

**IN THE MATTER OF**

**Witness Statement of:** Ahmed Elgwahry  
**No. of statement:** 1  
**Exhibits:** 3  
**Date of statement:** 25.07.2018

**THE GRENFELL TOWER  
PUBLIC INQUIRY**

---

**WITNESS STATEMENT OF AHMED ELGWAHRY**

---

I, **Ahmed Elgwahry**, will say as follows:-

1. My name is Ahmed Elgwahry and I was born on [REDACTED] 1982. I am a Core Participant in the Inquiry and make this statement about the tragic events on 14 June 2017. I will explain the events on the night of the fire and then set out some, but not all, of my experiences with the refurbishment and life in the Tower.
2. I work in City of London as an investment banker and have done so for over 10 years. I grew up in Grenfell Tower and that night lost my mother and sister. The fire has had a dramatic impact on my health and ability to continue as before. The shock of the horrific events on 14 June 2017 has been terrible.

**Household**

3. My mum Eslah Elgwahry (age 64) and my sister Mariem Elgwahry (Age 27) lived in Flat 196 on the 22<sup>nd</sup> floor of Grenfell Tower (“The Tower”). The 22<sup>nd</sup> floor was previously the 19<sup>th</sup> floor prior to the refurbishment. I was approximately 2 years old when I moved into the flat. I moved out in around 2005 although remained a frequent visitor to the Tower in order to see my mother and sister. I now live in Hendon with my wife Ferzana Elgwahry ([REDACTED]) and my son [REDACTED].

Ahmed Elgwahry

4. My mum moved into that flat in the early 1980s with my father. My father passed away in 1998. Mariem had lived in the Tower for 27 years. My mum had significant health problems and couldn't run or even walk fast. I had a very close relationship with my mum and sister. I would visit them frequently and would speak to them on the phone almost daily.

### **14 June 2017**

#### **At home**

5. The night of the fire I had met Mariem and spent the evening with her at my house with my son and Ferzana. We were planning to meet as a family over the weekend and we spoke to my mother via facetime. Mariem left after 9pm and drove home to The Tower. I went to bed several hours later. My wife, Ferzana woke me up and told me that she had missed calls from Mariem. She told me to check my phone. As I checked my phone Mariem called me. The first call I answered from my sister was at 1:43 AM. I also had a missed call from her at 1:33AM and a WhatsApp message at 1:35 AM which said "Ahmed answer please. There's a fire in the building." I have a copy of my phone records for the 14 June 2017 which I exhibit at AE1.
6. My memory of this conversation is blurred. Mariem said 'the kitchen is on fire'. I froze. I was in shock. I immediately questioned why there was a fire in the kitchen because my mum would always turn off the appliances in the entire flat including turning off the switches. I responded to say 'just get out of the building. Just get out.' She didn't disagree. I asked Mariem if my mum was with her and asked if they were both ok. She replied saying 'yes. I'm with mum'. I can't remember whether she said that she was still in her flat at that point. I quickly told her 'I'm on my way' and put the phone down.

7. When I got off the phone, I quickly got dressed. I turned to my wife, Ferzana and just said 'I feel sick'. I just knew something was not right. The fact that the kitchen was on fire was not normal. Before I left the house, Mohammed Rasoul called me. Mohamed is a good friend of mine and he lives in Flat 25 on the 5<sup>th</sup> floor of the Tower. He told me that he was already out of the Tower with his family. He told me they were taking him to Kensington Leisure Centre. He didn't explain the severity of the fire on the phone but perhaps he might have not known at that point or didn't want to worry me. I said goodbye to my wife, ran down the stairs, opened the front door and ran to the car.

### **In the Car**

8. Patrick Duffy called me whilst I was driving. He used to live in Flat 153 on the 18<sup>th</sup> floor of the Tower. We were good friends. He asked if I knew what had happened and I told him that I had spoken to Mariem and was on my way. I spoke to some of my other friends on the way too and told them that I was on my way to the Tower.
9. Mariem called me at 1:48AM but this was only a five second call and I can't remember the conversation. Mariem called again at 1:49 AM and this was for a minute. I think this is when she told me that she had tried to go down the stairs but couldn't as there were others going back upstairs and were telling her to go back up. I don't know how far down the stairs she went. She said that the neighbor in Flat 205 had let her and my mum in. Flat 205 was on the 23<sup>rd</sup> floor, on the floor above my mother. It seemed odd to me because fires never spread in Grenfell Tower. We had experienced fires over the years and they never spread to the nearby flats and so I was thinking, "What the hell is going on?" I said to Mariem 'I am on my way. Is mum with you?' She said that she was. I tried to reassure Mariem by telling her that Mohammed Rasoul and other residents that I knew were out of the Tower safely. I also told her that the firemen were on their way.

### **Arrival at the Tower**

10. Having received a phone call from Mohamed and Patrick, I knew there was something seriously wrong. I got into my car and I took the A40, A406 route from Hendon towards Grenfell Tower. As I got closer to the Tower I noticed that the traffic had started to increase significantly. I got there at 2.13am. I know that as I called my sister. I was approaching the area by Stoneleigh Road but it was gridlocked from there. I remember seeing Ambulances, Fire Engines, Police Cars, and normal vehicles, which I presumed belonged to other relatives or friends who were rushing to get there, as I was. I found a space as soon as I turned into Stoneleigh Road and I parked the car. I called my sister and said, "I'm here just hold on."
11. I drove down Saint Anne's Road which was already packed with cars and there were lots of people standing around on the pavements. I turned right and parked at Stoneleigh Place as it was the first parking space I could find. I couldn't drive down any closer to the Tower because there were so many police cars, ambulances and fire engines around. I started sprinting down Stoneleigh place onto Sirdar Road. As I was sprinting, it felt like I wasn't even moving. I was freaking out.
12. Mariem called me at 2:13 AM. This was a three minute call and I think this was when I was running down the road to get to the Tower. I can't remember this conversation.
13. When I got to the top of Sirdar road I could see the East side of the Tower. I was completely shocked. The fire was raging. I had never seen anything like it before. It looked like a movie. I couldn't believe that it was real. I could clearly see where the fire had started. At that point the fire had spread diagonally from the side that it had started. The fire was spreading so quickly. It was as if the whole tower was covered in tissue paper because of how fast it was spreading. I was horrified. From the East side of the Tower, I could see my mum's kitchen and part of the living room was completely on fire. As I looked at the fire, I made an immediate judgment call that if my family didn't try to get out, then they were going to die. I knew then it was going to be a case of them dying inside their flat or to die trying.

## **Inside the fire command vehicle**

14. I started to run down Grenfell Road and suddenly a police officer tried to stop me from running any closer to the Tower. I was waving my phone at him shouting something along the lines of 'My sister is in there! My sister is in there!' I can't remember what the police officer said but I believe he told me to go with him or at least directed me to where I should go. I could see firefighters with hoses spraying the water at the Tower. The hoses couldn't even reach half way up the Tower. I thought these hoses were completely useless. My heart sank as the fire services clearly did not have the right resources to put out this fire. The fire was roaring. The fire had spread so much and I could feel the heat from the fire. I thought about running into the Tower to try and save them. But when I looked at the severity and strength of the fire, I knew that if went in, I wouldn't make it back out alive. I thought it would be selfish on my son and wife because they would have lost me too. I felt completely hopeless. I felt so guilty because I knew my mum and my sister were in there but I couldn't save them. I do not recall ever encountering a police tape that is used to cordon off an area when heading towards Grenfell at this stage of the night. But I recall this when I was on Bomore road which I refer to below.

15. The policeman took me to what I could only describe as a fire command vehicle. I do not know if it was the closest emergency vehicle, but it was on Grenfell Road, where my sister used to park her car.

16. Inside the fire vehicle, I was standing in a really confined space with one other fire fighter and policeman. We both stood next to each other and he was the only firefighter I spoke to that night. I don't know what his name was. The firefighter was holding a board which had all the floor numbers and flat numbers in the Tower. I am unable to confirm whether this board contained the layout of floors and flats pre or post refurbishment. My initial thought was he had taken it from the reception in the ground floor of the Tower but then I realized at a later date they only had that board on the ground floor by the lifts before the refurbishment on what was known as

“Street” level. He was analysing the board. At this point, I realised how unprepared the Fire Brigade were. It was clear that the fire services could not keep up with how fast the fire was spreading. I was still on the phone to my sister and I said to her, “*look I am going into the fire engine just hold on*”.

17. This is just my observation, but I don't know how organised they were, it's only because of what I saw, one water hose going up from where I was standing, it didn't feel that there was a sense of preparation or organization. It didn't feel like they had this under control but to be fair, how could they? [REDACTED]

18. I was inside the command vehicle with a policeman and firefighter. The firefighter started providing advice such as tell Mariem to lay low with her nose touching the floor and to go to the bathroom and inhale the drain. He asked does she have a wet towel? Can she block smoke coming in and so on. Mariem sounded like she was cooperating because she would say “hold on”, but I really do not know what she was doing because she never rejected the recommendations but listened and acknowledged what she was being told to do. I asked if there was anything else as it just did not sound enough and finally, when all was said the firefighter told me to tell Mariem to call 999. I looked at him in complete disbelief. I think I actually laughed in shock and said ‘you have to be kidding me?’ When I told Mariem she too reacted in complete shock. With all due respect he is part of the fire brigade services that should be providing instructions and yet he was telling me to call 999. The fire fighter looked at me and he didn't have anything else to say. He was speechless. He knew that he couldn't help my mum and sister anymore. He almost turned away and started ignoring me when I asked further questions. This was extremely difficult to comprehend especially when I knew my sister was still on the phone and felt that when I arrived I was going to help in some way when the fact of the matter is I couldn't. At this point I thought about running into the Tower again to try and save them. I then remember the policeman's look at me also aware of the way the firefighter was behaving and understood there was nothing else that could be said he

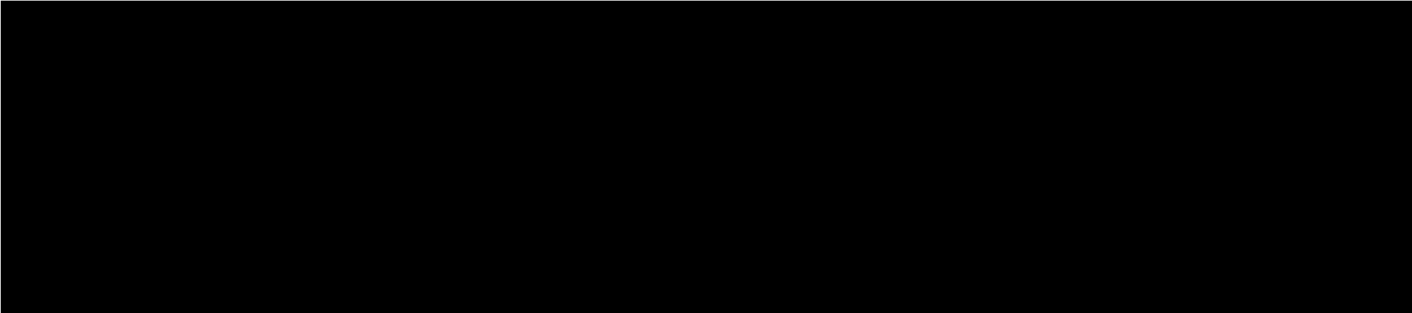
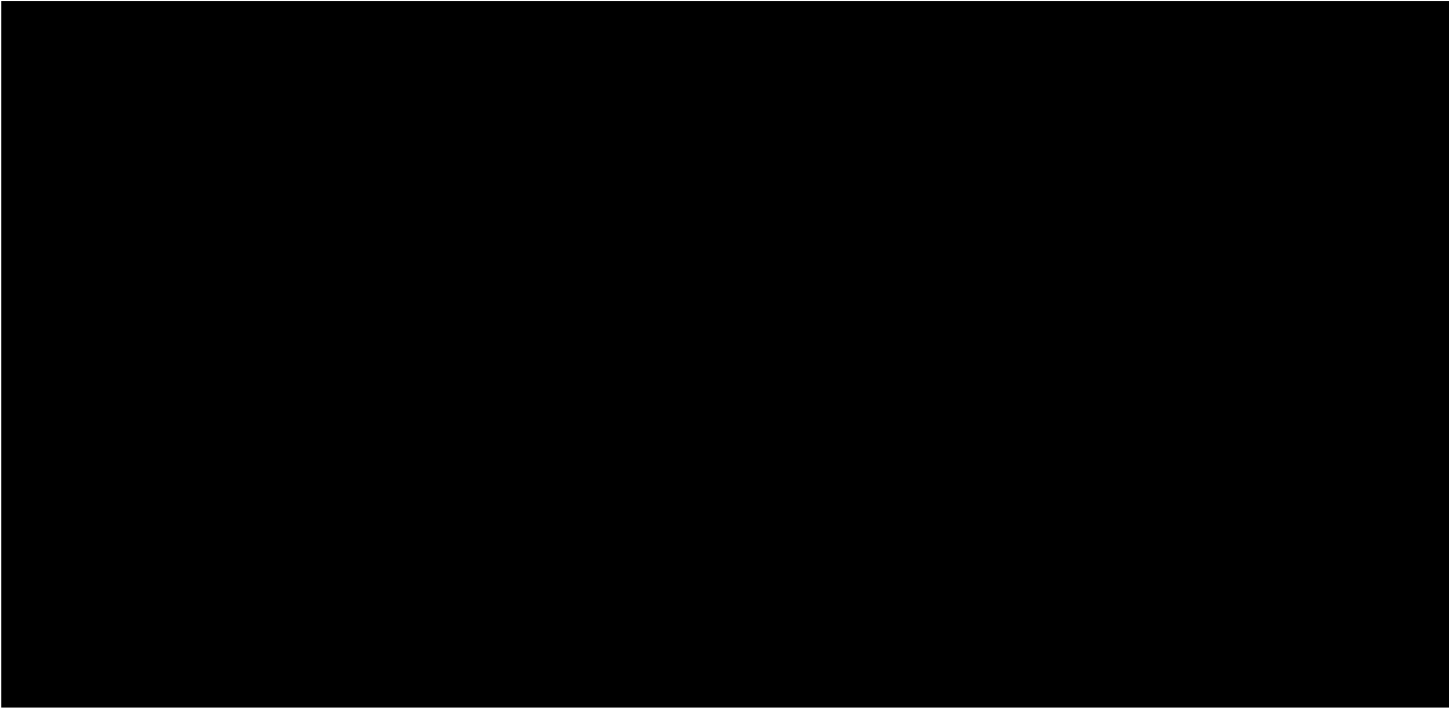
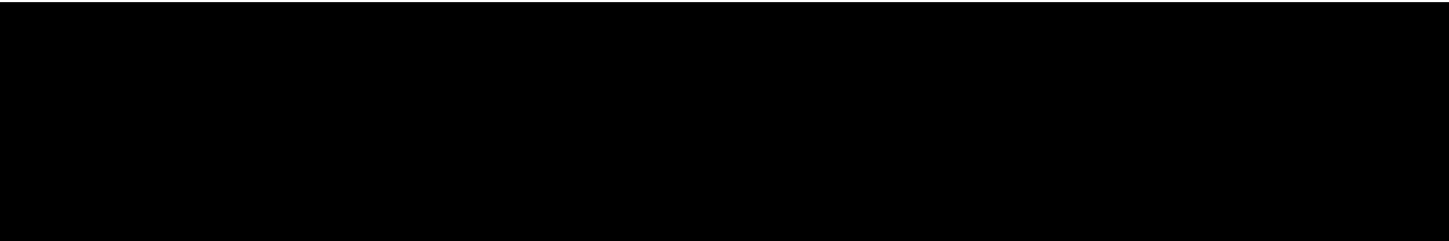
looked at me and escorted me out of the vehicle and we walked to Bomore Road next to the Kensington Leisure Centre.

