 1 reply by letter 09.09.13 and by email 10.09.13

Assistant Director of Home Ownership provides figures that:

The total cost of the concierge/ reception services is £85,356.36 for which the cost is broken down as follows: /

Reception	£28,084.00
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Security	£57,272.36
Total	£85,356.36

Grenfell Tower are not liable for all the costs and, in line with the apportionment given by RBKC, Grenfell Tower pays £46,946, 55% of the total charge for this service.

In view of the fact that it is some time since the apportionment was made, the TMO and RBKC agree to review it and circulate the findings in 2014 for 2014/15 service charges.

**TMO did not agree with Mr Awoderu's interpretation of the matter.**

**Stage Two complaint from Mr Awoderu**

Mr Awoderu wrote to Robert Black asking him to deal with complaints:

email dated 6<sup>th</sup> August 2013

- complaint about non-functioning emb
- cost of reception and security at Grenfell Tower (£85,356.55) (£57,272 for security)
- security not for residents
- CCTV never worked
- never had breakdown of costs
- costs never explained
- did RBKC agree costs
- reception staff incompetent, residents can liaise with caretakers

**Stage 2 reply by email 14.10.13**

Complaint not upheld as there are no new elements to consider

## **2. EMB staff**

Mr Awoderu further requested to know who the EMB staff are and to whom they report.

**Stage 1 reply by email 10.09.13**

Clarified staff working at LW and stated that they are TMO employees.

**Stage Two complaint from Mr Awoderu**

Mr Awoderu still concerned about relationship between LWB and TMO

- emb for residents of LW but employees don't come from LW
- nothing done about asb at Grenfell Tower

**Stage 2 reply by email 14.10.13**

Complaint not upheld as there are no new elements to consider

### 3. Heating and hot water

Mr Awoderu stated that:

£194,503 was spent on the heating and hot water system in 2006 with little effect

The system is not efficient and that residents are paying unnecessarily high heating and hot water costs

The replacement of the heating and hot water system to Grenfell Tower is an emergency

The renewal; of the communal heating should be competed under the contract with Colfley District Energy Limited.

There is no gas meter at Grenfell Tower

**Stage 1 reply to Heating and hot water by letter 09.09.13 and by email 10.09.13**

Under complaints procedure, TMO will not consider anything that happened over a year ago, unless the complainant has only recently become aware of the situation. Some background information was however given, to advise that no work was undertaken in 2006 to the central plant that serves Grenfell Tower and no charges were levied against the lessees of Grenfell Tower. The TMO agree that the heating and hot water system is not efficient and that RBKC have now agreed the funding required to carryout this work. The TMO is currently working on proposals for the detail of the new heating and hot water systems and this will be discussed with residents in the coming months.

There is a gas meter at Grenfell Tower.

**Stage Two complaint from Mr Awoderu**

- problematic and dangerous – known since 2000
- paying high utility charges as heat remains on all year

- concerned that complaints section will not consider complaint because under complaints procedure will not consider anything that happened over a year ago unless only recently aware of situation
- no gas meter for Grenfell Tower but nothing has been done
- generally poor service that is unacceptable

**Stage 2 reply by email 14.10.13**

Maintain stance under complaints procedure not to review items that have been known for more than a year.

#### **4. Refurbishment of Grenfell Tower**

Mr Awoderu complained that the proposed refurbishment of Grenfell Tower has been subject to delay and the works should commence now.

**Stage 1 reply to Refurbishment of Grenfell Tower by letter 09.09.13 and by email 10.09.13**

Mr Awoderu was advised that Grenfell Tower is a large and complex project and it requires proper planning and consultation. It is anticipated that works will commence early in **2014**.

**Stage Two complaint from Mr Awoderu**

- claims TMO messed-up on planning application 7 times
- how much has been spent on fees and preparation
- suggests independent auditor to monitor spend
- wants breakdown of spend

**Stage 2 reply by email 14.10.13**

Complaint not upheld as there are no new elements to consider

**08.08.13 Stage One complaint**, Mr Awoderu added additional items to the complaint about the Heating and hot water issues in more detail which has been answered at item 3:

#### **5. Power surges experienced in May 2013 (email 11.08.13 and added to Stage 1 complaint)**

Mr Awoderu alleges that:

the power surges were the result of negligence and disrepair by TMO.

TMO gave misleading information relating to the number of residents affected

He wants a full report to the Grenfell Leaseholder Association on the power surges.

