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**From:** Mary Harpley <Mary.Harpley@hounslow.gov.uk>  
**Sent:** 18 June 2017 00:55  
**To:** Barradell, John  
**Cc:** Eleanor Kelly; Sawyer, Mark  
**Subject:** Re: Offer from Shelter London

Will do.  
Mary

**Mary Harpley**  
**Chief Executive**  
London Borough of Hounslow-  
Office: [REDACTED]  
Mobile: [REDACTED]  
[www.hounslow.gov.uk](http://www.hounslow.gov.uk) @LBofHounslow [HounslowCouncil](http://HounslowCouncil)

On 18 Jun 2017, at 00:21, Barradell, John <[John.Barradell@cityoflondon.gov.uk](mailto:John.Barradell@cityoflondon.gov.uk)> wrote:

Colleagues:

I have asked that this be brought to your attention Mary viz recovery - and Eleanor this might be worth feeding into the Rest Centre team etc via Paul.

A good offer I think. Clearly Shelter were (a) not given an answer; and (b) not followed up.

Can you let me know as/when this is complete?

Thanks. John

Mark: For action through the BECC please.

-----Original Message-----

**From:** Barradell, John  
**Sent:** Sunday, June 18, 2017 12:15 AM GMT Standard Time  
**To:** 'Connie Cullen'  
**Subject:** RE: Offer from Shelter London

Connie,

Thanks for the email and thank you for the offer. I will get this actioned and the information circulated. I will ask for one of the people managing the Assistance Centre to get in touch ... probably tomorrow morning now!

Thanks again, and very grateful.

Best, John

-----Original Message-----

**From:** Connie Cullen [[Connie\\_Cullen@shelter.org.uk](mailto:Connie_Cullen@shelter.org.uk)]  
**Sent:** Saturday, June 17, 2017 11:54 PM GMT Standard Time  
**To:** Barradell, John  
**Subject:** FW: FW: Offer from Shelter London

Dear John

I'm writing as Shelter's London Hub Manager to offer our help and resource to those affected by the terrible events at Grenfell Tower.

We have extended our public advice line hours to offer advice over the weekend. [REDACTED] Sun 9-5, Mon-Fri 8am-8pm) in the interim, with further face to face surgeries planned for the week.

Our housing advisors and solicitors will be available within the borough to offer advice to anyone affected - we are working with a number of local agencies including North Ken Law Centre and the CAB to provide staff in the local area. Please don't hesitate to ask us for anything - we are here to help.

Best wishes

Connie

London Hub Manager  
Shelter London  
[REDACTED]

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**From:** [Connie Cullen](#)  
**Sent:** 17/06/2017 10:46  
**To:** [Johnson, Laura: HS-Housing: RBKC](#)  
**Cc:** [Gill, Amanda: HS-Housing: RBKC](#)  
**Subject:** RE: FW: Offer from Shelter London

Hi Laura,  
Local residents and the community remain in our thoughts as the recovery continues.

I understand from London Councils that additional advisors are being sent next week. I wanted to send a quick update to say that our Public Advice Line is extended to open all weekend 9-5, on [REDACTED] [REDACTED], and from 8-8 in the week. We are offering dedicated sessions next week from the Venture Centre, the first one on Monday 1-4 and after that based on demand. We will also have advisors based with North Kensington Law Centre who are hosting clinics all week. We can be flexible so please feel free to call on us.

Best  
Connie

London Hub Manager  
Shelter London  
[REDACTED]

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**From:** [Johnson, Laura: HS-Housing: RBKC](#)  
**Sent:** 15/06/2017 16:28  
**To:** [Connie Cullen](#)

**Cc:** [Gill, Amanda: HS-Housing: RBKC](#)

**Subject:** Re: FW: Offer from Shelter London

Connie,

Thank you, for your offer of advice and support, we are managing at the present time but may need to call on your support over the next few days to supplement our housing advice service as we reopen our front line service.

Regards  
Laura

Director of Housing  
[Laura.johnson@rbkc.gov.uk](mailto:Laura.johnson@rbkc.gov.uk)

[REDACTED]

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**From:** Connie Cullen <[Connie\\_Cullen@shelter.org.uk](mailto:Connie_Cullen@shelter.org.uk)>

**Sent:** Thursday, June 15, 2017 4:01:11 PM

**To:** Johnson, Laura: HS-Housing: RBKC

**Subject:** FW: Offer from Shelter London

Hi Laura

I'm writing as Shelter's London Hub Manager to offer Shelter's help, if useful to your teams, around the tragic events of this week. Residents, emergency services and staff dealing with those affected are very much in our thoughts. I know the borough's response is underway and am keen to ensure we coordinate with your provision over the coming weeks.

Our Public Advice Line (which offers dedicated pan-London housing advice) is open and has been taking some calls from people in the local area; we run advice surgeries in neighbouring boroughs and will add extra sessions locally.

If our advisors can be of use in supporting residents made homeless by the fire, please don't hesitate to let me know. We can provide Shelter's support both in terms of information and advice in the local area, support as well as a dedicated fund. Additionally if there is anything needed which you think would be useful, please do let me know, we are here to help.

Best wishes

Connie

Connie Cullen

London Hub Manager

T: [REDACTED] | M: [REDACTED]

<image001.jpg>

4 Tyssen Street | London | E8 2FJ

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**From:** Connie Cullen

**Sent:** 14 June 2017 17:26

**To:** ap Rees, Ieuan: HS-Housing: RBKC <[Ieuan.apRees@rbkc.gov.uk](mailto:Ieuan.apRees@rbkc.gov.uk)>  
**Subject:** Offer from Shelter London

Dear Ieuan,

I just wanted to follow up on our conversation earlier today –residents and emergency services and local people are very much in our thoughts.

We can provide Shelter’s support both in terms of information and advice in the local area, support and potentially a dedicated fund. Additionally if there is anything needed which you think would be useful, please do let me know.

Our Public Advice Line is open and available to help on [REDACTED]; we have a base in Fulham charity shop and can offer advice from there if useful too.

Some local agencies are getting together to offer people help with housing, probably on Monday and some of our colleagues will be volunteering there too. If you or the borough would like us to link in with their provision more closely over the coming days, or if there’s anything else we can do, please don’t hesitate to let me know.

Best wishes

Connie

Connie Cullen

London Hub Manager

T: [REDACTED] | M: [REDACTED]

<image001.jpg>

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