### **Inside the cordoned off zone: Bomore Road**

19. At some point when on Bomore Road the police started to cordon off the area. I remained inside the cordoned off area the whole night. I was by the emergency services on Bomore Road facing Kensington Leisure Centre. From where I was standing, I could not see Flat 205 which was where my mum and sister were. Flat 205 was on the North and West side of the Tower. Where I was standing I had full visibility of the East side of the Tower. On this side you can view the kitchen window and the living room partially for flat 196 where my family lived.
  
20. I could see the building completely filled with fire, blue flames, and people inside. There was just the most disturbing screaming that I have ever heard in my life. You could see this little water hose against this big flame and thinking “What the hell’s that going to do?” I do not mean to be disrespectful to the firefighters, it seemed they did not have the resources. What they had was insufficient to the task.
  
21. A little while later, the police said that we needed to move further back away from the Tower. I told them ‘I know that you can’t help me but can you at least leave me to talk to my sister whilst looking at the Tower’. I was in my own bubble. I was in a complete state of shock. The police officers had accepted that I wasn’t moving from this spot so they agreed and left me there. I was now only with police officers in this cornered off area. I didn’t want to risk walking all the way round to the North and West side of the Tower where I could see Flat 205 just incase any of the roads were blocked off.

## 999 Calls

22. Mariem made 4 emergency calls to 999 in the evening. I have been given transcripts by the police and they have also confirmed that all were made from Mariem's mobile phone. I have not been able to face listening to the calls personally although my solicitor has and all are of the same voice and is that of a young woman. She did not lend her mobile phone to anyone else that night and having read the transcripts in full, I share the view of the police that they are of Mariem.





### **On the phone to Mariem in Flat 205**

28. I called Mariem at 2:29 AM for four seconds but I think it went to voicemail. I called Mariem again at 2:30 AM but she didn't answer. I now started to really panic.
29. Mariem called me at 2:31 AM and that call was for one minute. We didn't even talk about the 999 calls. Mariem clearly didn't want to worry me.
30. I asked her "*can you see fire where you are? Can you look out the window?*" She said, "*No, I can only see smoke at the moment*". I said, "*Ok, how many are with you?*" She said there was six (6) or seven (7). She obviously at that time was confident in moving around that flat and she seemed quite calm, she said 'we are all here'.
31. I asked her if she could you leave? She said, "*No, outside the flat it's just full of black smoke, we have no vision, and we can't see where we're going*". She refused to leave, no matter what I said to her. I couldn't take the risk of saying to her you need to go, or you're going die and even if you go you might die because I had no idea what the state of the stairwell was. I also kept asking her "*Can you see the fire?*" She said "No". I asked where they were and she said, "*I am in the kitchen now. I've done everything that I have been told to do. I've got a wet towel, we've got a towel under the kitchen door, its sealed, and we are just sitting.*"

32. I continued trying to persuade her to leave with mum, but she refused. No matter what I told her she refused.
33. The other thing that the firefighter told me when I was in the command vehicle was to tell her to lay flat on the floor, with her nose touching the floor, so I told her that too. I also said to her if there is any smoke I would rather you do not talk to me, just save your breath, cover your mouth, leave the phone lines open, and so let them know your still there. I wanted to try and keep did give her false hope. I just lied to her basically, and I said *“they are coming for you”* and I said, *“don’t worry you know Mohammed’s out, other people are out, I can see people are coming out, they’re coming to get you, so don’t worry they are all coming out, they’re coming out”*. I just started getting desperate, without trying to scare her, because I could not see or feel what she was going through, her or my mum. I never spoke to my mum that night, because I just knew that she would be freaking out, and my sister said she was freaking out. I knew that I had to speak to my sister, because she is the only one that will remain calm with me. I said to her *“why don’t you try to get out”* and she said *“No, I’m not going to, I won’t be able to see, it’s all black, I’m not going out there.”* I said *“Why don’t you at least grab Mum, you know the layout of the flat, we’ve been there long enough. If you know the layout of the flat, why don’t you just use your hands, and just, get on your knees and just get out.”* I told her that she knew where the stairs are, and she said *“no”*.
34. Part of me thinks that the reason why she did not have that confidence to leave was maybe to do with the fact that that she had our mum with her. My mum is disabled, she cannot run fast, she cannot even walk fast, so, I think she must have had it at the back of her mind. Maybe if she was on her own she would have done it but there was no way she could leave Mum.

### **Sounds and others in flat 205**

35. I could hear coughing in the background. I never heard other people talking, but I did hear coughing. I could hear helicopters in the background when on the phone to Mariem. At no point in time, in my conversations with my sister could I ever hear a fire alarm but I heard the helicopters because they were near Mariem and my mum.
36. There were moments of just silence between me and my sister, because it got to a point where I had nothing else to say to her. I was trying to keep my sister calm. At times my sister started to freak out saying, "*We've been here waiting 45 minutes, where the hell are they?*" I could only tell her the same thing, which is "*They're coming*", "*Just hold on.*" That is all I remember kept on telling her. I tried to stay calm and checking if Mum is ok. My wife and many others were trying to call me but I knew that if I disconnected the phone call to my sister that I will never be able to call her back, so I just did not answer the phone.

### **The last phone call from 2.33AM**

37. The last phone call was from 2.33am. I hung up the phone at 4:27 AM. During this phone call it was pretty quiet. There were no fire alarms going off. I could hear coughing but I didn't hear screaming or shouting. I'm not sure whether my sister was lying down on the floor for the whole time or not. I became very concerned because her coughing was beginning to increase. I was really panicking. I was so desperate for her to get out of the flat and said to her 'can you at least try to get out?' She said, '*No. I can't get out. The landing is filled with thick black smoke and I can't see.*'
38. I just kept repeating '*just try to get out. Just try to get out.*' I told her to '*get on your knees with mum, stay low and crawl over to the stairwell and just try and get out. Touch the walls to guide yourself out. You know the layout of the flats.*'. She refused and said that she wasn't confident enough to leave. Part of me thinks the reason why she did not have confidence to leave was because she didn't want to leave our mum

who was disabled and couldn't walk or run fast. I could only tell her to do this but I had no idea how bad the smoke was in the stairwell.

39. Mariem was quiet but then said, "*Oh my god*" and freaked out. She never said if she saw fire. I do not know whether she could see fire at the windows or smoke coming in through the kitchen door, I do not know. I was starting to think that the smoke was coming in that way or through the sliding wooden doors which separate the kitchen from the living room. I know that the kitchen was the last area to be affected, because I could tell from seeing where the fire was affecting my flat. I knew if she is ok in the kitchen, that must mean that the fire is wrapping round the tower, and the last area to be covered in the fire is that side, which means that the bedrooms in the flat are all getting set on fire. I asked her if anyone was with her in the kitchen she said "yes", I do not know if there were still six (6) or seven (7) people, but that was the number she gave me. That brief panic happened so quickly, she started coughing. I could hear more people coughing, and I said, "*Don't talk Mariem, just stay with me*". Then she didn't say anything, she just started coughing, and coughing for less than a minute, it was so quick. Then she started mumbling and I started panicking, I said "*Mariem are you still there?*" she just started like humming, like deep humming because she could no longer speak. Then I said, "*Can you at least bang on the floor, make a noise*" and I could hear someone just banging. I do not know if it was her, but it must have been her because every time I asked her to do it, she did it. Then the mumbling, humming stopped, and then she stopped responding. That happened very quickly, I assumed that as she was not responding our mum was gone as well, but then I heard my mum for the first time, I heard her voice, I do not know how long afterwards 20-30 seconds afterwards, she just said in Arabic "*I can't breathe, I can't breathe.*" She sounded so desperate. I didn't hear her again. She was gone.

40. I think it was around 3.10 to 3.15am when I lost them. It was clear to me that it was the smoke that they died from as Mariem was telling me that she could not see fire, only smoke. I think I was on the phone to Mariem for about 40 to 45 minutes before she passed away.

## **Fire breaking in**

41. Around 5 to 10 minutes later, I could hear crackling noises. I could hear the glass windows break. I could hear the fire entering the flat from the window. I will never forget how violent and aggressive it sounded. I could hear it penetrating through the flat and heard bubbling noises. I could hear pots and pans falling and smashing everywhere. I could hear things moving around quite violently and after that it was just burning. What I did not hear, thankfully was anyone still alive when the fire entered the kitchen. I know that whoever was in the kitchen died well before the fire entered that kitchen.

42. I kept shouting down the phone '*Mariam! Mariem!*' I knew that she was gone but I thought she might hear me. I was in a complete state of shock. I kept shouting and repeating '*They're coming. They're coming.*' I was crying my eyes out. It was so distressing and I completely broke down. I stayed on the phone until 4.27am just listening to the flat being burnt. I stayed on the phone in hope that maybe a fire fighter would have made it to the top of the Tower to rescue them but I didn't hear anything. By that point I had heard enough. After I hung up the phone I didn't call her again. I couldn't really comprehend what had happened.

## **After the call**

43. I was obviously upset and broke down and was in shock, and couldn't really comprehend what happened. I spoke to my wife and just told her "*they're gone*". I literally just crashed down and sat on the floor. It was from shock. The police from that point just got on with it, they did not bother me, and they just left me. They just knew I was not going to do anything irrational by that time since numerous police officers had already attempted to move me and took my details down.

44. At some point the police tried to move me, not forcefully or anything, they just said maybe you should go. I think they suggested Harrow Club or to go to the Pub around

the corner next to Latimer Road station. I told them that I wasn't going anywhere. I said, *'my family have been burnt while I am talking to you, what's the point'*, I think they mentioned that there were people there, and they were trying to reassure me that they might have gotten out and to take a look. *"I'm not going anywhere, because they were in the tower and they've been burnt and they're dead"*.

45. I just remember looking around, observing, looking at the police, and everyone was just getting on with it. Not fazed by what was going on, but I just thought that it is getting quite intense now, the heat and the smoke, particularly the smoke, but everyone was just carrying on.

46. I walked past Kensington Leisure Centre, at the entrance, and you could see all the firemen lined up just sitting down on the floor, recovering from what they had just been through. I will never forget the fear in some of the firemen's faces when they were going in and I will never forget the way they came out. The best way to describe it is just complete shock. When they came out, you could see like their faces spoke a 100 things, as if they had just been through shock themselves, trauma themselves, and they had come out, black helmets.

47. I then looked up at the Tower and then walked past the main entrance of the Kensington Aldridge Academy. As I was walking along Silchester Road to meet a friend, Amir, who lived [REDACTED], the pavement was covered in black debris. There were thick black chunks everywhere: the cars had debris on them, the roads had debris, it was just like a movie. It had reached far from the tower and was past the Academy, and down to the pavement and onto the main road. I then returned to Bomore Road with Amir and escorted by the police as they promised.

48. I took some photos of the Tower at 5.08am on Bomore Road and another at 5.32am which I exhibit at AE5-AE9. There were a lot of police officers here. I asked a fire

fighter how far up the fire fighters managed to reach. He told me that he couldn't get passed the 15<sup>th</sup> floor because it was too hot.

49. I met with Mariem's boyfriend, and let him into the cordon area. He was by the Foreland Medical Centre, and I told the police to let him in. We stood there in shock, he had not spoken to her, so he was of the view that she might be alive, and my mum might be alive. In fact, the majority of people thought I was crazy, and they were telling me to go to the hospitals, and look for them. I was telling them that there was no point in doing that.

50. I stayed up for 26 hours after the fire and could not sleep. I went with others to St Mary's hospital and, I think, to Chelsea and Westminster Hospital. My friends were splitting up going to different hospitals, but I did tell them that they are wasting their time. I stayed with a friend and could not go home for 3 days.

#### **WIDER BACKGROUND:**

51. I want to set out some of the wider background and my experience of the Tower and refurbishment. There is more I will want to add in phase 2 but at this point would like to explain some matters

#### **Life in the tower – previous fires**

52. When I lived in Grenfell Tower I remember a fire of the side facing the Academy. It was one of the lower ground floors maybe the 6<sup>th</sup>, 7<sup>th</sup> or 8<sup>th</sup>. Floor. Its daytime and it was not an Academy then but a football pitch and a lot of greenery. We went downstairs and it was quite casual. I recall the concrete above the window where the fire was all black due to the flames. The fire brigade was there. The fire was compartmentalized and the fire did not spread beyond the flat where it started. And residents were downstairs.

53. There was a large fire alarm with a great big bell on the ground floor reception area, in the lobby. It used to be so loud. You could hear it in the lift from the ground floor to higher floors but I do not know exactly which floor. It was the loudest, most annoying alarm with a big old-fashioned round bell. But I recall you could hear the alarm bell from the landing but not your flat. Normally if there was a fire we would automatically look out the window, and see where the fire is. If it was close I knew I needed to go downstairs but if not we were safe to remain where we were.
54. I also recall on the ground floor on the left hand side when walking in through the second door there was a fire panel just before you get to the lifts. There was no fire panel visible that I recall when Grenfell was refurbished. I have to assume this was relocated somewhere else?