**Stage 1 reply to Power surges by letter 09.09.13 and by email 10.09.13**

No evidence to suggest that power surges as a result of negligence on behalf of TMO:

- Zurich confirm could not have been foreseen and appropriate action taken in response to surges
- TMO did not give misleading information about numbers of residents when responding to a councillor but gave figures to date
- Information on the matter sent:
  - Email correspondence between RBKC insurance department and TMO
  - List of repairs reported to the TMO from February 2013 to June 2013.
  - Various certificates and reports
- TMO gave £200 in recognition of disruption, no obligation to do so

**Stage Two complaint from Mr Awoderu (listed as item 8 in his email of 09.11.13)**

- Dissatisfaction at £200 goodwill gesture
- Requests copies of reports regarding the issue.

**Stage 2 reply by email 14.10.13**

Complaint not upheld as there are no new elements to consider and all available reports have been sent to Mr Awoderu.

**6. 30<sup>th</sup> April fire broke out in Grenfell Tower**

Mr Awoderu wants a copy of fire brigade report about fire but PM says never received a report

Carl Stoke, Risk Assessor claims only fire in last two years was a minor incident in July 2010 – want details of that fire.

**Stage 1 reply to 30<sup>th</sup> April fire by letter 09.09.13 and by email 10.09.13**

TMO has not received a report and cannot confirm if such a report was written. The matter is more than 3 years old and we will not consider unless you are only recently aware of the situation.

## **Stage Two complaint by Mr Awoderu**

Mr Awoderu wants a copy of fire brigade report about fire but PM says never received a report

Carl Stoke, Risk Assessor claims only fire in last two years was a minor incident in July 2010 – want details of that fire.

## **Stage Two reply by email 14.10.13**

Complaint not upheld as there are no new elements to consider and all available reports have been sent to Mr Awoderu.

14.08.13 Mr Awoderu sent a series of emails from November and December 2010 regarding the poor condition of the front of Grenfell Tower. Not addressed in complaint because complainant aware of issue over a year ago. Mr Awoderu also mentioned this in his email of 9<sup>th</sup> November. Mr Awoderu also introduced in this email an item regarding Estate Garden Maintenance which was not in the original complaint so will be dealt with separately.

## **Conclusion**

It appears that the TMO staff have answered Mr Awoderu's complaints as fully as possible with the information currently available. There is for example, a review pending on the costs to leaseholders of the reception and security at Grenfell Tower. In addition, the TMO does not have information from the Fire Brigade on the fire in Grenfell Tower of 30<sup>th</sup> April.

The panel is asked to give their views on the handling of the complaints process and any further recommendations.

Hi team

Not sure what they want and how best to acknowledge and respond

Robert

**From:** Grenfell Tower Leaseholder's Association [mailto:grenfelleaseholdersassociation@hotmail.co.uk]

**Sent:** 06 February 2014 13:05

**To:** Robert Black

**Cc:** cllr.atkinson@rbkc.gov.uk; Cllr.Foreman@rbkc.gov.uk; Janice Jones; cllr.dentcoad@rbkc.gov.uk; Jonathan.Bore@rbkc.gov.uk; Janet Seward; 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.Carwana@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; Peter Maddison; Siobhan Rumble; Daniel Wood; Anthony Parkes; [REDACTED] Eddie daffern; Jannie Pretorius; laura.johnson@rbkc.gov.uk; [REDACTED] Claire Williams; roger.kaaa@rbkc.gov.uk; (steve.mellor@rbkc.gov.uk); (shaylorc@parliament.uk); [REDACTED] scrutiny@rbkc.gov.uk; Antonia Lee Wilmot; Clare Lees; Alex Bosman; Angela Bosnjak-Szekeres; cllr.feilding-mellen@rbkc.gov.uk; (graham.stallwood@rbkc.gov.uk); staffordt@parliament.uk; (tim.davis@rbkc.gov.uk); Jane Clifton; maria.memoli@localgovernance.co.uk; Judith Blakeman; Judith Blakeman; [REDACTED]

**Subject:** Security and CCTV at Grenfell Tower

Dear Mr Robert Black,

Further our email dated 31<sup>st</sup> January 2014 In addition the concierge services at Grenfell Tower since 1994 it is nothing but the customer services provides by the TMO/EMB (tenant led organisation). The tenant and leaseholders of Grenfell Tower are picking up the bills for two decades on behalf of KCTMO/EMB. Some of the leaseholder's living at Grenfell Tower since it was build when we moved in there wasn't any concierge service. Above all there is no concierge service in surrounding high-rise building apart from Grenfell Tower. There is nowhere in our leasehold agreement mentioned the word reception/Concierge.

