

Date: 25/07/2013 17:05:25

From: Alex Bosman

To: Jane Clifton

CC: (T) Complaints , Sacha Jevans , Peter Maddison , Robert Black

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

Attachments: [14339424.jpg](#) [14339425.jpg](#) [14339426.jpg](#)

Hi Jane,

I believe that following the repair that has been completed to the waste pipe at the property above and the inspection of the communal heating system by Cofely the issues have been resolved.

However would like to clarify this with Mr Ahmed to ensure there are not other issues with the communal heating system, I left an answer phone message for Mr Ahmed today and will try to call again tomorrow.

Thanks,

Alex

Alex Bosman

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

From: Robert Black

Sent: 25 July 2013 13:28

To: Alex Bosman; Peter Maddison

Cc: Jane Clifton; (T) Complaints; Sacha Jevans

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

Alex

Can you clarify the timescale so Jane can let him know as we are getting out of time with the e-mail he sent to me.

Jane once we have agreed can you say the delay is ensuring we have covered all parts of his letter

Robert

From: Alex Bosman
Sent: 25 July 2013 13:20
To: Robert Black; Peter Maddison
Cc: Jane Clifton; (T) Complaints; Sacha Jevans
Subject: RE: Fault in communal heating and hot water system and leakage reported 6th June and yet to be fix.

Hi Robert,

Please see attached response sent on the 17th to Mr Ahmed.

The repair works to the property above have been completed; however it is not clear from Mr Ahmed's original email if there are further issues. Cofely have also inspected the communal system and confirmed there were no leaks.

The home ownership team have provided a response regards the areas letter.

I am intending to provide a full response once I am able to make contact with Mr Ahmed to ensure all his issues have been resolved.

Thanks,

Alex

Alex Bosman

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

From: Robert Black
Sent: 25 July 2013 10:27
To: Peter Maddison; Alex Bosman
Cc: Jane Clifton; (T) Complaints; Sacha Jevans
Subject: FW: Fault in communal heating and hot water system and leakage reported 6th June and yet to be fix.

Peter and Alex

Who is responding to this letter and when will it be going out please


Robert

Robert Black
Chief Executive

t: [REDACTED] m: [REDACTED]

w: www.kctmo.org.uk

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

 Before printing, please think about the environment

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

Sent: 25 July 2013 09:37

To: Jane Clifton

Cc: Judith Blakeman; [REDACTED]; cllr.atkinson@rbkc.gov.uk;

laura.johnson@rbkc.gov.uk; Alex Bosman; Robert Black; Daniel Wood; Siobhan Rumble; Paul Dunkerton;
(T) Complaints; Alasdair Manson

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

Dear Ms Clifton,

Thank you for your acknowledgement dated 9th July 2013 and we believe that TMO has 10 days reply policy.

I request you or Mr Alex Bosman to reply to my email and the questions I have raised in details not to cherry pick the items of the email and it is not acceptable. We believe that Mr Robert Black ought to know where the problem is and he may not be aware of it. It has been going on for many years and at least try to understand the suffering we go through day in day out.

Kind Regards

Shah Ahmed

Chair, The Grenfell Tower leaseholder's Association

From: jclifton@kctmo.org.uk

To: grenfellleaseholdersassociation@hotmail.co.uk

CC: rblack@kctmo.org.uk; pmaddison@kctmo.org.uk; TComplaints@kctmo.org.uk

Date: Tue, 9 Jul 2013 16:23:59 +0100

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

Dear Mr Ahmed,

I am acknowledging receipt of your e-mail on behalf of Mr Black concerning the communal heating and hot water system.

The issues that you have raised are being urgently investigated, and a response will be sent to you,


Regards

Jane Clifton
Executive Office Manager



www.kctmo.org.uk

346 Kensington High St, London W14 8NS

 Before printing, please think about the environment

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]
<[REDACTED]>; cllr.atkinson@rbkc.gov.uk <cllr.atkinson@rbkc.gov.uk>;
cllr.o'neill@rbkc.gov.uk <cllr.o'neill@rbkc.gov.uk>; [REDACTED]>;

[REDACTED]; 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

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