#### **Refurbishment – loss of access and visibility**

55. The access points to Grenfell Tower used to be so much better before the Academy was built. The site of the Academy used to be a football pitch and tennis courts. There was also a huge car park for Kensington and Chelsea leisure centre. This gave good access to the Tower. The other access point was at the other side by the mechanics on Silchester road. In the past it was possible for firemen to walk all the way down past the tower, down to Latimer station. This would also lead to the Grenfell Tower main entrance. There was clear visibility and clear access points, and all if not most of these were eliminated as soon as they built the Academy.
56. Parking around the Tower also restricted access. During the refurbishment of Grenfell Tower, and after for that matter, the parking was a complete shambles. My sister paid the TMO for an allocated parking bay quite close to the tower. But the space was always taken by someone else or cars were parked and abandoned there. At one point a white van was dumped there for months but there were no parking tickets, no clamping. The council just ignored the parking issues. It means people parked on double yellow lines or anywhere they felt like it. My reason for mentioning this is that



if access was made worse by the Academy then it was more important that parking was monitored and the roads made clear.

57. The Academy was built in about 2014, the leisure centre has been there for years and this was knocked down and re-built on exactly the same site. I did not agree with the Academy being there. It removed space, it made access worse and made it harder to get round and to see the whole Tower. When I lived in the Tower, you were aware that there was only one staircase but we felt safe because fire did not spread, and the Tower was strong. But the refurbishment changed all that.

### **Refurbishment: Windows**

58. During the refurbishment the windows were replaced. When I lived in the Tower the windows were single glazed and you could slide them open. They had a metal frame and you could slide open the window fully. With the refurbishment they added double-glazing, which I thought was great for my mum and sister, although I never thought the flat felt cold. But when they put the new double glazing in they repositioned the windows, pushing it back so you effectively had more space to lean on before you could out of the window. An immediate concern with this, was how difficult it was to close and open those windows. The windows were not simple to use. They were quite stubborn and did not work properly. Some of the windows in the living room would never fully lock, so it would close, but the handle would never fully lock in, and never fully click.

59. With the new windows you could feel a breeze coming in. It was like a flow of air coming especially in the living room. We found the flat colder, not warmer, after the refurbishment. The TMO told us the purpose of installing the new windows was to provide better insulation but that was not achieved.

60. On the weekend I visited my mother and the window was partially hanging off the hinges and my mum had to get a blanket or towel to cover it. This was a brand new

window which had “come off the hinges” as stated by Mariem in an email. I recall we could not close it. My mum and sister contacted the TMO and were blamed for breaking it. My mother could hardly use her hands and it was impossible for her to break the window let alone grip the handle.

61. The window was not completely off but it was hanging off. My sister wrote to the TMO and I exhibit emails about this at AE10 to AE69.

62. On another occasion we could not close the window properly. My sister sent e-mails concerning the problems and contacted a resident called William THOMPSON, who lived on the lower ground floors. My sister sent an e-mail to Willy to raise concerns at a meeting as she was not able to attend that day. She explained in the email that you could hear a whistling noise from the breeze coming through the window. Rydon was the contractor and someone came up and accused my sister of not closing the flap at the top, this was a false accusation and again, she felt fobbed off.

### **Refurbishment: Extractor fan**

63. The new kitchen window had an extractor fan. It was useless and the extractor fan did not actually extract anything. It kept making a popping noise and was constantly flapping, so they just turned it off. I spoke to a handful of residents who said the same thing and had the same problems. There was just no point in installing it in the first place. My sister reported this via email and I exhibit these in my statement at AE10 to AE69.

### **Pre refurbishment: Power surges**

64. A few years ago my mum and sister told me about the problem of power surges in the flat. One day the toaster went because of a huge power surge. My mum also said that the washing machine had become problematic and though this was because of the

power surge. According to my sister the TMO asked her if she had household insurance, which she did not, and were unhelpful in explaining what happened. Given the history of power surges was it a power surge that started the fire at Grenfell? Its difficult to ignore this debate.

### **Refurbishment: Removal of security**

65. One problem with the refurbishment was that they removed the security. Before the refurbishment the security would be on the ground floor but after the works, there was just an open space and stairs on the right, and the boxing club and new flats. After the refurbishment, there was an attempted burglary at our flat on a number of occasions. At first when we were told about this, we thought my mum was crazy. We had never had this problem before but it turned out that someone had been fiddling with the door. The Police came to the flat and it seems someone was tampering with the door and forcibly putting their weight on the door. I do not know if they reported it to the council. Because security got worse I installed a camera outside the door, which I was able to view on my phone. My mum is disabled and I wanted her to feel safe.
66. Whenever I used to leave my mums flat I always had to make sure that the stairs were clear. She was always paranoid about the stairs. She would hear people on the stairs, and I would smell urine and once found someone sleeping on the stairs.
67. The security got worse with the refurbishment. Instead of a porter in the lobby there was a two-step process. There was a key fob on the door and then another fob to where the lifts were. But once you opened the front door at the main entrance, the second door would then open. It would be accessible at the same time for a short period of perhaps five (5) or six (6) seconds. This defeated the purpose of having another door and meant security was poor.

### **Refurbishment: change in stairway**

68. The stairs inside Grenfell are narrow; there is only a single staircase in that tower. We used to run up and down those stairs for exercise when we were kids, but you would never see us running up the stairs side-by-side. Before the refurbishment the stairs were ventilated and were always cold. But afterwards the refurbishment they became significantly warmer.
69. Before the refurbishment if you went to the bottom of Grenfell Tower, there was a set of separate stairs, that allowed you to go up one floor to a walkway, that allowed you an alternative entrance to get into the tower. The floor was actually called the “walkway”, so it was Floor W. The walkway used to let in a lot of air and was very windy. The walkway door was a heavy-duty door. To open it you had to be forceful because the wind was so strong at times and would go all the way up the stairs.
70. When they did the refurbishment the stairs suddenly became warm. The drafts disappeared. I do not know if it was because of the re-structuring of the building, or building the new apartments but the stairs became a lot more enclosed and less draughty. I think this would make clearing smoke much harder than before.

### **Refurbishment: Boiler replacement and fear of the council**

71. My mum was concerned that the TMO wanted the boiler repositioned by the flat entrance. She was really upset about the disruption but was frightened to voice her concerns. The boiler used to make a noise after they repositioned it. My mum said she could not sleep at night because of the noise coming from the boiler. The boiler used to be in the kitchen before but in the new position made a noise and blocked the hall. Mariem e-mailed Rydon to raise her concerns. (please refer to the email exchanges between Mariem and Rydon regarding this).

### **Refurbishment: Water pressure at the top of the Tower**

72. One problem we faced was issues with the water pressure in the kitchen and bathtub. I recall it was weaker after the refurbishment, but this was also evident before the refurbishment. The drop in pressure was quite noticeable and has varied over the years. We were in flat 196, on the 22<sup>nd</sup> floor. I do not know if it was to do with the pipework but it reduced in pressure. Did this make a difference to the firefighters?

### **Refurbishment: Poor construction**

73. I am not a craftsman, but it was an obvious concern that the building construction was so poor that windows in high rise buildings were not installed correctly. Why was a brand new extractor fan not working? Why was a breeze coming from brand new windows? I felt the works were done badly and without care. The flat was colder even though it had a new heating system and new double glazed windows. It just does not make sense to me. Surely the objective was to make these homes better, more updated, more insulated. They were not. Instead it looked nicer on the outside. All the residents saw the problems but why did nobody look at the competency and qualifications of the contractors working on the refurbishment? Where was the inspection process and what was exactly being inspected during the refurbishment? I find these things difficult to ignore.

### **Refurbishment: doors**

74. The front doors were changed. The new ones looked better but were a lot lighter, and our front door had glass. The previous door was thick wood and heavy. As with the windows, there were problems with the new door. The door handles were loose, and you had to keep tightening it.

## **Refurbishment: Confusing floor numbers**

75. The refurbishment led to a confusing way of numbering the flats. It was now illogical it was. Before they added the two floors with the new apartments, you had floors one (1) to twenty (20), and we were on the 19<sup>th</sup> floor and every floor had six (6) flats, so the flats were numbered 191 to 196. This was simple to understand. After the refurbishment they changed the floor numbers to take into account the new floors but now the 22<sup>nd</sup> floor still had flats 191 to 196. I remember the fire command vehicle with the firefighter looking at the board and how confusing it was. I do not know if it would have made a difference that night with the fire service understanding but it was confusing. I also cannot confirm as previously mentioned whether he was looking at the floor/flat number layout post or pre refurbishment.

## **Disabled people at the top of the tower – what planning?**

76. As mentioned my mum was often sent letters by RBKC offering to pay her to leave or offer to be relocated to another area. However, she was happy where she was and although she was disabled she did not want to move. I know that many people on the top five (5) floors had mental or physical disabilities. I do not recall any assessment being made for people like my mum who were council tenants. I do not recall any planning of how those with a disability, or mobility problem might leave the building in the event of a fire.

## **Blame and threats from the TMO**

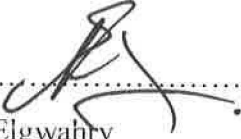
77. For years I have thought the council wanted to demolish the building. I heard that my mum was offered money offered money to move out and live elsewhere. My mum was not interested in moving, she was very proud of what she had done to the flat anyway. She had put a lot of her own time into the flat, and made it nice. She was comfortable, and more importantly, had all of her own friends close by.

78. My sister did raise issues with Rydon and the TMO. She was honest about problems and explained what she saw but when she did Rydon and TMO would seek to blame others. It was as if each would say, "*it's your fault, no it's your fault.*" Nobody would take responsibility and nothing seemed straightforward.
79. I am aware that other residents received threats from the TMO and pushed people to cooperate with the refurbishment. My mum also did not feel comfortable with the works. She did not like the idea of them installing new pipe work which ruined what she had done to her house. She felt quite passionate about making her house look nice and it was her home.
80. But the way she was treated was such that my mum was always too scared to voice her concerns. She was scared that she may lose her tenancy. My mum was very vocal to my sister and I, but if I wanted to step in, she would not allow me to. In a desperate attempt to say enough is enough, she would not open the door to them. That is when the threats started to come. I remember hearing of formal letters were sent to residents but never thought it was an option to opt out of the works being done.
81. In my opinion, it was completely disastrous and complete neglect from both the Council and the TMO that led to this fire. The council are completely detached from Grenfell and ignored repeated warnings. They really do not know what Grenfell is about. In my view there is a deeply rooted cultural problem and that their attitude needs to change. We were truly neglected, as far as I am concerned, and the standard, and the quality of work in that building was clearly not the same had it been done in luxury flats, or another part of the borough. If there is not a cultural change, and I have seen this in my professional life in banking, there will be no improvement. Looking back there was no compliance, only complacency. If there are not deep changes that address these cultural issues, the problems of Grenfell will return elsewhere.

**Statement of truth**

I confirm that this statement is true to the best of my knowledge and belief.

I confirm that I am willing for the statement to form part of the evidence before the Inquiry and published on the Inquiry's web site.

Signed:  .....

Ahmed Elgwhary

Dated: 25 July 2018



**IN THE MATTER OF**

**Witness Statement of: Ahmed Elgahry**

**No. of statement: 1**

**Exhibits: 3**

**Date of statement: 25.07.2018**

**THE GRENFELL TOWER  
PUBLIC INQUIRY**

---

**EXHIBIT 'AE1-4'  
(AHMED ELGWAHRY – CALL LOG)**

---



# Mariem Elgwahry



WhatsApp



call



video



mail

14 June 2017

01:43

**Outgoing Call**

1 minute

mobile

+44 785 [REDACTED] 48

mobile ★ RECENT

+44 796 [REDACTED] 42

WhatsApp

+44 796 [REDACTED] 42

Notes



Favourites



Recents



Contacts



Keypad



Voicemail

AE1



# Mariem Elgwahry



WhatsApp



call



video



mail

## 14 June 2017

01:55	Incoming Call	11 seconds
01:49	Incoming Call	1 minute
01:48	Outgoing Call	5 seconds

mobile

+44 785 [REDACTED] 48

mobile ★ RECENT

+44 796 [REDACTED] 42

WhatsApp

+44 796 [REDACTED] 42



Favourites



Recents



Contacts



Keypad



Voicemail

AE2



# Mariem Elgwahry



WhatsApp



call



video



mail

## 14 June 2017

05:54	<b>Outgoing Call</b>	4 seconds
05:05	<b>Outgoing Call</b>	3 seconds
02:33	<b>Incoming Call</b>	1 hour 53 minutes
02:31	<b>Incoming Call</b>	1 minute
02:30	<b>Outgoing Call</b>	23 seconds
02:29	<b>Outgoing Call</b>	4 seconds
02:17	<b>Incoming Call</b>	7 minutes
02:13	<b>Incoming Call</b>	3 minutes

mobile

+44 785 [REDACTED] 48



Favourites



Recents



Contacts



Keypad



Voicemail

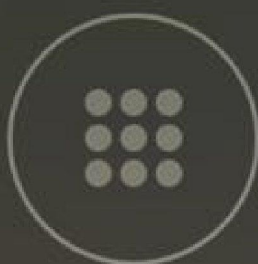
AE3

# Mariem Elgwahry

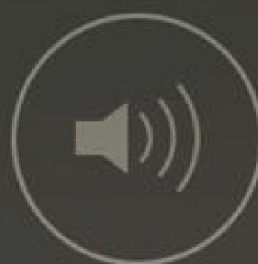
call ending...



mute



keypad



speaker



add call



FaceTime



contacts



**IN THE MATTER OF**

**Witness Statement of: Ahmed Elgahry**

**No. of statement: 1**

**Exhibits: 3**

**Date of statement: 25.07.2018**

**THE GRENFELL TOWER  
PUBLIC INQUIRY**

---

**EXHIBIT 'AE5-9'  
(PHOTOS OF GRENFELL TOWER)**

---



AE5

AE5



AE6

AE6

IWS00000988/32  
IWS00000988\_0000





AE7

AE7



AE8

AE8



AE9

AE9

**IN THE MATTER OF**

**Witness Statement of: Ahmed Elgwahry**

**No. of statement: 1**

**Exhibits: 3**

**Date of statement: 25.07.2018**

**THE GRENFELL TOWER  
PUBLIC INQUIRY**

---

**EXHIBIT 'AE10-69'  
(EMAILS BETWEEN MARIEM AND THE TMO)**

---

# Fwd: Request for support with setting up a Compact RA for Grenfell Tower

Mariem Elgwahry <[REDACTED]@icloud.com>

Tue 05/06/2018 00:13

To: Ahmed Elgwahry <[REDACTED]@hotmail.co.uk>;

📎 1 attachments (3 MB)

image1.jpg;

Begin forwarded message:

**From:** David Collins <[REDACTED]@future-conversations.com>  
**Date:** 11 August 2015 12:18:41 am  
**To:** Judith Blakeman <[REDACTED]@btinternet.com>, 'Peter Maddison' <[REDACTED]@kctmo.org.uk>  
**Cc:** 'councillor blakeman' <cllr.blakeman@rbkc.gov.uk>, 'Yvonne Birch' <[REDACTED]@kctmo.org.uk>, 'Sacha Jevans' <[REDACTED]@kctmo.org.uk>, 'Samantha DeHaan' <[REDACTED]@kctmo.org.uk>, 'Janet Edwards' <[REDACTED]@kctmo.org.uk>  
**Subject:** Re: Request for support with setting up a Compact RA for Grenfell Tower

Dear Judith & Peter,

Thank you for the willingness to meet this week. However, it is not right for us to meet with you tomorrow without giving residents notice that we are doing so, giving people the opportunity to attend or contribute - particularly as we don't have a Compact and its representatives in place yet. One day is not a fair amount of notice for us to give to residents, so I need to decline meeting tomorrow. Please accept my apologies for getting you excited and all set up to meet!

