

Name: Mr Shahid Ahmed
Number of Statement: 1
No of exhibits: 1
Date: 9 May 2018

IN THE MATTER OF THE GRENFELL TOWER INQUIRY

**WITNESS STATEMENT OF MR
SHAHID AHMED, CORE
PARTICIPANT**

Introduction

1. My name is Shahid (Shah) Ahmed and I am the leaseholder of flat 156 Grenfell Tower, London W11 1TQ. I make this statement for the benefit of the Inquiry and from my own knowledge, except where the context indicates otherwise. There is now produced and shown to me a bundle of documents marked "SA1" which relate to my witness statement.
2. At present I am living in temporary accommodation provided by the Royal Borough of Kensington & Chelsea ("RBKC"). My current temporary accommodation is the second unit of temporary accommodation that has been provided.
3. Until 14 June 2017 I lived Flat 156 Grenfell Tower, with my wife Sayeda Ahmed. My wife has also been granted Core Participant status. Flat 156 is on the eighteenth floor. Before the refurbishment was completed in 2016 we were on the fifteenth floor. There were six flats on our floor. If you come out of the lift and turn left there are three flats. From the left, as you look at the flats, it is 154 on the left, 155 in the middle and 156 on the right. If you turn right there is flat 151 on the left, 152 in the middle and 153 on the right. Straight in front of the lift doors, against the back wall, there are some pipes which

were boxed in as well as a door on the left which led to the rubbish chute and a door on the right which led to the staircase. I will comment further on the pipes and the reduction in space on the communal landing after the refurbishment below. The only staircase is between the boxed pipes and Flat 152. The door to Flat 151 is set back into the corner.

4. Prior to 14th June 2017 I was in good physical health and would say I had a happy life. My wife had some health-related difficulties including asthma, bronchitis, nasal polyps [REDACTED] I am an [REDACTED] by profession and my wife is a [REDACTED] [REDACTED] My wife has now gone back to work but I have not. I have not gone back to work because of the impact of the fire on my health. We have one son called Zaki who grew up in Grenfell Tower. Zaki obtained a scholarship to [REDACTED] and did his degree at [REDACTED]. He is now a [REDACTED]. Zaki has made his own statement to the Inquiry.
5. My wife and I moved into Grenfell Tower as tenants on 13 April 1992. Zaki was born on [REDACTED] and lived with us in Grenfell Tower until April 2015. My wife and I originally rented but then purchased the flat using the Right to Buy in 1999. At the time of the fire we owned the flat Leasehold. The lease is dated 11 October 1999 and is between Royal Borough of Kensington & Chelsea and Shahid Ahmed and Sayeda Ahmed. I attach a copy of the Land Register at page 1-2 of SA1 (SA/1: [REDACTED]) and floor plan from our lease at page 3 of SA1 (SA/2: [REDACTED]). At the time of the fire we had a small mortgage with Barclays but I have now paid this off in full. The lease is in the joint names of me and my wife but I always dealt with the bills, the council and KCTMO/RBKC.
6. From 1992 until the day of the fire I lived continuously at 156 Grenfell Tower with my wife except for one year between 24 April 2015 and 24 April 2016. During that period we moved out. We moved for two reasons. One was because of all the disruption and noise caused by the ongoing refurbishment work at that time. I also wanted to rent a bigger house as my son was getting married and we needed more space for an additional member of the family. I rented out Flat 156 for a year. Zaki and his wife then bought a

property and, as the refurbishment was almost finished, my wife and I moved back to Grenfell Tower on 24 April 2016. Despite all the problems we had at Grenfell Tower, which I mention below, it had been our family home for over 25 years. I knew many people there and they knew me. My son Zaki grew up with the other children there. We were proud to be part of the community of Grenfell Tower.

Communicating with KCTMO and RBKC

7. Much of what I have to say is very relevant to the issues that will be considered by the Inquiry in Phase 2 and therefore I intend to prepare a comprehensive statement for Phase 2 at the appropriate time. This statement is only intended to deal with the issues in Phase 1 and so below I only give a brief introduction and summary of the work I have done over the years in connection with Grenfell Tower.
8. I will also deal with the difficulties and frustrations in communicating with KCTMO and RBKC in Phase 2 of the Inquiry. For the purposes of Phase 1 it is relevant that there was a lack of information and a lack of communication with KCTMO about numerous matters, very many of which were directly relevant to the fire.
9. One particular issue I complained about on a number of occasions was that there was no Tenants' Handbook. Although in the 2012 Fire Risk Assessment there is reference to a Tenants' Handbook, in actual fact there wasn't one. On 6 October 2016 I emailed Millicent Williams at KCTMO asking for a copy of the Tenant's Handbook (page 4 of SA1). Her response, in an email dated 24 October 2016, (also page 4 of SA1) was that the Handbook was "under review" and should be available for distribution in early 2017. I emailed Councillor Blakeman back on 6 November 2016 copying in KCTMO expressing my surprise and asking why they didn't have such a Handbook and how they could manage thousands of homes without one? Millicent Williams emailed back on 23 November 2016 (pages 5-6 of SA1) (SA/3:) saying she would speak to the Leasehold team. However, I never received anything except a holding response and, as

far as I am aware there wasn't a Tenant's Handbook at the time of the fire in June 2017. Even now I have been chasing a copy of the handbook in vain.

Grenfell Tower Leaseholders Association

10. As the founder and chair of Grenfell Tower Leaseholders Association (GTLA) I spent many years campaigning for better and safer conditions at Grenfell Tower. I officially founded GTLA in 2010 but had been campaigning for years before that. The main reason I decided to create a formal Leaseholders' Association in 2010 was because I thought if the Council and KCTMO were ever going to listen to us we needed to speak with one voice. For example, by 2010 the heating system was inadequate, out of date and unreliable and yet we were still being charged a huge amount for it. Also, the building was poorly maintained and services were unreliable. We needed proper representation to tackle the issues and get the managers of the building to do their job.

