



THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA
THE TOWN HALL KENSINGTON W8 7NX

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Councillor Nicholas Paget-Brown
Leader of the Council

3 October 2013

Dear Mr Daffarn

I was very pleased to come with Barbara Campbell to see you and other residents at Lancaster West on 11th September. My apologies for the delay in replying and please would you thank your colleague for allowing Barbara and I to visit her flat.

I thought it would be helpful to put together a list of the issues which came up and which need to be addressed. We can re-visit these when we meet again later this year, and I will ask Rock to join us so that we can agree a common agenda and a way forward.

Issues to consider

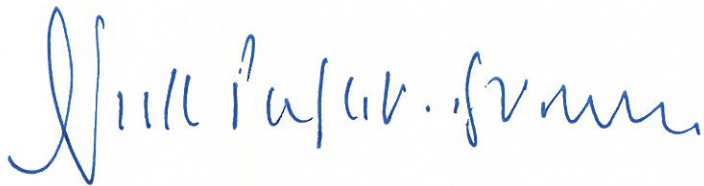
- The physical state of the whole Lancaster West estate
- Do residents want to see a refurbishment or a re-building of all or part of the estate?
- Is there a perception amongst some tenants that the Council is trying to get rid of social tenants? If so, why?
- Are service charges too high? If so, why?
- Is there a way for flats to control their own individual heating?
- Is the Estate Management Board any good and will sufficient numbers of residents serve on it to make it work?
- If EMB is no good what would be a better way of running the estate?
- What relationship is required with the TMO?
- What caused the power surges. Why not claim against the insurance?
- When will the work on Grenfell Tower start?

Walkabout Issues

- The poor physical fabric around Grenfell Tower.
- The security entrances. Do they work?
- Flat kitchens and bathrooms have been replaced. (All of them?)
- Windows need replacing.
- There are a number of leaks
- Relationship with public realm around leisure centre and Academy.

Please let me know of any other key concerns we discussed that are not listed here.

Regards

A handwritten signature in blue ink, appearing to read "Bill Fraser". The signature is fluid and cursive, with a large initial 'B' and 'F'.

Cc: Cllr B. Campbell