As it is holiday season our meetings are not happening every week in August, and as you are on holiday next week Peter, please would you both like to attend a meeting on 2nd September (again at 645 in the Community Rooms opposite the base of Grenfell Tower)? If that date does not work, the 9th September?

In the meantime, below are a list of issues which residents have raised, in the form of a number of requests. These are listed in no order of importance. Eight of these were raised with Councillor Atkinson on Saturday 8th August. This list may not be exhaustive (i.e. when we meet with a wider group there may be more issues forthcoming). However, addressing them would go a long way towards working together with residents.

There are a number of issues here, some small or simple to address and others more complicated. By sending you these now it will give us all chance to get ahead of things, and for you to be aware of the problems people would like to see addressed, before you meet with a group of residents. Thank you again for acting on some of the issues we have already raised and discussed, such as making sure the security door cannot be simply pinned open anymore.

1. There remain residents who feel they were pressured to have the HIU in their hallways; that they

would have lost their tenancy if they said no to it. One woman came to Councillor Atkinson's surgery on Saturday morning, but left before speaking to him. I saw her later that weekend and she is still scared that she will lose her tenancy if she speaks up. She also is not happy with the HIU in its hallway location. She said she walks / bumps in to it, and that one of the workmen walked in to it also when he came to do some more of the work in her home. She knows there is a plan to box the HIU in the hallway, but is concerned it will be an even larger obstruction then. She would like to say she always wanted the HIU in her kitchen, but is scared. There are other people who feel similarly, and who remain scared to come forward and say what they feel or want for fear of retribution. Please could you think about how to address and communicate with people in this situation and feeling this way? The following request may partly address them.

2. Please could Judith and Robert please write to all residents in the tower to let them know what you have already done to respond to the concerns of people living here, and how you can further represent others who are feeling reluctant or scared to come forward? I believe you sent to me (and others) drafts of a couple of letters which could have gone out to all residents. These letters were very clear and powerful, and I think it would make a difference for you to communicate with all residents about what has happened and is happening. If help is required to circulate those letters a group of us here would help – from experience, it takes about 20 minutes for one person to post letters to every home. Alternatively, if the Councillors could go door knocking to find out if people have unresolved issues about the works that would be even more useful.
3. A recent "Approval form for Heat Interface Unit installation in kitchen at Grenfell Tower" was sent out by TMO to leaseholders and tenants (image attached). As discussed with Councillor Atkinson, Paragraph 7 needs complete reconsideration please, as it is not acceptable.
4. We would like to set up regular monthly meetings between TMO (Peter Maddison) and residents for the life of the construction works, beginning now. This can be facilitated through the Compact once it is formalised. This could also include a senior Rydon representative. The purpose being to have the project run as smoothly as possible, and to have us work well together. Please use us as a residents group and work with us. We believe that by consulting with us, outcomes will be achieved more easily. For instance, the form mentioned in 3 above could have been run past a residents group before being sent out, which would have helped to avoid the negative reception it has received.
5. Please could you provide the current (if revised) scheduled completion date for the works?
6. Has Simon, the previous Rydon Site Manager, been removed from the project and /or made redundant by Rydon?
7. Peter, you previously said there would be an independent investigation carried out to assess the safety and risks associated with the HIU location in the hallway, particularly it's close proximity to electrics and a fuse box (which seems even more important if people are walking and bumping in to their HIUs). Please could you provide an update on this, in relation to both one and two bedroom flats?
8. Please could an update be provided as to the investigations in to complaints of harassment and threats by Rydon (and to a lesser extent TMO) employees? Simon Lawrence promised he would follow up any such matters with the serious intent with which they deserve, and a number of residents raised these matters at a meeting in Flat 145 on Saturday 11th July (he wrote down the flat numbers for some of the people raising such experiences).
9. Please could Rydon employ the practice of mopping landing floors at the end of the day when they have been working extensively (particularly drilling) on a particular floor? When they do not, or when they simply sweep up the large bits of rubble without mopping, then dust is being spread throughout people's homes.
10. Please could the blue cover being used within the lift during the working day be cleaned?
11. Please could the blue lift cover be removed each weekend (this is now happening much more regularly again, thank you, but can it continue with regularity)?
12. Please could the working times be clarified, particularly the hours when drilling can take place and when it cannot?
13. Please could workmen not have foul, abusive or sexual conversations when working on the climbers outside of the building, or when working internally (from what I hear it is more a problem with the workers on the outside of the building, they may not realise all of their conversations can be heard inside people's homes)? These conversations are understandably something the workmen may wish to have, just not outside people's homes please. Please could workmen also not play music outside people's homes too? Again, some have been listening to music full of swearing,

etc.

14. Once the work begins to install HIU's in people's kitchens / hall cupboards there is going to be disruption in terms of people not having hot water in their homes for up to five days. Please can it be arranged so that people have access to the Sports Centre for showers, etc?
15. Please could the altered numbering in the lifts be unaltered? It is making no sense to people visiting the tower, people's visitors and delivery drivers are getting lost looking for flats, etc. It is never going to make sense for floor numbers not to match flat numbers. Please can the floor numbers be changed back to reflect the flat numbers, and a new way to number the two new floors be found?
16. Also, please can the red lights in one of the lifts be changed to blue as all the others?
17. Please could we have a notice board within the reception area of Grenfell Tower for the Compact to use to communicate with all residents in future, so that we can organise events, let people know what is happening, display newsletters, etc?

Looking forward to seeing you again soon, and moving all of this forward. As mentioned previously, our group is not going to meet now until the 19th August, and then we meet again on the 2nd September, when I hope you can join us.

Best Wishes,

David

On 10/08/2015 18:04, "Judith Blakeman" <[REDACTED]@btinternet.com> wrote:

I am happy to meet this week.

Judith

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

From: David Collins [[mailto:\[REDACTED\]@future-conversations.com](mailto:[REDACTED]@future-conversations.com)]

Sent: 10 August 2015 16:24

To: Peter Maddison

Cc: councillor blakeman ([cll.blakeman@rbkc.gov.uk](mailto:cll.blakeman@rbkc.gov.uk)); Yvonne Birch; Sacha Jevans; Samantha DeHaan; Janet Edwards

Subject: Re: Request for support with setting up a Compact RA for Grenfell Tower

Given you are both available Wednesday this week, it may make sense and be meaningful to meet with a small number of us. We can then take things forward with the group after your holiday as and if appropriate. Please can I come back to you to confirm one way or the other in the morning? David

On 10/08/2015 15:33, "Peter Maddison" <[REDACTED]@kctmo.org.uk> wrote:

Dear David

I am afraid that I cannot make that date as I am on annual leave that week.

I would be happy to attend a subsequent meeting.

Please let me know how you would like to proceed.

Peter

Sent from Samsung Mobile

----- Original message -----

From: David Collins <[REDACTED]@future-conversations.com>  
Date: 10/08/2015 12:20 (GMT+00:00)  
To: Peter Maddison <[REDACTED]@kctmo.org.uk>  
Cc: "councillor blakeman (cllr.blakeman@rbkc.gov.uk)" <cllr.blakeman@rbkc.gov.uk>, Yvonne Birch <[REDACTED]@kctmo.org.uk>, Sacha Jevans <[REDACTED]@kctmo.org.uk>, Samantha DeHaan <[REDACTED]@kctmo.org.uk>, Janet Edwards <[REDACTED]@kctmo.org.uk>  
Subject: Re: Request for support with setting up a Compact RA for Grenfell Tower

Dear Peter & Judith,

My apologies, I made a typo in the email I sent last week. The next meeting of our group is in fact Wednesday 19th August from 6.45 pm. Are you both available that evening?

The venue will be the Community Rooms opposite the ground floor of Grenfell Tower (i.e. opposite what is currently the Rydon site entrance).

Once I have had chance to consult with others I will circulate an agenda or a list of things to discuss.

Thanks for the speedy response, and the willingness to meet.

David

From: Peter Maddison  
Date: Monday, 10 August 2015 11:37  
To: David Collins  
Cc: "councillor blakeman (cllr.blakeman@rbkc.gov.uk<mailto:cllr.blakeman@rbkc.gov.uk>)", Yvonne Birch, Sacha Jevans, Samantha DeHaan, Janet Edwards  
Subject: RE: Request for support with setting up a Compact RA for Grenfell Tower

Dear David

I will be happy to attend your meeting on Wednesday 12th August at 6.45pm.

Can you please confirm the venue?

It would also be helpful if you could clarify any specific issues you wish to discuss.

Regards



Peter Maddison  
Director of Assets and Regeneration  
[cid:image001.jpg@01CDF8A3.A52C8B50]<<http://www.kctmo.org.uk/>>  
t: 020 8964 6140  
a: The Network Hub, 292a Kensal Road, London, W10 5BE PBefore  
printing, please think about the environment

From: David Collins [[mailto: \[REDACTED\]@future-conversations.com](mailto: [REDACTED]@future-conversations.com)]  
Sent: 06 August 2015 16:36  
To: Janet Edwards  
Cc: councillor blakeman  
([cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk)<<mailto:cllr.blakeman@rbkc.gov.uk>>); Yvonne  
Birch; Sacha Jevans; Peter Maddison; Samantha DeHaan  
Subject: Re: Request for support with setting up a Compact RA for  
Grenfell Tower

Dear Janet at al.,

Thank you for your email last week. I contacted Samantha today, and we are going to move forward setting up the Compact.

As you noted we are in the middle of major regeneration works, and we would like to take you up on the offer of discussing these works with the Grenfell Tower Compact. As it is going to take a little while to get the paperwork sorted out, and we have some issues we would like to discuss which are current and ongoing, please could Peter Maddison attend our group's meeting next Wednesday evening, 12th August at 645pm? This would bridge a gap until the Compact is officially set up, and continue the meaningful dialogue which has begun this past month. We would like Peter to attend as he is the Director responsible for the project, and as such will be able to make decisions based on our conversations.

Thank you & Best Wishes,

David

From: Janet Edwards  
Date: Friday, 31 July 2015 15:49  
To: David Collins  
Cc: "councillor blakeman  
([cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk)<<mailto:cllr.blakeman@rbkc.gov.uk>>)", Yvonne  
Birch, Sacha Jevans, Peter Maddison, Samantha DeHaan  
Subject: RE: Request for support with setting up a Compact RA for  
Grenfell Tower

Hi David

Following your request for assistance in setting up a Resident Compact, I can confirm that we will assist you with the process of setting up a recognised TMO Compact at Grenfell Tower. To this end Samantha DeHaan, Resident Engagement Officer, will contact you to arrange to meet with your group to set up the Compact.

On another note, I am aware that major regeneration works are currently being undertaken at Grenfell Tower, and I can advise that the TMO are happy to discuss these works with the Grenfell Tower Compact if invited to do so.

Many thanks.

Janet

Janet Edwards  
Head of Resident Engagement  
KCTMO  
Unit A, 292 Kensal Road  
London W10 5BE

Tel: 020 8964 6093

E-mail: [redacted]@kctmo.org.uk<mailto:[redacted]@kctmo.org.uk>

Website: <http://www.kctmo.org.uk><<http://www.kctmo.org.uk>>

[cid:image002.jpg@01CE311D.DC3EF850]

From: David Collins [[mailto:\[redacted\]@future-conversations.com](mailto:[redacted]@future-conversations.com)]

Sent: 29 July 2015 11:45

To: Janet Edwards

Subject: Re: Request for support with setting up a Compact RA for Grenfell Tower

Thanks Janet.

David

From: Janet Edwards

Date: Tuesday, 28 July 2015 10:50

To: David Collins

Cc: "[Cllr.Blakeman@rbkc.gov.uk](mailto:Cllr.Blakeman@rbkc.gov.uk)<<mailto:Cllr.Blakeman@rbkc.gov.uk>>"

Subject: RE: Request for support with setting up a Compact RA for Grenfell Tower

Hi David

Thanks for this. I will come back to you within the next few days.

Many thanks.