11. When I asked KCTMO it wouldn't give me the names and addresses of the leaseholders, citing data protection law so I leafleted the flats and knocked on doors to invite people to join instead. GTLA was eventually formally recognised by KCTMO in 2011. A copy of the email recognising GTLA is at page 7 of SA1 (SA/4:). GTLA had a written constitution although I do not now have a copy of it as it was on a hard drive which was destroyed in the fire.

12. There were 12 leaseholder members of GTLA. There were some other leasehold flats in the building but they were owned by a housing association which refused to join. I was the chair of GTLA and Keith Mott was the first secretary. Tunde Awoderu of Flat 185 was the vice-chair. Tunde didn't live in his flat and rented it out to tenants. The other person involved in running GTLA was Lee Chapman of Flat 195 who joined a few months before the fire. Although I did almost all the work for GTLA and drafted and

sent all the emails in the name of GTLA (occasionally with the help of my son Zaki), some GTLA emails were sent out in the name of the vice-chair Tunde Awoderu. This is because I was worried about maintaining a relationship with RBKC and KCTMO given the fact that I was a resident leaseholder still living in Grenfell Tower. My policy as Chair of GTLA was always to try to copy emails to our local councillor Judith Blakeman and often others too.

The Fire in 2010

13. I was always deeply concerned about fire safety in Grenfell Tower, not least because my wife was injured as a result of a fire in 2010 which disclosed defects in the smoke extraction system in Grenfell Tower. I will provide much more detail in my statement for Phase 2 of the Inquiry, but in summary, on 30 April 2010 there was a fire at Flat 64 Grenfell Tower. It broke out on the sixth-floor landing and yet the smoke got all the way up to my floor (then the 15th floor). At the time my wife Sayeda was inside our flat. I was out and away from the building. Sayeda called the Fire Brigade and I called them as well. Sayeda is asthmatic and when she was evacuated she inhaled smoke and had to be treated in an ambulance. My wife decided to take legal action by way of a claim for personal injury and instructed solicitors accordingly. By letter dated 14 April 2011, DWF solicitors, admitted liability on behalf of RBKC because “the fire detection system which was in place at Grenfell Tower was defective.” (page 8 of SA1) (SA/5:). I had all the paperwork in my flat but this was destroyed.
14. After this incident I was determined to get the services and maintenance we leaseholders paid for through our service charge. Ultimately however I do not know whether anything at all was done to rectify the issues identified in the Fire Brigade’s report.
15. Grenfell Tower Leaseholders Association took up the issue of fire safety. I will deal with this in detail in my Phase 2 statement, but below I mention some key points relevant to phase 1.

Fire Safety Precautions– my flat

16. When we bought the flat in 1999 it was still largely in its original condition. The front door, windows and internal doors were all, as far as I am aware, the original ones.

17. I had four alarms in my flat which all went off on the night of 14 June. One of them was in the hallway just behind the front door. This smoke alarm had been given to me by the fire brigade 2-3 years before the fire. I fitted it myself as the fire brigade did not provide this service. I had bought two other smoke alarms myself and fitted them. One was in the hallway (so there were two there at the date of the fire) and one was in the living room. I fitted the other alarms myself many years ago – perhaps 10-15 years ago. I also had a carbon monoxide alarm in the kitchen. The alarms were battery powered and, if they ran low, they made a beeping noise so I knew I had to change the battery.

18. Tenants had their front doors replaced in 2010/11 but leaseholders like me did not. My door was probably the original wooden front door from when the flat was built. It was in good condition. There was an automatic closer on it which I had replaced when it had malfunctioned and which worked fine at the time of the fire. There were brushes at the bottom which acted to prevent draughts. The door had a letterbox. Inside my flat each room had a wooden door. I had never changed them and I believe they were the original doors from when the flat was built. In fact, I didn't modify the interior specification of my flat at all in the time I lived there.

19. My neighbours who were tenants had their doors replaced during the refurbishment with PVC doors but they were not of good quality. I noticed my neighbours often struggled to open the new doors which were very difficult to open with the closers. In particular one of the children of my neighbour often used to struggle to open his front door because it was so difficult and I used to help him sometimes.

20. The windows in my flat which were replaced during the refurbishment were cheap-looking and wouldn't close properly. I must have told Rydon 10 times about this. If I

closed the windows drafts would still come through. Rydon had to replace one of the handles on the new windows because it broke off. I will deal with the refurbishment in much more detail in my Phase 2 statement.

21. The fire brigade had visited unannounced the Saturday before the fire which I believe was 10 June. Two members of the fire brigade attended. I remember because it was [REDACTED] and my wife was cooking. They came in and looked at the smoke alarms. I do not know what prompted this visit. I took one of the firemen and showed them the exposed gas pipes on the stairwells in the floors above mine and going into the flats. The fireman said he was sure if it was not safe they wouldn't have allowed it.
22. We could often smell cooking smells from other flats although people were very careful. You could hear neighbours all the time even if they were not acting anti-socially. The walls were very thin and it was easy to hear through them. This didn't change as a result of the refurbishment. In fact, the refurbishment didn't change anything internally.

Fire Safety Precautions – the building.

