

Dulce De Oliveira

From: Alex Bosman
Sent: 17 July 2013 13:43
To: Peter Maddison
Subject: FW: Fault in communal heating and hot water system and leakage reported 6th June and yet to be fix.

Hi Peter,

Please see response below, ill keep you updated of any response.

Thanks,

Alex

Alex Bosman

Head of Contract Management
Kensington & Chelsea TMO
292a Kensal Road
W10 5BE



From: Alex Bosman
Sent: 17 July 2013 13:42
To: 'grenfelleaseholdersassociation@hotmail.co.uk'
Subject: RE: Fault in communal heating and hot water system and leakage reported 6th June and yet to be fix.

Dear Mr Ahmed,

Thank you for your email below I understand you have a number of concerns which I would like to address.

In addition to the statutory annual testing and servicing of the communal plant at Grenfell Tower our contractor carries out monthly service visits; further to this the TMO's insurance agency carries out inspections every two years to our plant equipment. This is to ensure the safe operation of our plant equipment across the TMO stock.

Due to the age and complexity of the plant equipment at Grenfell Tower it is not possible to guarantee that breakdowns will not occur; however our planned servicing works are intended minimise the risk of breakdown and when breakdowns do occur we endeavour to resolves these with the least disruption to residents.

Following my initial investigation into our contractor site visits I have identified that a contributing factor was a leak to the property above your home to one of the kitchen waste pipes a repair was completed to this property last week and this leak has now been resolved.

I have attempted to contact you by phone a number of times in the past week on [REDACTED] but you have been unavailable; I would appreciate it if we could discuss the issues you have raised to ensure they are fully resolved.

Please advise if there is a convenient time to contact you and if I have your correct contact details, alternatively please feel free to contact me on [REDACTED]

Yours sincerely,

Alex

Alex Bosman

Head of Contract Management
Kensington & Chelsea TMO
292a Kensal Road
W10 5BE



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

Sent: Saturday, July 06, 2013 11:08 AM

To: Robert Black

Cc: Judith Blakeman <cllr.blakeman@rbkc.gov.uk>; [REDACTED]>;
cllr.atkinson@rbkc.gov.uk <cllr.atkinson@rbkc.gov.uk>; cllr.o'neill@rbkc.gov.uk <cllr.o'neill@rbkc.gov.uk>;

Francis O'Connor <[REDACTED]>; Daniel Wood; Jane Clifton; Sacha Jevans

Subject: Fault in communal heating and hot water system and leakage reported 6th June and yet to be fix.

Dear Mr Robert Black,

I am very much obliged to advise you to prevent another imminent disaster from communal heating and hot water malfunction. This is an established fact and known to everybody in the borough apart from KC TMO/EMB about how dangerous the heating and hot water system at Grenfell Tower.

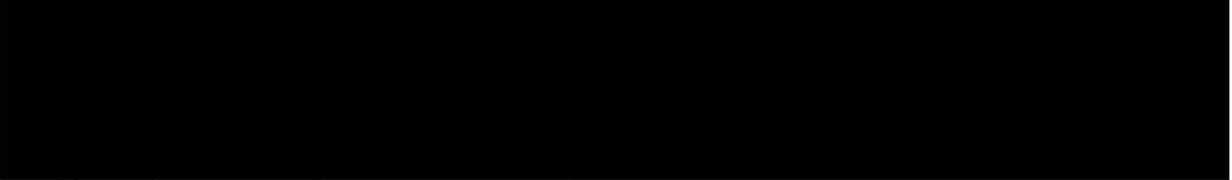
I would like to highlight the sequence of events which has not resulted in any action being taken.

1. **On 9th June 2013 ref: 1853520**, I personally reported a serious malfunctioning of the communal heating and hot water pipes. It was experience by almost everybody at GT. It was making exceptionally and constant loud noises for three days and it has been highlighted to Cllr. Judith Blakeman by our vice chairman of the Grenfell Tower Leaseholder's association.
2. **On 30th June 2013 ref: 1858768**, I reported an apparent hot water leakage from the communal pipes. Steam was coming out from the storage of the communal piping systems. The contractor from Willmott Dixon, Mr Canrad visited my property at 7pm and inspected and he assured me that on Monday somebody would come and act on the problem head on. But unfortunately as you can see from the brief report by another Willmott Dixon Contractor, nothing has been done so far and we have to live with the smell from the water leakage. The situation appears to be precarious.
3. I think it is extremely appropriate for me under these circumstances to highlight the experience and treatment when I was threatened forfeiture of my lease when the KCTMO identified a leakage coming from my flat, BUT I can assure you without a shadow of a doubt without my knowledge. If I knew about it, I would have fixed it straightaway and it is quite natural to do so. Please find attached copy of the letter I

received from Mr Jannie Pretorius dated **5 November 2009** and Estate officer of EMB Ms Jan Jones dated **4th November 2009** and my response dated **11th November 2009**.

4. The steam and heat coming out from the communal area of the heating and hot water system and walls are soaking wet and there is a damp smell everywhere in my flat. I reported the problem over a month ago.

5.



6. Could you please confirm that for the past two decades KCTMO and your local managing agent are not in breach of contractual agreement? It is important you answer this question.
7. As you know very well, due to the catastrophic power surges in May, I lost many electrical appliances and that was **11th May 2013**. Royal Repair was appointed by the KCTMO, visited my property and listed every item. Your project manager and area manager confirmed in 14th June that TMO submitted to their insurance claim and I am yet to hear from you and as of today KCTMO/EMB/COUNCIL are yet to replace my damaged items.

It is quite unacceptable for us to receive such service. We expect action to be taken immediately.

Yours Sincerely

Shah Ahmed

Chairman of Grenfell Tower leaseholder's Association