Janet

Janet Edwards  
Head of Resident Engagement  
KCTMO  
Unit A, 292 Kensal Road  
London W10 5BE

Tel: 020 8964 6093

E-mail: [redacted]@kctmo.org.uk<mailto:[redacted]@kctmo.org.uk>

Website: <http://www.kctmo.org.uk><<http://www.kctmo.org.uk>>

[cid:image002.jpg@01CE311D.DC3EF850]

From: David Collins [mailto: [REDACTED]@future-conversations.com]  
Sent: 27 July 2015 12:33  
To: Janet Edwards  
Cc: Cllr.Blakeman@rbkc.gov.uk<mailto:Cllr.Blakeman@rbkc.gov.uk>  
Subject: Request for support with setting up a Compact RA for Grenfell Tower

Dear Janet,

We are writing to you seeking help and support to set up a Compact Residents' Association for Grenfell Tower, following the recommendation we do so from our newly elected MP Lady Victoria Borwick.

A group of residents from Grenfell Tower have been meeting on a weekly basis for a period of around six months. We have formed a positive community voice, and we wish to carry this forward in to the future.

Please could one of your team attend one of our Wednesday evening residents meetings, to help us form in to a well organised Compact RA?

Thank you and Best Wishes,

David Collins  
[REDACTED]

---

This e-mail message has been scanned for Viruses and Content and cleared by MailMarshal \_\_\_\_\_

DISCLAIMER:

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd. Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

---

This e-mail message has been scanned for Viruses and Content and cleared by MailMarshal \_\_\_\_\_

DISCLAIMER:

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have

received this email in error please notify the System Administrator.  
This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

\_\_\_\_\_  
This e-mail message has been scanned for Viruses and Content and cleared by MailMarshal \_\_\_\_\_

DISCLAIMER:

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator.  
This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

#####  
##### This e-mail message has been scanned for Viruses and Content and cleared by MailMarshal  
#####  
#####

.  
. .

DISCLAIMER:

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator.  
This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

\*\*\*\*\*

This e-mail and all attachments is CONFIDENTIAL.  
If received in error please delete it. The TMO monitors and records all e-mail that it sends and receives.  
Unless stated explicitly, this message does NOT form a legally binding contract or agreement.

\*\*\*\*\*

Summer activities for young people and children

Check out the free or low cost activities on offer during the summer holiday  
<http://www.rbkc.gov.uk/summer>

\*\*\*\*\*

The Royal Borough of Kensington and Chelsea.  
This e-mail may contain information which is confidential, legally privileged and/or copyright protected.  
This e-mail is intended for the addressee only. If you receive this in error, please contact the sender and delete the material from your computer.

\*\*\*\*\*



### Approval form for Heat Interface Unit installation in kitchen at Grenfell Tower

Following a visit to you by Rydon and KCTMO you have agreed to the installation of the new HIU in your kitchen. Below are the terms of our agreement for these works to be carried and the implications these works may have on your property:

1. I/We will give 5 consecutive working days access to my/our home in order for the new central heating system to be installed.
2. I/We will give access to my/home on 24 hours notice (which may or may not be in writing) for any follow-up works in connection with the installation of the new central heating system.
3. I/we understand that I/we may have no/intermittent hot water [and heating] and may lose the cold supply during the working day for the whole or part of the 5 day period for the installation works.
4. I/we acknowledge and agree that I/we cannot place any items in front of the HIU location, other than white goods which can easily be moved in order to access the unit (for example for the purposes of maintenance/servicing). I/we acknowledge and agree that if any such white goods are placed in front of the HIU location then I/we will be responsible for moving these prior to any servicing, maintenance or other work which may be required to the unit.
5. I/we acknowledge that the items listed below will be affected by the new central heating system. I/we accept that these items will be removed in order for the HIU to be installed and some or all may not be reinstated. The items that will be reinstated by Rydon are listed below. I/we accept that I/we are responsible for reinstating any items not covered by this list, subject to the requirement not to place any items in front of the HIU location.
6. The list of items that will be affected by this work will be confirmed once a property survey is completed nearer the time of installation works. This will include what items will be reinstated and what will need to be permanently removed.
7. I/we understand that Rydon may have to remove fixture and fittings for access to install the heat interface unit in the kitchen. I/we understand that although care will be taken to remove these items Kensington & Chelsea TMO and its contractors or agents, including Rydon, accept no liability for any damage caused during the installation of the new central heating system to the kitchen.

# Fwd: Grenfell Tower Residents' Petition to the Council

Mariem Elgwahry <[REDACTED]@icloud.com>

Tue 05/06/2018 00:12

To: Ahmed Elgwahry <[REDACTED]@hotmail.co.uk>;

📎 1 attachments (48 KB)

Grenfell Tower Scrutiny Report Jan 2016 A13.rtf;

Begin forwarded message:

**From:** Cllr.Blakeman@rbkc.gov.uk  
**Date:** 31 December 2015 4:30:25 am  
**To:** [REDACTED]@btinternet.com  
**Cc:** CllrR.Atkinson@rbkc.gov.uk,Cllr.Lasharie@rbkc.gov.uk,Cllr.Press@rbkc.gov.uk,Cllr.Bakhtiar@rbkc.gov.uk  
**Subject:** Grenfell Tower Residents' Petition to the Council

Dear Grenfell Tower Resident

I am writing to let you know that the petition from residents about the Grenfell Tower refurbishment project is being considered by the Council's housing and property scrutiny committee on Wednesday 6 January in Committee Room 1 at Kensington Town Hall. The meeting starts at 6.30 p.m.

The petition stated:

"We, the under-signed residents of Grenfell Tower, ask the Chairman of the Housing and Property Scrutiny Committee to undertake an urgent scrutiny of the TMO and Rydon's management of the refurbishment project currently underway at Grenfell Tower. Time and again residents' views have been ignored or down played. Despite interventions from our MP, Victoria Borwick, and our ward councillors, our day-to-day concerns are belittled and sidelined. While we recognise that, once completed, the Tower will – at long last – be fit for the 21st Century, during this process we have had to endure living conditions that at times have been intolerable.

"We understand that the Council will be commencing a major programme of regeneration throughout the borough and that this may involve refurbishment rather than demolition of some other tower blocks. In view of this, it is vital that all the lessons from the Grenfell Tower project are learned, so that the terrible daily living conditions inflicted upon us for so long are not replicated elsewhere. As part of this investigation, the residents of Grenfell Tower ask that their views and experiences be canvassed and included in the scrutiny report."

It was signed by 60 residents, representing 51 of the 120 households in Grenfell Tower. (I believe that only 117 flats are currently occupied.)

The report going to the Committee about what has been happening at Grenfell Tower is attached for your information. This information has been supplied by the TMO to the Council and is likely to form the basis of the response to the residents' petition. The meeting on 6 January is open to the public and all Grenfell Tower residents are welcome to attend. The Chairman of the Committee has invited a representative from the Grenfell Tower Compact to speak to the Committee for five minutes about the problems residents have been encountering.

The TMO Board is also going to consider the petition at its meeting on Monday 4 January 2016. Unfortunately this discussion will take place in the confidential part of the agenda, so Grenfell Tower residents who are TMO members will not be permitted to be present for that discussion.

In view of the short time frame, I am only able to send this information out to residents for whom I have an e-mail address, so can you please share it with your neighbours.

I can make myself available to meet residents this coming Saturday 2 January 2016 in the cafe at the Kensington Leisure Centre if anyone wishes to discuss any matters with me –but please let me know if you do wish to meet, so that I can arrange to be there. I would suggest around 11 am.

I would be particularly interested to hear from you about how you think things could be done better in future. It is clear from the Council's "regeneration" proposals that people living in other tower blocks will also undergo major refurbishment works whilst they are in residence and your experiences and suggestions for improvement will be very valuable for them.

Kind regards.

Councillor Judith Blakeman

\*\*\*\*\*

The Royal Borough of Kensington and Chelsea.  
This e-mail may contain information which is confidential, legally privileged and/or copyright protected. This e-mail is intended for the addressee only. If you receive this in error, please contact the sender and delete the material from your computer.

\*\*\*\*\*



# Fwd: Flat 196 Grenfell Tower

Mariem Elgwahry <[REDACTED]@icloud.com>

Fri 21/07/2017 19:20

To: Ahmed Elgwahry <[REDACTED]@hotmail.co.uk>;

Begin forwarded message:

**From:** William Thompson <[REDACTED]@btinternet.com>

**Date:** February 22, 2016 10:13:20 AM

**To:** Mariem Elgwahry <[REDACTED]@icloud.com>

**Subject:** Re: Flat 196 Grenfell Tower

Hi Mariem, it was good to have a chat with you earlier, I'll be glad to raise your concerns at the meeting tomorrow evening, I just hope it leads to something being done to repair the faults in your home re Rydons shoddy work.

Best wishes

Willie.

Sent from my iPhone

On 22 Feb 2016, at 20:34, Mariem Elgwahry <[REDACTED]@icloud.com> wrote:

Hey Willi,

Was good to see you this evening!

I really appreciate you passing forward my concerns on the aftermath of fitting the new boiler and windows as I am unable to attend the meeting tomorrow.

Since fitting the boiler we have had difficulty sleeping due to the noise the boiler makes. There is a loud buzzing noise which gets much worse in the evening and prevents both me and mother from sleeping. I raised this issue with Rydon on numerous occasions and until today they still don't know how to fix it. A simple answer as "we do not know what this could be" is just not good enough. The way it feels now is that Rydon are trying to fob us off as they don't have the answer and are now saying they have put a request for the contractor to come back and take a look however they can not give me a date or time as to when I will be hearing back from them. It has been so bad that my mum needs to wear ear plugs to try and help her sleep along with leaving the bedroom window open so the street noise can drown out the noise from the boiler.

On another note I mentioned that the windows let in a breeze and you can hear a whistling noise, this should not happen with double glazed windows. When raised to Rydon someone came up and accused me of not closing the flap at the top - this was a false accusation and once again I was fobbed off. Another incident happened where the window in my living completely came off the hinges and nearly hurt me and my mum as it was hanging off. We had to wait all weekend in the freezing winter for Rydon to get back in on Monday to only come in and accuse me of pulling at the window to hard. I wouldn't like to say I am weak but there is no way possible that I could of pulled the window hard enough for it to completely come off its hinges!

I would really appreciate it if someone from the TMO can get back to me on this and if this can be raised in the meeting tomorrow.

Please feel free to forward my email and contact number to the relevant member tomorrow.

Many thanks

Mariem

079 [REDACTED] 42

# Fwd: Complaint to TMO

Mariam Elgwahry <[REDACTED]@icloud.com>

Tue 05/06/2018 00:11

To: Ahmed Elgwahry <[REDACTED]@hotmail.co.uk>;

Begin forwarded message:

**From:** William Thompson <[REDACTED]@btinternet.com>

**Date:** 23 February 2016 9:30:19 am

**To:** Mariam Elgwahry <[REDACTED]@icloud.com>

**Subject:** Re: Complaint to TMO

Hi Mariam, you're very welcome, the meeting went pretty well, i was a good boy for a change, I really hope everything gets sorted for you and your mom,

Best wishes

Willie.

Sent from my iPhone

On 23 Feb 2016, at 20:20, Mariam Elgwahry <[REDACTED]@icloud.com> wrote:

Hey Willie,

Thank you very much for passing this on let's see what they will come back with.

How was the meeting overall?

I will for sure keep you updated with the response I get. Once again thank you so much really appreciate your help on this.

Have a good evening

Mariam

Sent from my Samsung device

----- Original message -----

From: William Thompson <[REDACTED]@btinternet.com>

Date: 23/02/2016 19:49 (GMT+00:00)

To: [REDACTED]@icloud.com

Subject: Complaint to TMO

Hi Mariem, I went to the meeting and I passed on your issues to Peter Madison, he said he will be in contact with the Clark of works re these issues, he will not be in his office until Friday but he promised he will contact you then, so please keep an eye on your emails, would you please keep me up to date on what he has to say, hopefully he can get your problems sorted for you. I also gave all these details to cllr Blakeman she said she would also approach the TMO on this matter. Good luck mate.

Best wishes

Willie.

## Fwd: Peter Madison ( TMO )

Mariam Elgahry <[REDACTED]@icloud.com>

Tue 05/06/2018 00:11

To: Ahmed Elgahry <[REDACTED]@hotmail.co.uk>;

Begin forwarded message:

**From:** William Thompson <[REDACTED]@btinternet.com>  
**Date:** 23 February 2016 10:15:45 pm  
**To:** [REDACTED]@icloud.com  
**Subject:** Peter Madison ( TMO )

Good morning Mariem, sorry if I'm being a nuisance, I've just received an email from Peter Madison saying he is going to ring you on Friday, will you let me know if he does or if he doesn't, if he doesn't I will get back to him as I want him to make good on his promise to help you with your issues with Rydons shoddy works.

Regards

Willie.

Sent from my iPhone

# Fwd: 196 Grenfell Tower - Outstanding Issues

Mariam Elgahry <[REDACTED]@icloud.com>

Tue 05/06/2018 00:18

To: Ahmed Elgahry <[REDACTED]@hotmail.co.uk>;

Begin forwarded message:

**From:** David Hughes <[REDACTED]@rydon.co.uk>  
**Date:** 25 February 2016 7:00:46 am  
**To:** "[REDACTED]@icloud.com" <[REDACTED]@icloud.com>  
**Cc:** Steve Blake <[REDACTED]@rydon.co.uk>, Lynda Prentice <[REDACTED]@rydon.co.uk>, "Claire Williams" <[REDACTED]@kctmo.org.uk">  
[REDACTED]@kctmo.org.uk" <[REDACTED]@kctmo.org.uk"> [REDACTED]@kctmo.org.uk">  
**Subject:** 196 Grenfell Tower - Outstanding Issues

Hi Miriem

Thank you for letting myself & Steve visit yesterday.

To confirm what we discussed and our plans, as follows:

1. Damaged Window – this was fixed at the time but you were not happy with the suggestion that it was damaged by yourself and/or your mum.  
*We will get our window installers to revisit your flat and double check all windows, we will also come and double check mastic sealing to the white plastic window surrounds.*
2. Noisy Boiler – we believe this to do with the tundish and trap underneath the boiler. The wind is blowing over the top of SVP's at roof level and causing a suction effect. Other flats are reporting a similar issue  
*We are working with our plumbers to resolve the issue as quickly as possible and will let you know when a resolution is agreed and when it will done*
3. Noisy fan – We have liaising with the fan manufacturers to resolve the issue as this affects many flats.  
*We can come and remove the noisy back draught shutters temporary but this will create a further issue of a draught as your fan has never been connected. Would you prefer to have the fan connected or removed?*

Any questions, please give me a call on [REDACTED]

Kind regards

Dave

David Hughes  
Site Manager

T

M [REDACTED]

**Rydon Group Ltd**

Marlborough House, Warrior Square, St Leonards on Sea, East Sussex, TN37 6BG.