23. At the time of the 2010 fire there were signs on each landing saying that, in the event of a fire, residents should leave the building. When my wife started her personal injury claim as a result of the injuries caused by the 2010 fire, someone employed by the TMO suddenly turned up one day and started to take down the signs. I quickly took a picture of the sign on the fifth floor together with a further picture of the blank wall when the sign was removed which is dated 12 November 2010 (pages 9-10 of SA1) (SA/6:). The signs had been there I believe since the Tower was built, 36 years previously. I was very concerned about the lack of fire safety checks and fire safety drills. Without a handbook we had no real idea of what we were supposed to do in the event of a fire in or near the Tower.
24. That said, at the time of the 2017 fire I knew there was a "stay put" policy in place because, after many years without them eventually, in about March 2017, KCTMO put up

signs with “Fire Action – Grenfell Tower” written on them which said there was a “stay put” policy for residents.

25. Before the refurbishment I had never seen any fire extinguishers on my floor. There was a smoke alarm in the lift lobby. After the refurbishment there was a small fire extinguisher near the boxed pipes and the staircase on the landing. I think there might also have been a fire alarm that you had to break the glass to set off. I think I have heard alarms go off a couple of times over the years. They went off and then stopped of their own accord. I don't remember whether this was before or after the refurbishment. When, in 2017, I put it to KCTMO that there had been a fire back in 2010 in which three people had been injured I was shocked to be told that they had no record of this.

The Power Surges in 2013

26. Grenfell Tower suffered a series of power surges in 2013. I believe I was the first person to contact KCTMO and Councillor Blakeman when it first happened on 11 May 2013. The power surges were so strong that they damaged numerous electrical appliances in my flat. I did have photographs of my damaged belongings but these are on the hard drive which was lost in the fire. There were a series of power surges. The first thing to go in my flat was an LCD monitor which broke and smoke came out of it. A whole array of electrical goods were damaged beyond repair. I will deal with my and GTLA's response to the power surges in my witness statement for Phase 2 of the Inquiry.

Concerns about fire safety: gas supply

27. On 30 September 2016 National Grid disconnected the gas supply to one of the incoming rising mains at Grenfell Tower in response to a gas leak. This was on the other side of the building so did not affect us. National Grid then installed new pipes running on the outside of the main staircase which then had other pipes coming off it into all the flats through their front doors. This was done without consultation with the residents. I will set out in detail the extensive correspondence between GTLA and RBKC, the TMO and

others about the gas pipes in my Phase 2 statement. I was corresponding about this issue right up to the date of the fire. My concern and GTLA's concern was the safety of having exposed gas pipes fitted onto the communal stairway and landings and the fire safety risk that represented.

Lifts

28. GTLA had complained about the lifts on a number of occasions. The lift used to be out of order almost every week and people used to get stuck in there all the time. I got stuck in there once although I don't remember the precise date. There is an alarm inside the lift for when you get stuck. I think I pressed it and it took a long time for someone to open the door and get me out. The lifts were malfunctioning and breaking down all the time in the period immediately before the fire.

The landings and main staircase

29. I complained about the state of the staircase for many years and will provide further details in my Phase 2 statement. The staircase remained unchanged until the day of the fire, except that gas pipes had been installed on the external surfaces.

30. The refurbishment decreased the size of the landings as they boxed in piping etc. This made it harder and slower to exit the building via the communal staircase.

31. Because we left the building immediately after the smoke alarms in my flat went off the main lighting was on.

Caretaker/concierge

32. There was not a caretaker but there was an estate office right next to Grenfell Tower. There was a phone number for a security guard. There was at one time a concierge. The

residents had voted to stop this service because it primarily benefitted only the former Estate Management Board (EMB) which was based at Grenfell Tower. GTLA had asked for security/concierge to be reinstated at the time of the fire.

The night of the fire

33. On the Tuesday evening before the fire (13 June) it was a normal night for me. We went to bed around 11.30pm but I couldn't really sleep. I must have fallen asleep but it wasn't a very deep sleep. I think our bedroom door was slightly open that night because it was hot. My kitchen window was open too and the smoke must have come in which is why the smoke alarms went off. All of a sudden all of my smoke alarms went off at the same time. As set out above I had one carbon monoxide alarm in the kitchen, a smoke alarm in the living room, and two smoke alarms in the hallway including one directly above my front door. The alarm was very loud. I got up but didn't see any smoke until I went into the kitchen. As soon as I got to the kitchen and looked down out of the window I saw a big fireball coming up from the outside of the building. It was the colour of a burning sunset. I initially thought it must have been a fire in the flat below. The kitchen window then exploded inwards. I was lucky I wasn't close to the window. I dialled 999 on the house phone from the living room. However, before completing the call and speaking to anybody I threw the handset down and decided to get out. Until recently I believed I had not completed the call. However, the police have informed me that I did in fact complete the call although I did not speak to anyone before I threw the handset down. I am glad I did not speak to the operator as I might have been told to stay put. Sayeda was in the hallway near the front door. I said to her "let's just get out, there's a fire". I grabbed a pair of trousers and some flip flops and told Sayeda to get out. We went out of our front door. It was my decision to leave. I only realised later that, when I had grabbed some clothes, I had tried to grab a jacket but had grabbed extra trousers my mistake. When I was outside I felt cold and put one arm through a trouser leg.

34. My wife and I banged on the door of Flat 155 and shouted "fire, fire fire". Then I went to 154, the man there opened the door a little bit and I told him to get out because there was

a fire. Then I banged on 153 but I can't remember if there was an answer. Then I banged on 152 and I think someone answered although I can't remember clearly. Then I banged on 151 and a lady with the walking frame answered. I told her there was a fire and to get out. There is a smoke alarm in the lift lobby but it wasn't ringing. Otherwise the other flats would have heard it and I wouldn't have had to tell them there was a fire.