In relation to security officer and monitors CCTV cameras around Lancaster West at Grenfell Tower as you can see letter from Siobhan Rumble dated 24<sup>th</sup> 2014

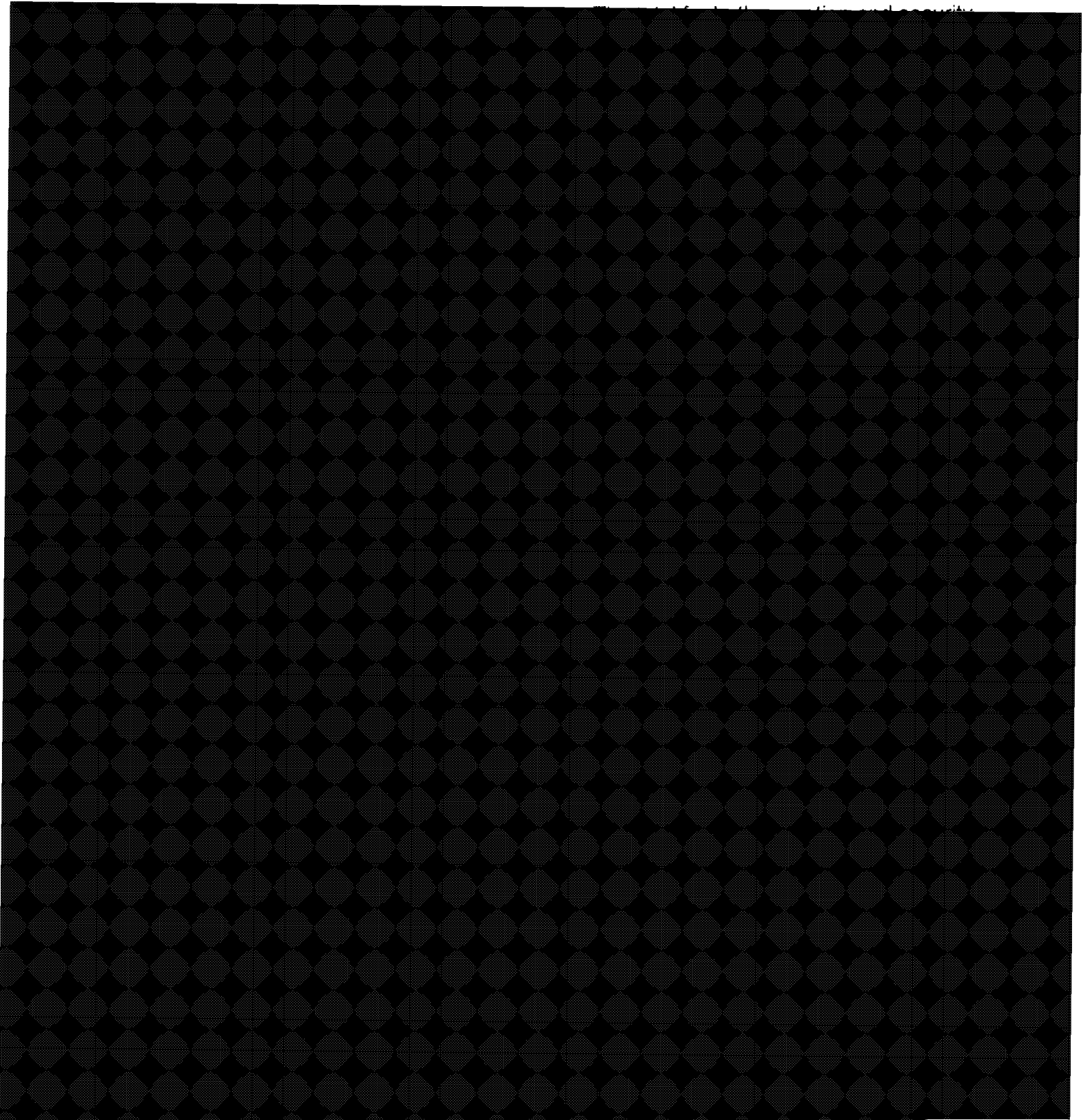
Security provided to you Monday to Friday 17:00pm to 8:30am and Saturday to Sunday 20:00pm to 8:30am and costing residents of Grenfell Tower £36.75 per month per household at GT( CCTV/Security) per month =  $£441 \times 120 \text{ flats} = £52,920$  ( this is more than cost of Estate caretaking & Supervision total of £51,171.59 for the FY-2011/12.This figure is joke for the tenants and leaseholder's of GT. When the majority of the household at Grenfell Tower live on low or no income and well known to local councillors.