This e-mail (including any attachments) is transmitted subject to Rydon Group e-mail terms as published on its [website](#). If you have received this e-mail in error please e-mail the sender by replying to this message. Details of the Company registration numbers and registered offices to which this e-mail relates are also published on its [website](#).

Please consider the environment before printing this email.

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

## Fwd: TMO refund

Mariem Elgwahry &lt;[REDACTED]@icloud.com&gt;

Tue 05/06/2018 00:09

To: Ahmed Elgwahry &lt;[REDACTED]@hotmail.co.uk&gt;;

Begin forwarded message:

**From:** William Thompson <[REDACTED]@btinternet.com>**Date:** 17 March 2016 8:59:45 am**To:** Mariem Elgwahry <[REDACTED]@icloud.com>**Subject:** Re: TMO refund

Hi again Mariem.

Just to keep you informed, the two bedroom residents got £2304.84 and the one beds got £1666.00. This is money that the TMO owed us because they overcharged us for services for a while, so basically it's a refund not to be confused with compensation which we are still fighting for, so like I said earlier if you want to know the system for claiming by cheque or bank payment please feel free to give me a ring later.

Regards

Willie.

Sent from my iPhone

On 17 Mar 2016, at 18:22, Mariem Elgwahry &lt;[REDACTED]@icloud.com&gt; wrote:

Hey Willie,

We are well thank you, hope you and the family are too?

I haven't been back to check yet but when I do I will let you know for sure. That is amazing that you have the option to receive it into your account! We actually deserve some good news after all the problems we have all faced over the last few years. And with the entrance finally opening I am so excited!

I'll let you know if I got the letter for sure.

Thanks so much once again Willie!!

Mariem

Sent from my Samsung device



----- Original message -----

From: William Thompson [REDACTED]@btinternet.com>

Date: 17/03/2016 18:00 (GMT+00:00)

To: [REDACTED]@icloud.com

Subject: TMO refund

Hi Mariem, hope you and mom are well, I was just wondering if you received a payment into your rent account from the TMO ? I don't know if you know you have choices as to how you wish to receive this money but your options are, leave it in rent account and use it to pay your rent or you can take payment of it by cheque or finally you can have it payed into your bank, if you have any questions please feel free to ring me,

Best wishes

Willie.

Sent from my iPhone

## Fwd: Flat 196 Grenfell Tower

Mariem Elgwahry &lt;[REDACTED]@icloud.com&gt;

Mon 04/06/2018 23:41

To: Ahmed Elgwahry &lt;[REDACTED]@hotmail.co.uk&gt;;

Begin forwarded message:

**From:** David Hughes <[REDACTED]@rydon.co.uk>  
**Date:** April 05, 2016 5:55:08 AM  
**To:** Mariem Elgwahry <[REDACTED]@icloud.com>, Steve Blake <[REDACTED]@rydon.co.uk>, Claire Williams <[REDACTED]@kctmo.org.uk>  
**Subject:** Re: Flat 196 Grenfell Tower

Hi Marie

Apologies for the slow reply.

I'm pleased that the noise issue has been solved. It appears that the modifications that we did on the roof has resolved the issue in all flats including yours.

The issue on Saturday was because a smoke alarm was triggered on the 15th floor. This activated the smoke extraction system which is now commissioned and operational on the residential floors. It is also linked to the boilers and will switch them off if activated, which is what happened on Saturday.

In regards to the kitchen fan, we have been told by the client not to remove them and are working with the manufacturer to resolve the noisy back draught shutters.

I will arrange the £50 decorating voucher ASAP (actually a high street voucher which can used in plenty of shops)

The heat metering is not being done by Rydon so you need to contact Claire Williams at the TMO with any queries in that respect.

Kind regards

Dave

Sent from my Samsung device

----- Original message -----

From: Mariem Elgwahry <[REDACTED]@icloud.com>  
Date: 04/04/2016 12:06 (GMT+00:00)  
To: David Hughes <[REDACTED]@rydon.co.uk>, Steve Blake <[REDACTED]@rydon.co.uk>, Claire Williams <[REDACTED]@kctmo.org.uk>  
Subject: Flat 196 Grenfell Tower

Hey David,

I hope you are well and had a good weekend?

I have been super busy at work so apologies for the lack of communication on my side.

Thought to drop you a quick line in regards to the noise from the boiler, it seems to have decreased so I think we might be fine on this now. However I am sure you have been made aware that on Saturday around 5pm there was an extremely loud noise coming from the vents in the lobby and also the main entrance. This resulted in us not having any hot water or heating until Sunday late morning. I know this won't fall under your remit and it would lie with TMO, however I was curious to know what this was or what could of caused this?

On a side note, would you be able to let me know when you would be able to send someone over to fix the noise/replace the window in the kitchen?

Claire - Also I spoke to you previously in regards to compensation for the paintwork in my flat. I had to go and repaint the entire property after being told by one of the Rydon contractors that if my flat is white or magnolia they would paint this (it is magnolia). I believe you mentioned a £50 voucher however we never received this and I needed to go and buy the paint. Is there another way this can be reimbursed?

On another note we did not receive a letter to arrange a meeting with Deon in regards to the heating and hot water payments, or a letter to state how we can be reimbursed the overpayment in service charges. Would you be able to give me a call about this or send me a separate email?

Look forward to hearing from you

Thanks,  
Mariem  
079 [REDACTED] 42

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

Fwd: Mandate from the residents of Grenfell Tower to implement and remedy the following serious issues and concerns.

Mariem Elgwahry <[REDACTED]@icloud.com>

Tue 05/06/2018 00:25

To: Ahmed Elgwahry <[REDACTED]@hotmail.co.uk>;

📎 5 attachments (6 MB)

DSC\_1238.JPG; DSC\_1240 (1).JPG; IMG\_20160314\_1654551\_2.jpg; incident 23rd sept 201 6GT.pdf; IMG\_20170311\_1724237.jpg;

Begin forwarded message:

**From:** Grenfell Tower Leaseholder's Association <GrenfellLeaseholdersAssociation@hotmail.co.uk>

**Date:** 21 April 2017 11:02:57 am

**To:** [REDACTED]@icloud.com"; [REDACTED]@icloud.com>

**Subject:** Fw: Mandate from the residents of Grenfell Tower to implement and remedy the following serious issues and concerns.

Hi Mariem,

As discussed, please find forwarded various email correspondences with the top management of KCTMO and the RBKC for your kind information. Any development, I will keep you inform.

Please kindly confirm the safe receipt of this email.

Best Wishes

Shahid

---

**From:** Grenfell Tower Leaseholder's Association

**Sent:** 21 April 2017 00:32

**To:** [REDACTED]@rbkc.gov.uk; Sacha Jevans

**Cc:** [cllr.feilding-mellen@rbkc.com](mailto:cllr.feilding-mellen@rbkc.com); [cllr.paget-brown@rbkc.gov.uk](mailto:cllr.paget-brown@rbkc.gov.uk); Robert Black; Judith Blakeman; [cllr.lasharie@rbkc.gov.uk](mailto:cllr.lasharie@rbkc.gov.uk); [REDACTED]@kctmo.org.uk; Daniel Wood; [REDACTED]@rbkc.gov.uk; [REDACTED]@kctmo.org.uk; [REDACTED]@rbkc.gov.uk); [REDACTED]@kctmo.org.uk; [companysecretariat@kctmo.org.uk](mailto:companysecretariat@kctmo.org.uk); [REDACTED]@parliament.uk); [REDACTED]@yahoo.co.uk; [REDACTED]@kctmo.org.uk; [cllr.atkinson@rbkc.gov.uk](mailto:cllr.atkinson@rbkc.gov.uk); [REDACTED]@localgovernance.co.uk; Miguel Manuel Ferreira Alves; Nick Burton; Shanti Patel; [info@platinum-c.co.uk](mailto:info@platinum-c.co.uk); [REDACTED]@hotmail.com; [REDACTED]@gmail.com; [REDACTED]@hotmail.com; [REDACTED]@gmail.com; [REDACTED]@hilton.com; [REDACTED]@gmail.com;

[\[REDACTED\]@aol.com](mailto: [REDACTED]@aol.com); [\[REDACTED\]@yahoo.co.uk](mailto: [REDACTED]@yahoo.co.uk); [\[REDACTED\]@outlook.com](mailto: [REDACTED]@outlook.com); [\[REDACTED\]@kctmo.org.uk](mailto: [REDACTED]@kctmo.org.uk);  
[\[REDACTED\]@kctmo.org.uk](mailto: [REDACTED]@kctmo.org.uk); [\[REDACTED\]@kctmo.org.uk](mailto: [REDACTED]@kctmo.org.uk); Grenfell Tower Leaseholder's Association;  
[scrutiny@rbkc.gov.uk](mailto: scrutiny@rbkc.gov.uk); [\[REDACTED\]@yahoo.co.uk](mailto: [REDACTED]@yahoo.co.uk); [\[REDACTED\]@hotmail.com](mailto: [REDACTED]@hotmail.com); Eddie daffarn;  
[\[REDACTED\]@gmail.com](mailto: [REDACTED]@gmail.com); [\[REDACTED\]@rbkc.gov.uk](mailto: [REDACTED]@rbkc.gov.uk); [\[REDACTED\]@gmail.com](mailto: [REDACTED]@gmail.com);  
[cllr.dentcoad@rbkc.gov.uk](mailto: cllr.dentcoad@rbkc.gov.uk); [\[REDACTED\]@barakat.co.uk](mailto: [REDACTED]@barakat.co.uk); [\[REDACTED\]@aol.com](mailto: [REDACTED]@aol.com); Catherine Dack;  
[\[REDACTED\]@gmail.com](mailto: [REDACTED]@gmail.com); [\[REDACTED\]@kctmo.org.uk](mailto: [REDACTED]@kctmo.org.uk); [\[REDACTED\]@kctmo.org.uk](mailto: [REDACTED]@kctmo.org.uk); Samuel Anyanwu;  
 Judith Blakeman [\[REDACTED\]@kctmo.org.uk](mailto: [REDACTED]@kctmo.org.uk); [\[REDACTED\]@octavia.org.uk](mailto: [REDACTED]@octavia.org.uk); Ullash Karia; 'BORWICK,  
 Victoria'; [\[REDACTED\]@yahoo.com](mailto: [REDACTED]@yahoo.com)

**Subject:** Mandate from the residents of Grenfell Tower to implement and remedy the following serious issues and concerns.

Dear Ms Laura Johnson and Sacha Jevans,

Thank you for your email dated 30<sup>th</sup> March 2017.

90% of the residents in Grenfell Tower signed the letter for KCTMO the tenant led organisation regulated and appointed by our Landlord RBKC to implement the following urgent issues and concerns raised by us.

It will be over 95% by the end of this weekend, NOT taking into account vacant properties and residents away on holiday. We also intend to take legal advice on the following issues and concerns and we will be in touch soon.

The KCTMO, the tenant led organisation regulated and appointed by our Landlord RBKC, need to implement the following urgent issues and concerns raised by us:

1. Need an independent advisor to investigate the root cause of the major gas leakages in Grenfell Tower
2. Need to stop further extension of the gas pipe work on the North and East side of the building with immediate effect until all the investigation is completed. Need an explanation as to why the National Grid knocking on individual flat to gain access to carry out their work on 20<sup>th</sup> April 2017?
3. Independent investigation by independent adjudicator, health and safety inspector and fire brigade inspectors funded by the RBKC and KCTMO on following areas:
  1. To carry out full health & safety inspection of physical aspect of the premises including structural problem as well as onsite documentation
  2. Observation made and hazards identified
  3. Level of risk to gas pipe at stairwells now extending to north east side in Grenfell tower taking into account level of vandalisms and anti-social elements at stairwells

Any recommendation necessary to ensure ongoing legal compliance

- e. Introducing permanent concierge in Grenfell Tower and residents of Grenfell Tower also signed by the residents for the urgent implementation of concierge in Grenfell Tower preventing non-residents from entering the building, including installation of CCTV to cover the stairwells in Grenfell Tower
- f. Why there is no consultation with the residents of Grenfell Tower in relation to major gas pipe installations (it's not a day to day repair or maintenance)
- g. Involving the building insurance company and their opinions in relation to newly installation of gas pipe and taking into consideration the regular anti-social elements and vandalisms in and around Grenfell tower especially in the staircases.

- h. If found unsafe the national grid **MUST** remove the gas pipe and install by replacing the old gas pipe in the cupboard
4. To investigate constant every minutes noises noticeable at night and coming from north east side of the roof of the building experienced by top floor residents of this side and we suspect it is recent structural malfunction, or from the heating system or lose cladding.
  5. Refurbishment and reconditions of two Lifts in Grenfell Tower- reason for the regular Breakdown and Malfunction
  6. **Email from Laura Johnson dated 28<sup>th</sup> March 2017.** This is a serious allegation which I have reviewed with the KCTMO and I can confirm RBKC and KCTMO do not have any record or report of this and neither does the Fire Brigade. We have no record of three people being injured and again we have no report which links this to poor maintenance and finally we have no record or letter from the Fire Brigade mentioning this or providing any formal notification about this. We are taking legal advice that it's NOT a serious allegation BUT fact of the matter with proof and we will be in touch in due course.

It is of paramount importance that we request the scrutiny community of RBKC and the Board members of KCTMO to look into our genuine issues and concern to be investigated by the independent expert before we consider legal proceeding, with a view to save costs and undue stress to us.