35. Whilst I was banging on the doors my wife asked me if I could get her mobile phone and I tried to go back into our flat. When I opened the front door I saw thick white and black mixed smoke. I smelt smoke – something like burning, I don't know what exactly. I didn't feel the heat coming. I shut the door straight away. I then thought we have to get out now. It was fight or flight. Through my years of fighting for the health and safety of the building, I had the instinct to know the building was not safe and was a ticking time bomb.

36. After knocking on the doors and deciding not to go back into our flat my wife and I went down the stairs. There is a fire door between the lobby and the stairs. I think it's the same door as before the refurbishment which they had just repainted. It has the same feel, the same weight. It's completely wooden and you push from the lobby to open it. There was light smoke in the stair well. We went down the stairs and we saw our neighbour from Flat 146 who was a [REDACTED] man. There were other people there too. I spoke to him. He told me he was trying to go up so I told him very harshly "no you must go down you can't go up". After that my wife and I and the [REDACTED] man ran down the stairs. We ran past many people. I don't really remember. I remember we ran past some firemen. I remember saying to one of them there's a fire upstairs and they told me to go back up. They had masks on. I couldn't see their faces. I remember feeling that things would be OK because the Fire Brigade were there. Everyone was panicking and there were other people on the staircase but we weren't jumping over each other. There were other people coming out with us. We got to the third floor. Before the refurbishment the same staircase went all the way down to the lobby on the ground floor. After the refurbishment, at the third floor there was a second staircase leading down to ground floor level. We went down the second staircase. You then have to press the button to open the

main entrance door to get outside. On the night of the fire I think the door was already open because people were going out in front of me. We got outside and looked up. I realised the intensity of the fire. One section of the cladding was on fire all the way to the top. I saw a fireman struggling to spray water which only reached up a couple of floors. I then met lots of residents. The [REDACTED] man was with us. I saw the leaseholder of Flat 56 on the eighth floor and another resident called Abdul who sadly lost his wife as they got separated. My wife and I were in a state of desperation and shock, with uncontrollable tears and screaming. When I met residents I knew I was hugging them and crying.

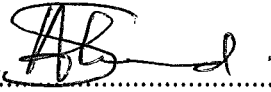
37. Sayeda told me off for not getting her mobile phone because we couldn't call anybody, but she didn't know what I had seen when I had gone back to try and get it. I had not brought my own phone. Sayeda then remembered her mother's number and she borrowed someone's phone and called her. My father in law then called his son who called my son.

38. I then remembered Sayeda's sister lived nearby so we walked there. There was no answer to their bell and I was shouting her name from the street. Eventually they buzzed open the door for us. We went inside and up into their flat. As soon as I got in I went to the toilet and vomited. I had a complete breakdown. We got some clothes and put on the TV. You could also see the fire from their balcony. After a few hours we went back out with my sister in law and her husband leaving their children in the flat. By the time we went back to their place my son had come and we were walking around near Grenfell Tower like mad people in shock. There is a video taken by someone on the night (I didn't know them) and you can clearly hear me crying in the background (still image at page 11 of SA1) (SA/7:).

39. I confirm I made a witness statement to the police describing the events of the night of the fire and a second short statement identifying my CCTV image in the lobby of Grenfell Tower. I confirm I have consented to the police statements being disclosed to the Inquiry for use in evidence.

40. I confirm that I am willing for this witness statement to form part of the evidence before the Inquiry and to be published on the Inquiry's website.

I believe the facts stated in this witness statement are true.

Signed:..........

MR SHAHID AHMED

Dated:..... 09.05.2018

Name: Mr Shahid Ahmed
Number of Statement: 1
No of exhibits: 1
Date: 9 May 2018

IN THE MATTER OF
THE GRENFELL TOWER INQUIRY

**WITNESS STATEMENT OF MR SHAHID
AHMED, CORE PARTICIPANT**

ANTHONY GOLD
169 Walworth Road
London
SE17 1RW
DX number: 34905 Walworth

Tel: [REDACTED]

Fax: [REDACTED]

Ref: 32/A3281.1

Solicitors for Mr Shahid Ahmed

Name: Mr Shahid Ahmed
Number of Statement: 1
No of exhibits: 1
Date: 9 May 2018

IN THE MATTER OF THE GRENFELL TOWER INQUIRY

**EXHIBIT SA1 TO THE WITNESS
STATEMENT OF MR SHAHID
AHMED, CORE PARTICIPANT**

This is the Exhibit marked "SA1" to the witness statement of Mr Shahid Ahmed.



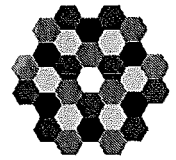
.....
Mr Shahid Ahmed

Name: Mr Shahid Ahmed
Number of Statement: 1
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IN THE MATTER OF THE GRENFELL TOWER INQUIRY

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Official copy of register of title

Title number BGL31725

Edition date 04.07.2017

- This official copy shows the entries on the register of title on 03 MAY 2018 at 10:23:31.
- This date must be quoted as the "search from date" in any official search application based on this copy.
- The date at the beginning of an entry is the date on which the entry was made in the register.
- Issued on 03 May 2018.
- Under s.67 of the Land Registration Act 2002, this copy is admissible in evidence to the same extent as the original.
- This title is dealt with by HM Land Registry, Birkenhead Office.

A: Property Register

This register describes the land and estate comprised in the title. Except as mentioned below, the title includes any legal easements granted by the registered lease but is subject to any rights that it reserves, so far as those easements and rights exist and benefit or affect the registered land.

KENSINGTON AND CHELSEA

- 1 (24.11.1999) The Leasehold land shown edged with red on the plan of the above Title filed at the Registry and being 156 Grenfell Tower, Lancaster West Estate, Kensington, (W11 1TQ).