So we can categorically confirmed that to you that is NO security officer sitting at Grenfell Tower in the reception during 8:30am to 8pm Saturday to Sunday and please note and during Bank holiday period.

So this proof conclusively that besides the email dated 23<sup>rd</sup> September 2013 from Ms Amanda Johnson of RBKC to the GTLA and copied to Laura Johnson head of housing RBKC that CCTV/security were to protect EMB office.

The costs of concierge/security are allocated 55% Grenfell Tower, 35% rest of LW and 10% against the management fee budget as it relates to the security of the office (the latter does get charged to tenants on weighted room basis).

" These percentage splits were provided to the TMO when the TMO was first set up but they don't have any derivation. The TMO believes they link to the positioning of the cameras and who gets the benefit of the security set up, but they have no documentation to support the allocation".



Dear Cllr. Rock Feilding-Mellen,  
Please see below comments made by the local councillor Judith Blakeman in relation to Grenfell Tower Leaseholders Association. This was submitted to the Property Scrutiny Committee on 16<sup>th</sup> July 2013. You made a commitment to me as Vice Chairman of the Grenfell Tower Leaseholders Association that the work would begin early 2014. This was witnessed by Cllr. Judith Blakeman (Ward councillor), Edward Daffarn (Grenfell Action Group), Laura Johnson (RBKC), Peter Maddison (TMO) and Christine Richer (LWRA). Now we are in June 2014 and there is no sign of any improvement work whatsoever at Grenfell Tower apart from some sign board of Rydon here and there. It has also come to our knowledge that the TMO has already spent £1m from the allocated budget. This is wholly unacceptable and you must put an end to it. Could you please provide us the breakdown of the cost as a matter of urgency?

**RBKC Housing and Property Scrutiny Committee 16 July 2013**

**COMMENTS FROM NOTTING BARNES WARD COUNCILLORS ON PAPER AS The Grenfell Leaseholders Association**

It is a *bona fide* organisation and all leaseholders in Grenfell Tower are in membership. It has been recognised by the TMO as competent to speak on behalf of those leaseholders. The Grenfell Leaseholders Association welcomes and supports the development of the Kensington Aldridge Academy, the redevelopment of the Kensington Leisure Centre and the allied improvements on the Estate as a whole. The objective of this Association is solely to obtain the best possible outcome for the residents of Grenfell Tower.

**Meeting between the Deputy Leader of RBKC and Members of the Grenfell Leaseholders Association and the Grenfell Action Group: 19 July 2013**

**Present:** Tunde Awoderu (Grenfell Leaseholders Association), Cllr. Judith Blakeman (ward councillor), Edward Daffarn (Grenfell Action Group), Cllr. Rock Feilding-Mellen (RBKC), Laura Johnson (RBKC), Peter Maddison (TMO), Christine Richer (LWRA)

*Grenfell Tower Regeneration Programme*

*Mr. Awoderu said that the improvement programme makes sense and gives confidence to residents. They welcomed the £9.7 million set aside for these works. Cllr. Feilding-Mellen said he would be grateful if the Grenfell Leaseholders Association would re-assure their neighbours that this project is going ahead and ask them to give the Council and the TMO the benefit of the doubt. All parties are trying to improve Grenfell Tower but the delay has been unavoidable.*

The TMO always put their corporate greed and profit above the residents of Grenfell Tower. The TMO have been encouraged to delay the project and they have been allowed to get away with it. This is unacceptable. We have waited two years patiently and documented the sequence of events of how the KCTMO mislead the residents of Grenfell Tower. This ends now.

We would like you as a Cabinet member of housing and the Deputy Leader of the RBKC to explain to the residents of Grenfell Tower as to why you have mislead us and would like assure us with concrete evidence that the improvement work of Grenfell Tower likely would start immediately. This can be in the form of a Statement of Work or equivalent that has been signed between the TMO and Rydon.

The KALC project is likely to finish on time on September 2014 and the GTRP was supposed to be in tandem with the KALC project. Please find attached a

photograph of the derelict building besides the newly built KALC.

We believe parents of North Kensington would be very reluctant to send their kids to a state of the art Academy next to a derelict building. It makes a mockery of so called regeneration and clearly demonstrates the ruthless priorities of the leadership.

I wait to here from you as a matter of urgency.

Best wishes

Tunde Awoderu

The vice chairman

The Grenfell Tower leaseholder's Association

28 all covered Turner.