Best Wishes

**Lee Chapman and Tunde Awoderu**

**The Secretary and the Vice Chair of Grenfell Tower Leaseholders' association**

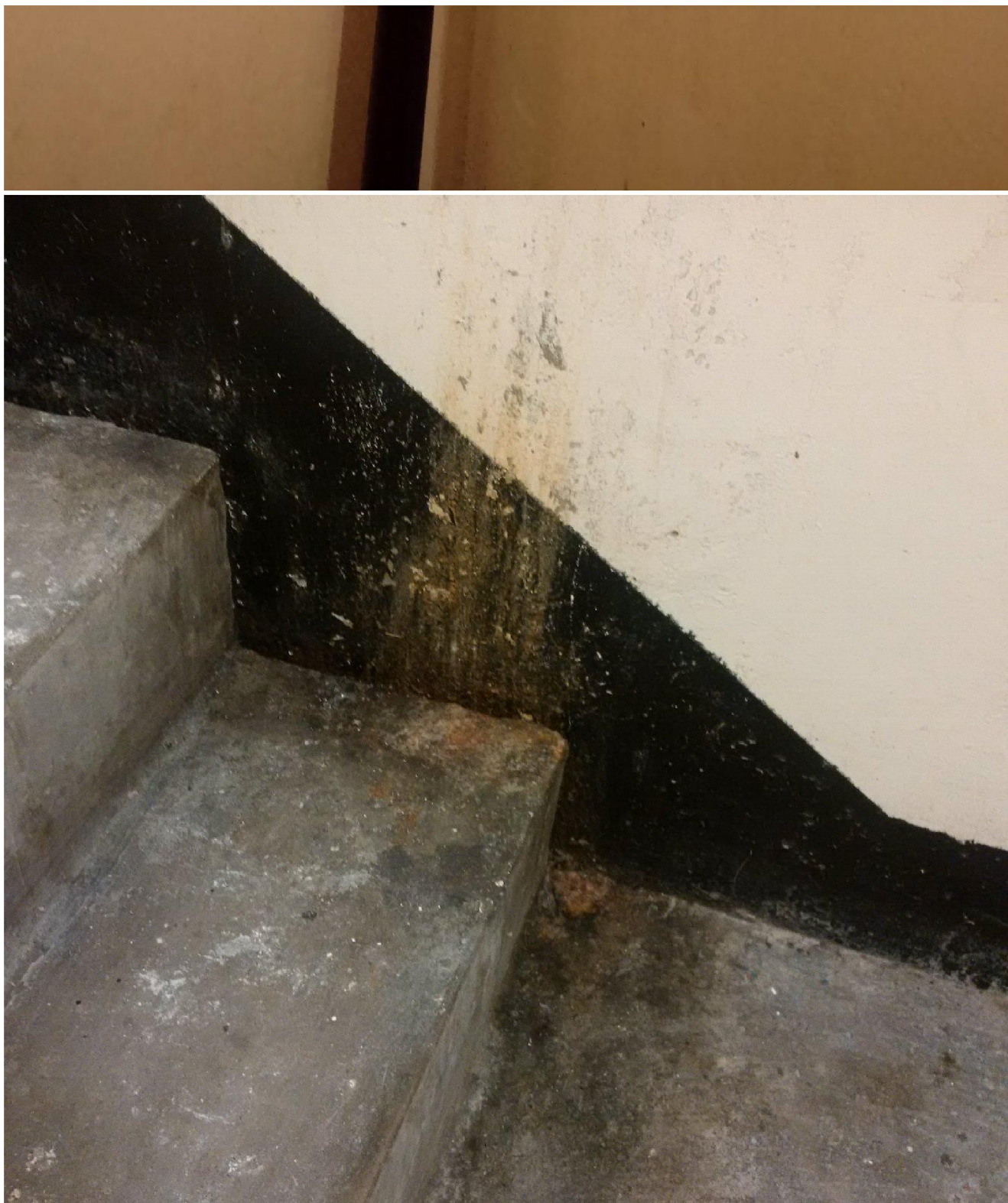




AE36

AE36

IWS00000988/63  
IWS00000988\_0000



AE37

AE37

IWS00000988/64

IWS00000988\_0004





## Fwd: Leak under bath in 196

Mariem Elgwahry &lt;[REDACTED]@icloud.com&gt;

Tue 05/06/2018 00:09

To: Ahmed Elgwahry &lt;[REDACTED]@hotmail.co.uk&gt;;

Begin forwarded message:

**From:** Claire Williams <[REDACTED]@kctmo.org.uk>  
**Date:** 03 May 2016 5:09:58 am  
**To:** 'David Hughes' <[REDACTED]@rydon.co.uk>  
**Cc:** Steve Blake <[REDACTED]@rydon.co.uk>, Lynda Prentice <[REDACTED]@rydon.co.uk>, [REDACTED]@icloud.com", [REDACTED]@icloud.com>  
**Subject:** RE: Leak under bath in 196

Hi

Order out 25/4 ref 201604055. Resident can ring TMO to chase, but I have done so today.

Claire Williams  
Project Managert: 020 8964 6064  
m: [REDACTED]  
a: The Network Hub, 292a Kensal Road, London, W10 5BE  
□ Before printing, please think about the environment

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

From: David Hughes [mailto:[REDACTED]@rydon.co.uk]  
Sent: 03 May 2016 15:26  
To: Claire Williams  
Cc: Steve Blake; Lynda Prentice; [REDACTED]@icloud.com  
Subject: Leak under bath in 196

Hi Claire

I visited 196 this afternoon to look at a leak under the bath.

The leak is on the compression joint between the flexi pipe connected to the tap and the 'tee' junction

This is a TMO issue and not a Rydon problem as you can see where we've connected to the old pipework, as the crimp fittings are clearly visible in the photos.

As you're aware we only used crimp fittings in residents' flats so we didn't have to do hot works, so the soldered joints were not done by us.

The TMO contractors visited this morning and stated it was a Rydon issue despite us checking previously.

Please can you re-send the TMO contractors to the flat as the resident is getting aggrieved with nobody fixing the problem?

Any questions, please give me a call

Kind regards

Dave

-----  
This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>  
-----

#####  
This e-mail message has been scanned for Viruses and Content and cleared  
by MailMarshal  
#####

.  
. .  
.  
DISCLAIMER:

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

\*\*\*\*\*

This e-mail and all attachments is CONFIDENTIAL.  
If received in error please delete it. The TMO monitors and records all e-mail that it sends and receives.  
Unless stated explicitly, this message does NOT form a legally binding contract or agreement.

\*\*\*\*\*

# Fwd: Re: FW: Parking on Grenfell Road CRM:0147188

Mariem Elgwahry <[REDACTED]@icloud.com>

Tue 05/06/2018 00:08

To: Ahmed Elgwahry <[REDACTED]@hotmail.co.uk>;

📎 1 attachments (159 KB)

Complaints.pdf;

Begin forwarded message:

**From:** "<Customer Services Parking>" <parking@kctmo.org.uk>  
**Date:** 24 November 2016 2:28:55 am  
**To:** MARIEM EL-GWAHRY <[REDACTED]@icloud.com>  
**Subject:** RE: Re: FW: Parking on Grenfell Road CRM:0147188

Dear Mrs El-Gwahry

Thank you for your email.

I completely understand, I have forwarded your email to our Complaints department who will acknowledge it as a Stage One complaint. They will respond to you directly within 10 working days. I've attached our leaflet containing the information on Complaints.

Regards,

Rafael Alvarez  
KCTMO Parking Team  
----- Original Message -----

**From:** MARIEM EL-GWAHRY  
**Received:**  
**To:** <Customer Services Parking>  
**Subject:** Re: FW: Parking on Grenfell Road CRM:0147188

Hi,

I understand you can not enforce things due to the points mentioned below, however it is totally unfair that I am not being offered any sort of compensation here and instead being penalised. I am paying for a service I am not getting and you are being completely unhelpful. How can you ask someone to continue pay for parking when every single day they can not park where they are entitled too? Yet everyone else enjoys the freedom of free parking!

I would like to file a formal complaint and take this to your superior because I am not just accepting this. Can you please outline your complaints procedure and put me in touch with your manager as this is unacceptable.

Thanks  
Mariem

On 22 Nov 2016 16:38, "<Customer Services Parking>" <parking@kctmo.org.uk> wrote:

Dear Miss El-Gawhry

Thank you for your email.

In order to acquire some of the funds credited in your parking account you will need to liaise directly with your Rent Income Office, Deon Wilks (020 8968 2732, [REDACTED]@kctmo.org.uk).

Unfortunately, prior to the traffic order being implemented, RBKC did not enforce our estates. This was carried out by a private contractor named Wing Ltd. They were very limited to what they could do, due to a new law in 2012 which affected property owners' ability to control illegal parking on their private land; which included parking on KCTMO-managed estates. This meant at the very most they could only issue out PCNs and had no authorisation to remove vehicles, which would explain why the abandoned vehicles have been stationary in Grenfell Road for this amount of time. Taking this into account, the only way to effectively manage parking on KCTMO-managed estates was to use the Council's parking enforcement contractor, who can apply the same powers to remove vehicles as used in street parking.

As explained in our previous email, none of this can commence until the lining and resurfacing works that support the new system have been completed.

I completely understand your frustration, which is why we're exploring our options to see what can be done temporarily.

Hope this answers everything.

Regards,

Rafael Alvarez

KCTMO Parking Team

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

**From:** MARIEM EL-GWAHRY

**Received:**

**To:** <Customer Services Parking>

**Subject:** Re: FW: Parking on Grenfell Road CRM:0147188

Hi Rafael,

Thanks for your detailed response. I can totally understand your point but you need to also understand my frustration. I have been paying and continue to pay every month for a service I do not use. With all due respect I appreciate the gesture to refund me additional parking charges I may of incurred, but that no way near covers the £22 odd pounds I pay month in month out.

You will also see that I am actually in credit on my account, can we arrange for this over payment to be refunded to me?

I am happy to hold on to the permit until enforcement is placed, however the council have done absolutely nothing about two vehicles being parked on this road even during enforcement? So I really really don't feel that you have helped the situation here. I would really appreciate a better solution then you either lose your permit or continue to pay and not use a bay. That is unethical and unfair, people are abusing not only the bays but also underneath the block parking on double yellow lines and actually blocking cars turning into Grenfell road (under Grenfell tower). The scene is just unacceptable, can you please let me know why nothing has been done about getting temporary restrictions?

I would also like to understand why the van parked on Grenfell road for the last year has not been toed? Following this in the last 4 months another vehicle is now parked behind it and never moved.

I understand that there are limited actions for you here, but there must be something more you can do.

Thanks  
Mariem

On 11 Nov 2016 15:11, "<Customer Services Parking>" <parking@kctmo.org.uk> wrote:

Dear Miss El-Gwahry

Thank you for your email and sorry to hear about the issues you're experiencing.

Unfortunately, lining and signage works which support the new parking policy that went live earlier this year are yet to be completed at Grenfell Road. This is in part because of the regeneration's works which have been taking place there, but also because the road itself is in a poor condition. For this reason, parking enforcement has not been able to commence at this part of the Lancaster West Estate. However, we have now been informed that this resurfacing cannot take place until early next year (January – February 2017). We do appreciate there is a need to implement effective enforcement as soon as possible and as such we are exploring options to apply temporary lines and signs ahead of the road repairs next year.

I'm afraid cannot agree to a historic refund of your parking charges. If you have a record of the occasions you were unable to park at Grenfell Road, or evidence of the costs you incurred parking elsewhere on these dates, we can reimburse you for these additional costs. If you would like to cancel your account with us you will need to inform us in writing and return to us your estate parking permit. Whilst cancelling your account with us is ultimately your decision, I would say that the only personal advantage you derive from paying for a parking permit in the interim is that you will be guaranteed a permit for parking in future when we introduce enforcement. Permits are issued on a first-come-first-served basis, and we do not issue more permits than there are bays available on the estate. In other words, if you should cancel your permit now, we cannot guarantee that one will remain available at a later date.

I do hope I have been able to address all of your concerns, if there is anything further you would like to discuss, please let me know.

Regards,  
Rafael Alvarez  
KCTMO Parking Team

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

**From:** [REDACTED]@icloud.com

**Received:**

**To:** <Customer Services Parking>

**Subject:** Parking on Grenfell Road

Hi,

I am writing to you in regards to parking on Grenfell Road. I am currently paying every month for my permit to park on Grenfell Road. Unfortunately I have not been able to use my permit because every time I come home there are at least seven cars without permits that are parked leaving no space for me to park.

Recently this has taken a turn for the worst and now no matter what time of day it is I do not find somewhere to park. As you can understand this is completely unacceptable and is very frustrating as I have to park very far from my home. Alongside this there are a number of cars that are parked on the road for nearly a year without any permits or authorisation and yet nothing has been done about this. Alongside this, people are parking their cars on the double yellow lines under the house which is just not on!

I was advised about six months ago that restrictions will be put in place however this has not happened and I am paying for a service I am not receiving. I would like to demand a refund on what I have been paying for parking for

the last six months as I have not been able to fully utilise this. Alongside this I am going to put a hold on my direct debit until restrictions are put in place as this is extremely frustrating.

I have a number of pictures of vehicles on this road without permits if you wish to see the state of the road along with specific vehicles parked in restricted bays.

I would appreciate if someone can get back to me ASAP in regards to this situation.

Thanks

Mariem

079 [REDACTED] 42

---

This e-mail message has been scanned for Viruses and Content and cleared by **MailMarshal**

---

**DISCLAIMER:**

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

---

This e-mail message has been scanned for Viruses and Content and cleared by **MailMarshal**

---

**DISCLAIMER:**

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

---

This e-mail message has been scanned for Viruses and Content and cleared by **MailMarshal**

---

**DISCLAIMER:**

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd. Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.



# Fwd: Ms El-Gwahry, Lancaster West Estate Parking - Stage 1 complaint COM161110332

Mariem Elgwahry <[REDACTED]@icloud.com>

Tue 05/06/2018 00:06

To: Ahmed Elgwahry <[REDACTED]@hotmail.co.uk>;

Begin forwarded message:

**From:** Complaints Team <complaints@kctmo.org.uk>  
**Date:** 19 January 2017 12:08:03 am  
**To:** [REDACTED]@icloud.com" [REDACTED]@icloud.com>  
**Subject:** Ms El-Gwahry, Lancaster West Estate Parking - Stage 1 complaint COM161110332

Dear Ms El-Gwahry

Further to your email our finance team have confirmed that the £100 should be credited to your bank account this week.


Please check your bank account and let me know when received. I am sorry for the delay which I have been informed is due to the festive holidays.

With regard to reporting communal lighting repairs, this would have to be reported to KCTMO Customer Services directly on 0800 137111 (free from a land line) or 020 36177080 (mobile friendly number).