NOTE: Only the fifteenth floor flat is included in the title.

- 2 (24.11.1999) Short particulars of the lease(s) (or under-lease(s)) under which the land is held:
 Date : 11 October 1999
 Term : 125 years from 29 September 1989
 Rent : £10
 Parties : (1) The Mayor and Burgesses of the Royal Borough of Kensington and Chelsea
 (2) Shahid Ahmed and Sayeda Ahmed
- 3 (24.11.1999) The above mentioned Lease is made pursuant to Part V of the Housing Act 1985 and the land has the benefit of and is subject to the easements and rights specified in paragraph 2 of Schedule 6 of the said Act.
- 4 (24.11.1999) The lessor's title is registered.
- 5 Unless otherwise mentioned the title includes any legal easements granted by the registered lease(s) but is subject to any rights that it reserves, so far as those easements and rights exist and benefit or affect the registered land.

B: Proprietorship Register

This register specifies the class of title and identifies the owner. It contains any entries that affect the right of disposal.

Title absolute



ORDNANCE SURVEY
PLAN REFERENCE

COUNTY SHEET
GREATER LONDON

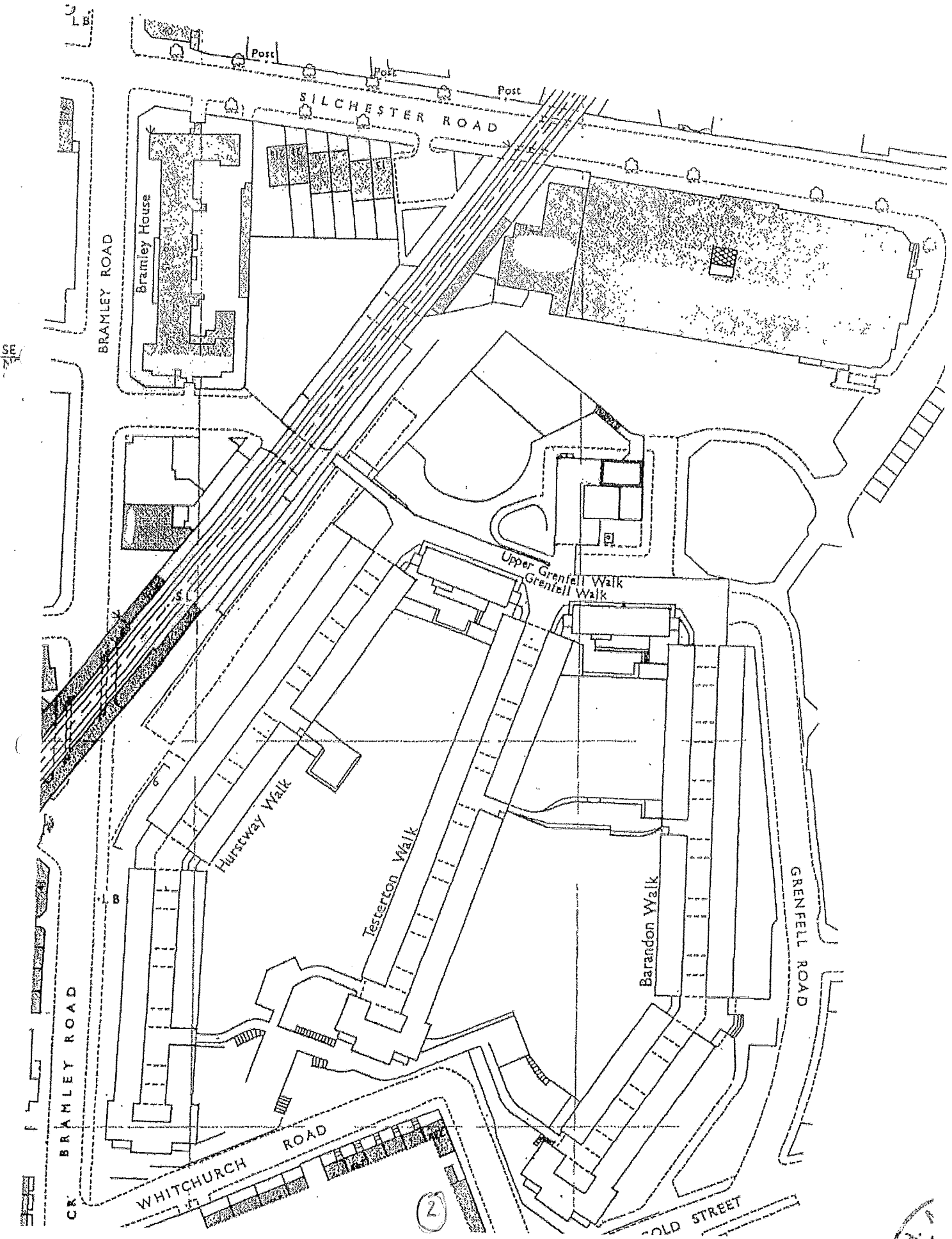
NATIONAL GRID
TQ 2380

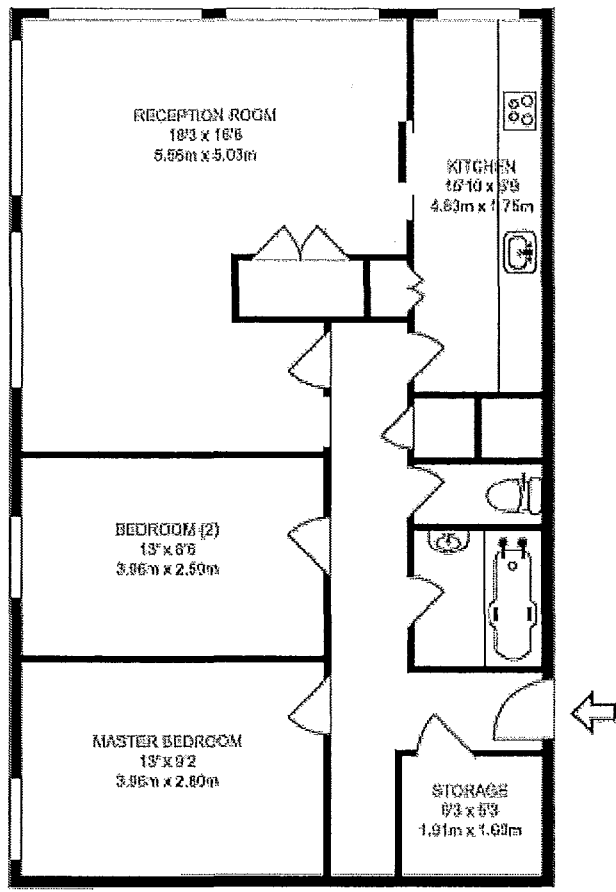
SEC

Scale: 1/1250

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BOROUGH OF KENSINGTON AND CHELSEA





3

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

From: Millicent Williams <[REDACTED]@kctmo.org.uk>
To: 'shah Ahmed' <[REDACTED]>
CC: Nicola Bartholomew <[REDACTED]@kctmo.org.uk>; Cllr.Blakeman <Cllr.Blakeman@rbkc.gov.uk>; cllr.atkinson <cllr.atkinson@rbkc.gov.uk>; cllr.lasharie <cllr.lasharie@rbkc.gov.uk>
Sent: Mon, 24 Oct 2016 10:44
Subject: RE: U217012770250 tenant handbook

Good morning Mr Shah

Thank you for your email.

Unfortunately, I am unable to provide you with a copy of the Tenant's Handbook' at this time as the manual is currently under review. It is hoped that the tenant's Handbook will be ready for distribution early next year (2017).

Kind regards



Kensington
& Chelsea

TMO

Millicent Williams | Neighbourhood Officer | Lancaster West

Kensington & Chelsea TMO | 1 Station Road | Lancaster West Estate | London | W11 1AH

www.kctmo.org.uk

Kensington and Chelsea Tenant Management Organisation

www.kctmo.org.uk

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Mob: [REDACTED]
Email: [REDACTED]@kctmo.org.uk

Please consider the environment before printing this email

From: shah Ahmed [mailto:[REDACTED]@aol.com]
Sent: 06 October 2016 10:33
To: Millicent Williams <[REDACTED]@kctmo.org.uk>
Cc: Nicola Bartholomew <[REDACTED]@kctmo.org.uk>; Cllr.Blakeman@rbkc.gov.uk; cllr.atkinson@rbkc.gov.uk; cllr.lasharie@rbkc.gov.uk
Subject: Ref: U217012770250 tenant handbook

Dear Millicent Williams,
I hope this email finding you well.
Could you kindly send me the Tenant handbook at you earliest convenience?
Best Wishes
Shah

[redacted]@rbkc.gov.uk>; cllr.lasharie <cllr.lasharie@rbkc.gov.uk>; Nicola Bartholomew

[redacted]@kctmo.org.uk>

nt: Mon, 7 Nov 2016 10:11

ject: RE: tenant handbook

od morning Mr Shah

nk you for your email.

n looking into your query further and will get back to you shortly with a response.

d regards



ensington
& Chelsea TMO

Millicent Williams | Neighbourhood Officer | Lancaster West

ensington & Chelsea TMO | 1 Station Road | Lancaster West Estate | London | W11 1AH

www.kctmo.org.uk

ensington and Chelsea Tenant Management Organisation

www.kctmo.org.uk

e have published a new cookie policy. It explains what cookies are and how we use them on our

e. To learn more about cookies and their benefits, please view our ...

el: [redacted]
mail: [redacted]@kctmo.org.uk

Please consider the environment before printing this email

om: shah Ahmed [mailto:[redacted]@aol.com]

nt: 06 November 2016 18:51

: Cllr.Blakeman@rbkc.gov.uk

: info@platinum-c.co.uk; cllr.atkinson@rbkc.gov.uk; cllr.atkinson@rbkc.gov.uk; cllr.lasharie@rbkc.gov.uk; Nicola

rtholomew <[redacted]@kctmo.org.uk>; Millicent Williams <[redacted]@kctmo.org.uk>

bject: tenant handbook

ear Cllr Judith Blakeman,
ope this email find you well.
ease find forwarded email.

ould you please kindly seek an explanation as to why the KCTMO as a managing agent of RBKC don't have
enant's Handbook? How they manage ten thousands housing stock for RBKC without Tenant's handbook? When
as the last time they distributed tenant's handbook to the tenant and leaseholders of RBKC?

ease kindly confirm.

est Wishes

ah

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Sent: Wed, Nov 23, 2016 11:18 am
Subject: RE: tenant handbook

Good morning Mr Shah

Thank you for your email. I trust you are well.

I am currently liaising with the Leasehold Team regarding your request and will get back to you as soon as I have received their reply.

Kind regards



Kensington
& Chelsea TMO

Millicent Williams | Neighbourhood Officer | Latimer Office

Kensington & Chelsea TMO | 1 Station Walk | Lancaster West Estate | London | W11 1AH

www.kctmo.org.uk

Kensington and Chelsea Tenant Management Organisation

www.kctmo.org.uk

We have published a new cookie policy. It explains what cookies are and how we use them on our site. To learn more about cookies and their benefits, please view our ...

Tel: [REDACTED]
Email: [REDACTED]@kctmo.org.uk

Please consider the environment before printing this email

From: shah Ahmed [REDACTED]
Sent: 23 November 2016 10:35
To: Millicent Williams <[REDACTED]@kctmo.org.uk>
Cc: info@platinum-c.co.uk; cldr.atkinson@rbkc.gov.uk; cldr.lasharie@rbkc.gov.uk; Nicola Bartholomew <[REDACTED]@kctmo.org.uk>; Cllr.Blakeman@rbkc.gov.uk
Subject: Re: tenant handbook

Dear Milly,
I hope this email find you well.
I strongly believe that same "tenant handbook" apply to whether someone is Tenant or Leaseholder.
I am still waiting to hear from you and as you may know that TMO has 10 days reply policy.
Best wishes
Shah

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

From: Millicent Williams <[REDACTED]@kctmo.org.uk>
To: 'shah Ahmed' <[REDACTED]>; Cllr.Blakeman <Cllr.Blakeman@rbkc.gov.uk>
CC: info <info@platinum-c.co.uk>; cldr.atkinson <cldr.atkinson@rbkc.gov.uk>; cldr.atkinson

(4)

FW: Official Recognition

Keith Mott

Wed 05/01/2011 18:07

To: Shah Ahmed <[REDACTED]>;

From: Jane Clifton [mailto:[REDACTED]@kctmo.org.uk] **On Behalf Of** Robert Black
Sent: 05 January 2011 16:48
To: 'Keith Mott'
Cc: Daniel Wood; Anthony Parkes; Yvonne Birch
Subject: RE: Official Recognition

Dear Mr Mott,

Further to your e-mail and telephone call today, I am pleased to confirm that we are happy to give the Grenfell Tower Leaseholders Association formal recognition.


Jane Clifton
Executive Office Manager

t: [REDACTED]



w: www.kctmo.org.uk

a: 346 Kensington High Street, W14 8NS

 Before printing, please think about the environment

From: Keith Mott [REDACTED]
Sent: 04 January 2011 20:45
To: Robert Black
Subject: Official Recognition

Dear Mr. Black,

I am sending you this email to ask that you officially recognise us as the Grenfell Tower Leaseholders Association.

Regards,

Keith Mott

Secretary
Grenfell Tower Leaseholders Association

(7)



Irving
Mercury Court
Tithebarn Street
Liverpool
Merseyside
L2 2QP

By fax: [redacted]

Your Ref: RXG.GPT.AHM16.1
Our Ref: JHP/JSU/2000326-12
Date: 14th April 2011
Please ask for: John Palmer
Direct Dial: [redacted]
E-mail: [redacted]@dwf.co.uk

Dear Sirs

Our Client: The Royal Borough of Kensington & Chelsea
Your Client: Mrs Sayeda Ahmed
Incident Date: 30/04/2010

PLEASE NOTE THE ABOVE REFERENCE ON ALL FUTURE CORRESPONDENCE. FAILURE TO DO SO CAUSES DELAY.

Thank you for your letter dated 29 March 2011.

Having obtained our client's further instructions they are prepared to concede that on the date of the fire for which we are concerned the fire detection system which was in place at Grenfell Tower was defective and they are accordingly prepared to accept responsibility for your client's claim. In the circumstances our client is prepared to concede liability to your client with a view to saving costs subject to causation being proved.

In the circumstances please confirm that your client's Application will now be withdrawn.

We look forward to receiving your Schedule of Costs.

Yours faithfully

DWF LLP

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The Royal Borough of Kensington & Chelsea

IN CASE OF FIRE

USE NEAREST TELEPHONE AND CALL FIRE BRIGADE
DIAL 999 AND ASK FOR
STATE CLEARLY THE LOCATION OF THE FIRE
INFORM THE PORTER

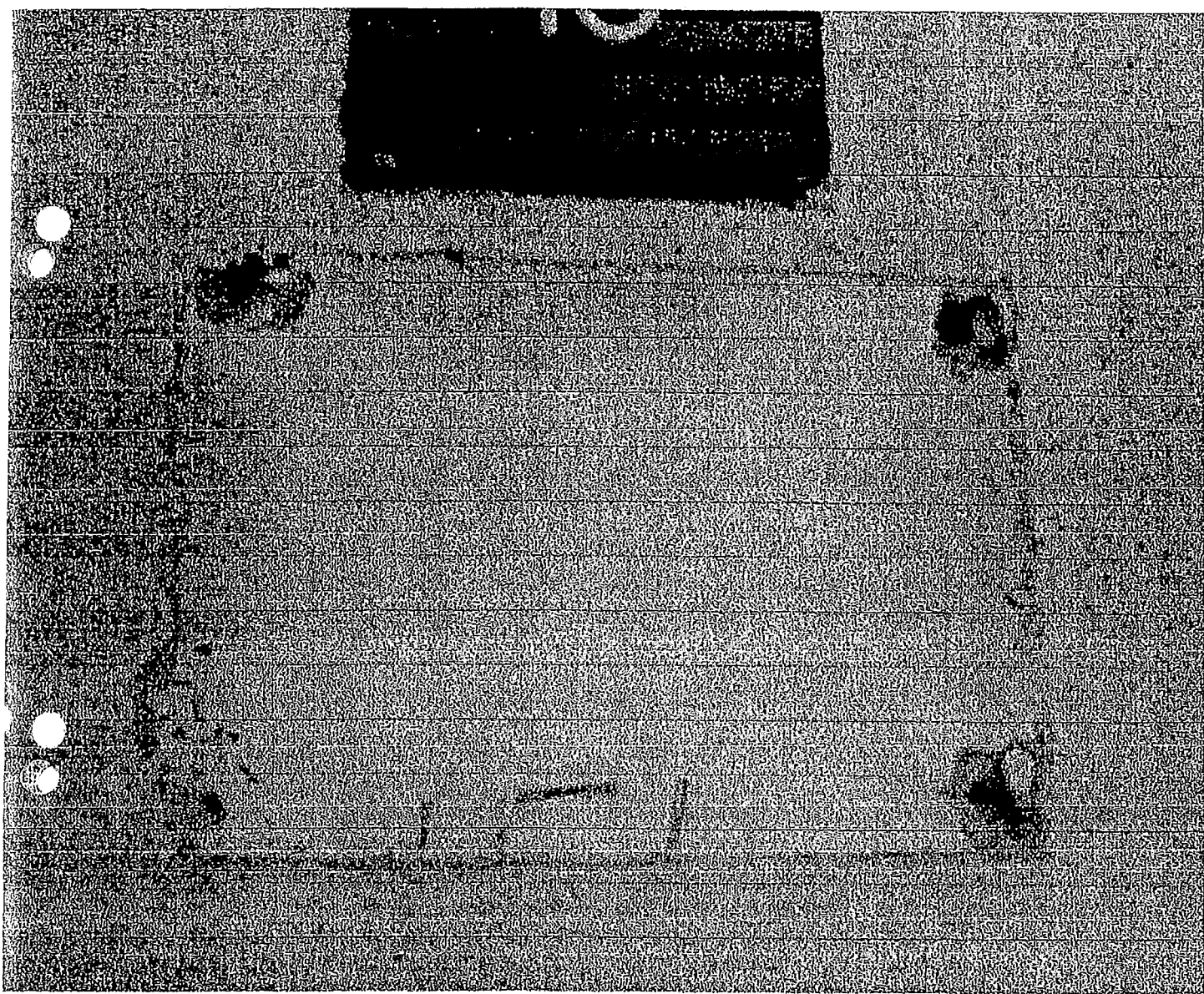
DO NOT USE THE LIFTS

LEAVE THE BUILDING USING THE STAIRCASE
CLOSE ALL DOORS
DO NOT RE-ENTER THE BUILDING

Housing Department
Town Hall
Harpur Street W.1

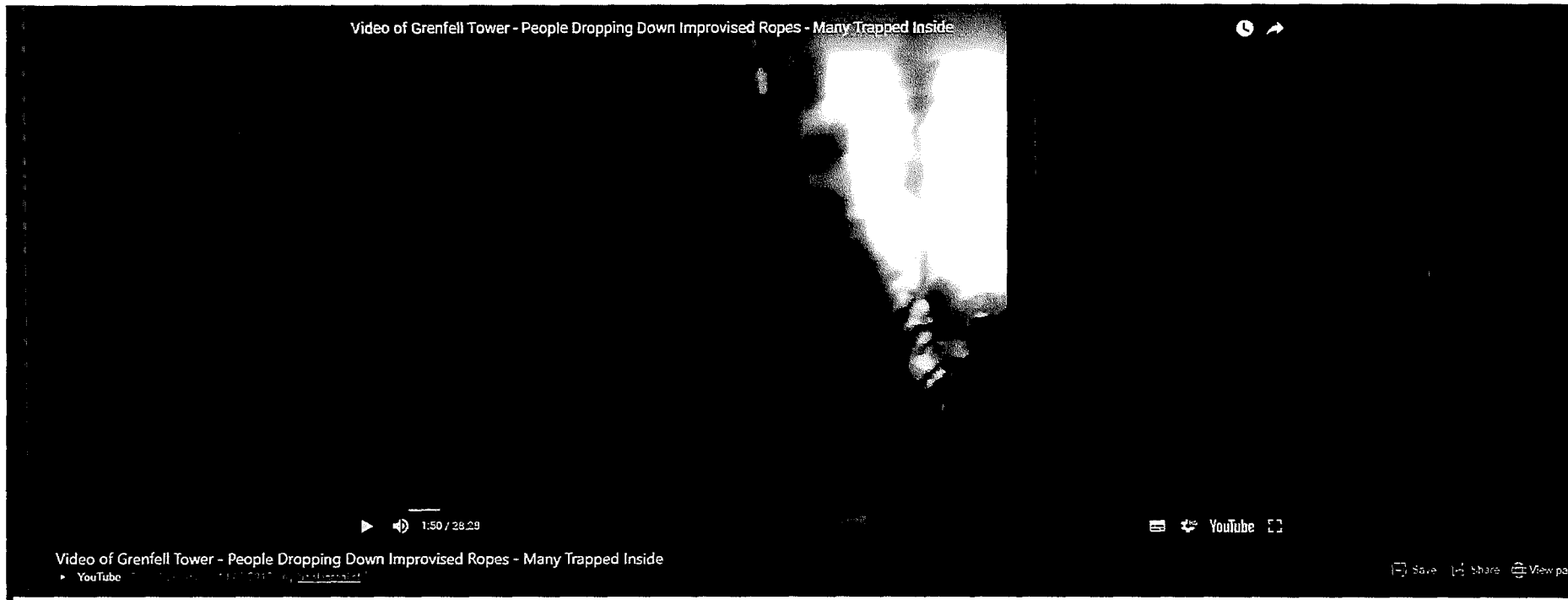
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12-11-00

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<https://www.bing.com/videos/search?q=musician+reaky+saku+in+bbc+interview+grenfell+Tower&&view=detail&mid=7FE02C665547BD33A7D27FE02C665547BD33A7D2&rvsmid=2391741183AD62ECC65D2391741183AD62ECC65D&FORM=VDQVAP>