Kind regards  
**Dulce De Oliveira Watts**  
**Complaints Officer**



0800 137111  
www.kctmo.org.uk  
292a Kensal Road, London W10 5BE

 Before printing, please think about the environment

**From:** Mariem Elgwahry [REDACTED]@icloud.com]  
**Sent:** 16 January 2017 17:07  
**To:** Complaints Team <complaints@kctmo.org.uk>

**Cc:** Complaints\_Dist2 <Complaints\_Dist2@kctmo.org.uk>

**Subject:** ExternalRe: Ms El-Gwahry, Lancaster West Estate Parking - Stage 1 complaint  
COM161110332

Hey Olivia,

I hope you've had a good new year. I just wanted to ask when I would be expecting the compensation?

Also are you the right person to talk too about lighting on Grenfell road? There are no lights so parking is difficult and also it isn't very safe walking in pitch black if it is quite late. Would something be able to be done to repair the lights here please? Sorry if you are not the right person for this.

Thanks so much!  
Mariem

On 21 Dec 2016 3:51 p.m., Complaints Team <[complaints@kctmo.org.uk](mailto:complaints@kctmo.org.uk)> wrote:

Dear Ms El-Gwahry

**Stage 1 complaint: COM161110332**

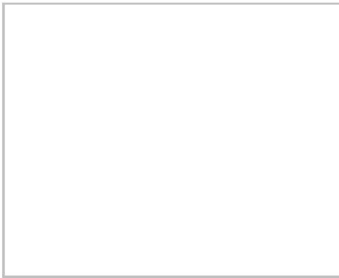
Thanks for returning the compensation form, I am pleased that you are satisfied with my response.

Under the new traffic management order, there are no allocated bays. This means that you can park in any bay within your parking area (LWE). This means that should illegal parking take place, it does not inconvenience any individual.

Do let me know if you have any further questions around this.

Kind regards

**Olivia Hutchison**  
**Head of Customer Services**



0800 137111  
www.kctmo.org.uk  
292a Kensal Road, London W10 5BE

 Before printing, please think about the environment

---

**From:** Complaints Team  
**Sent:** 15 December 2016 16:05  
**To:** [REDACTED]@icloud.com' <[REDACTED]@icloud.com>; Olivia Hutchison  
<[REDACTED]@kctmo.org.uk>  
**Subject:** Ms El-Gwahry, Lancaster West Estate Parking - Stage 1 complaint COM161110332

Dear Ms El-Gwahry

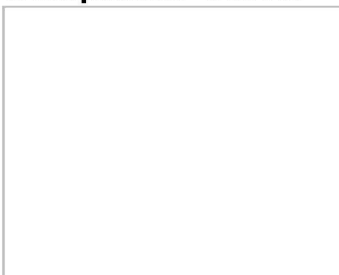
**Stage 1 complaint: COM161110332**

Thank you for your email which I have referred to Olivia who will reply accordingly.

In the meantime we will process payment accordingly.

Kind regards

**Dulce De Oliveira Watts**  
**Complaints Officer**



0800 137111  
www.kctmo.org.uk  
292a Kensal Road, London W10 5BE



---

**From:** Mariem Elgwahry [mailto:██████████@icloud.com]  
**Sent:** 15 December 2016 08:30  
**To:** Complaints Team <complaints@kctmo.org.uk>  
**Cc:** Complaints\_Dist2 <Complaints\_Dist2@kctmo.org.uk>  
**Subject:** ExternalRe: Ms El-Gwahry, Lancaster West Estate Parking - Stage 1 complaint  
COM161110332

Hey Olivia,

Thank you for your reply and the offer below. Please find the signed form attached.

Thank you for also clarifying that restrictions will be put in place as of 19th December, it has been an absolute nightmare with parking as people are even parking on double yellow lines around the bend of the road making access tighter than it already is. It is even taken a step further and people were parking on the side of the pavement near the entrance to the garage on a corner!

Can you confirm if there will be bays allocated to people or will it still work on a basis of parking in any available bay with a valid permit? Reason I ask is because I am going away so want to ensure that I leave my car parked correctly.

Many thanks again for your detailed reply and compensation very appreciated.

Thanks

Mariem

On Dec 13, 2016, at 10:39 PM, Complaints Team <complaints@kctmo.org.uk> wrote:

Dear Ms El-Gwahry

**Stage 1 complaint: COM161110332**

I confirm receipt of your complaint with regard to parking at the Lancaster West Estate.

As the Head of Customer Services and our parking operations I have been asked to investigate your concerns around the parking arrangements at the Lancaster West Estate.

In order to fully investigate your concerns, I reviewed all the email correspondence between yourself and Rafael Alvarez, Customer Service Parking Advisor. I am satisfied that the information provided by Rafael is factually correct. In 2012 the powers around parking enforcement changed and we were forced to consider new options. In May 2016 the new traffic management policy went live and the council's civil enforcement officers started patrolling our estates. As you are aware we were unable to commence with enforcement at the Lancaster West Estate due to the regeneration works at Grenfell Road and the associated delays to repair the road and install the new enforcement signs.

I understand that the lining and signing work is taking place at Grenfell Road this week. I further understand that our enforcement officers will be patrolling the area from Monday 19<sup>th</sup> December 2016 issuing warnings and/or penalty charge notices to illegally parked vehicles.

I accept that until this point we have not been able to provide effective parking enforcement and this has impacted your ability access parking in the area you pay for.

Based on the information available, I have upheld your complaint.

I agree that the lack of enforcement provision and the increase to illegal parking in the Lancaster West Parking area has caused inconvenience to your normal parking arrangements. I also recognise the frustration around this and the time you have taken to contact us over recent weeks.

As a gesture of goodwill and as an apology for the service you have experienced I am awarding you £100. Please complete the attached compensation acceptance form and return it by 30<sup>th</sup> December 2016, once received we will process payment accordingly.

If you are dissatisfied with the reply, you have the option of taking it to stage two of the complaints procedure. If you do wish to progress to stage two, please outline why you feel my response is not acceptable and what you think we can do to put it right. You can do this by writing to:

Complaints Team

Kensington & Chelsea TMO

Unit A

292 Kensal Road

London

W10 5BE

You have 20 working days in which to tell to us that you wish to proceed to the next stage of the complaints procedure. A stage two complaint is assessed by the senior manager of our department who will review the available information and the stage one decision. If you do not contact us within that time period, your complaint will be closed.

Yours sincerely

**Olivia Hutchison**  
**Head of Customer Services**

0800 137111

[www.kctmo.org.uk](http://www.kctmo.org.uk)

292a Kensal Road, London W10 5BE

 Before printing, please think about the environment

This e-mail message has been scanned for Viruses and Content and cleared by **MailMarshal**

---

**DISCLAIMER:**

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

---

This e-mail message has been scanned for Viruses and Content and cleared by **MailMarshal**

---

**DISCLAIMER:**

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

---

This e-mail message has been scanned for Viruses and Content and cleared by **MailMarshal**

---

**DISCLAIMER:**

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd. Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.



# Fwd: ExternalRe: Mandate from the residents of Grenfell Tower to implement and remedy the following serious issues and concerns-COM170410567 Stage 1 reply

Mariam Elgwahry [redacted]@icloud.com>

Tue 05/06/2018 00:04

To: Ahmed Elgwahry [redacted]@hotmail.co.uk>;

Begin forwarded message:

**From:** Grenfell Tower Leaseholder's Association <GrenfellLeaseholdersAssociation@hotmail.co.uk>  
**Date:** 23 May 2017 2:39:37 am  
**To:** Anthony Cheney [redacted]@kctmo.org.uk>  
**Cc:** [redacted]@rbkc.gov.uk" [redacted]@rbkc.gov.uk>, Sacha Jevans [redacted]@kctmo.org.uk>,"cllr.paget-brown@rbkc.gov.uk" <cllr.paget-brown@rbkc.gov.uk>,"cllr.feilding-mellen@rbkc.com" <cllr.feilding-mellen@rbkc.com>,"Cllr.feilding-mellen@rbkc.gov.uk" <Cllr.feilding-mellen@rbkc.gov.uk>,"Robert Black [redacted]@kctmo.org.uk>,"Judith Blakeman <cllr.blakeman@rbkc.gov.uk>,"cllr.lasharie@rbkc.gov.uk" <cllr.lasharie@rbkc.gov.uk>,"[redacted]@kctmo.org.uk" <[redacted]@kctmo.org.uk>,"cllr.mason@rbkc.gov.uk" <cllr.mason@rbkc.gov.uk>,"[redacted]@kctmo.org.uk" [redacted]@kctmo.org.uk>,"Daniel Wood [redacted]@kctmo.org.uk>,"[redacted]@rbkc.gov.uk" <[redacted]@rbkc.gov.uk>,"[redacted]@rbkc.gov.uk" <[redacted]@rbkc.gov.uk>,"[redacted]@kctmo.org.uk" <[redacted]@kctmo.org.uk>,"[redacted]@kctmo.org.uk" <[redacted]@kctmo.org.uk>,"companysecretariat@kctmo.org.uk" <companysecretariat@kctmo.org.uk>,"[redacted]@parliament.uk" <[redacted]@parliament.uk>,"John [redacted]@parliament.uk" <[redacted]@parliament.uk>,"[redacted]@yahoo.co.uk" <[redacted]@yahoo.co.uk>,"[redacted]@localgovernance.co.uk" <[redacted]@localgovernance.co.uk>,"[redacted]@hotmail.com" <[redacted]@hotmail.com>,"[redacted]@kctmo.org.uk" <[redacted]@kctmo.org.uk>,"[redacted]@kctmo.org.uk" <[redacted]@kctmo.org.uk>,"Miguel Manuel Ferreira Alves [redacted]@msn.com" <[redacted]@msn.com>,"Shanti Patel <[redacted]@hotmail.com>,"[redacted]@aol.com" <[redacted]@aol.com>,"Eddie daffarn [redacted]@hotmail.com" <[redacted]@hotmail.com>,"[redacted]@barakat.co.uk" <[redacted]@barakat.co.uk>,"[redacted]@gmail.com" <[redacted]@gmail.com>,"Miguel Manuel Ferreira Alves <[redacted]@msn.com>,"Nick Burton <[redacted]@yahoo.co.uk>,"info@platinum-c.co.uk" <info@platinum-c.co.uk>,"[redacted]@hotmail.com" <[redacted]@hotmail.com>,"[redacted]@gmail.com" <[redacted]@gmail.com>,"[redacted]@hilton.com" <[redacted]@hilton.com>,"[redacted]@gmail.com" <[redacted]@gmail.com>,"[redacted]@aol.com" <[redacted]@aol.com>,"Samuel Anyanwu <[redacted]@kctmo.org.uk>,"[redacted]@outlook.com" <[redacted]@outlook.com>,"Grenfell Tower Leaseholder's Association <grenfellleaseholdersassociation@hotmail.co.uk>,"[redacted]@yahoo.co.uk" <[redacted]@yahoo.co.uk>,"[redacted]@gmail.com" <[redacted]@gmail.com>,"[redacted]@gmail.com" <[redacted]@gmail.com>,"cllr.dentcoad@rbkc.gov.uk" <cllr.dentcoad@rbkc.gov.uk>,"[redacted]@gmail.com" <[redacted]@gmail.com>,"[redacted]@aol.com" <[redacted]@aol.com>,"[redacted]@kctmo.org.uk" <[redacted]@kctmo.org.uk>,"[redacted]@kctmo.org.uk" <[redacted]@kctmo.org.uk>,"[redacted]@kctmo.org.uk" <[redacted]@kctmo.org.uk>,"cllr.borwick@rbkc.gov.uk" <cllr.borwick@rbkc.gov.uk>,"Victoria' <victoria.borwick.mp@parliament.uk>,"[redacted]@yahoo.com" <[redacted]@yahoo.com>,"[redacted]@aol.com" <[redacted]@aol.com>,"[redacted]@icloud.com" <[redacted]@icloud.com>,"cllr.coleridge@rbkc.gov.uk" <cllr.coleridge@rbkc.gov.uk>,"[redacted]@kctmo.org.uk" <[redacted]@kctmo.org.uk>,"[redacted]@kctmo.org.uk" <[redacted]@kctmo.org.uk>,"[redacted]@met.police.uk" <[redacted]@met.police.uk>,"Complaints Team

<complaints@kctmo.org.uk>; [REDACTED]@yahoo.co.uk" <[REDACTED]@yahoo.co.uk [REDACTED]@yahoo.co.uk">  
[REDACTED]@yahoo.co.uk>

**Subject: Re: ExternalRe: Mandate from the residents of Grenfell Tower to implement and remedy the following serious issues and concerns-COM170410567 Stage 1 reply**

Dear Mr Anthony Cheney,  
Thank you for your email.

Let us categorically confirm that you that we don't expect you or Mr Peter Maddison or anyone at KCTMO to make further comments in relation to our serious issues and grave concerns we are facing in Grenfell Tower BUT deal with our pains and suffering as a tenant led organisation nothing less is acceptable to us.

We do strongly believe that our wellbeing and the health and safety have been compromised by the tenant led organisation the KCTMO in Grenfell Tower.

We are also giving you an opportunity to deal with it until all the avenue is exhausted to avoid legal proceeding to save cost and undue and unnecessary stress on us.

We wait to hear from you.

Best wishes

**Lee Chapman and Tunde Awoderu**

**The Secretary and vice chair of Grenfell Tower Leaseholders' Association**

---

**From:** Anthony Cheney [REDACTED]@kctmo.org.uk>

**Sent:** 17 May 2017 10:41

**To:** 'Grenfell Tower Leaseholder's Association'

**Subject:** RE: ExternalRe: Mandate from the residents of Grenfell Tower to implement and remedy the following serious issues and concerns-COM170410567 Stage 1 reply

Many thanks for your response, this has been referred to our complaints to for further comment.

**Anthony Cheney**

**Head of Contract Management (Interim), Assets & Regeneration**

**t: 0208 964 6105**



**w:** [www.kctmo.org.uk](http://www.kctmo.org.uk)

**a:** The Network Hub, 292a Kensal Road, London, W10 5BE

Before printing, please think about the environment

---

**From:** Grenfell Tower Leaseholder's Association

[mailto:GrenfellLeaseholdersAssociation@hotmail.co.uk]

**Sent:** 13 May 2017 23:23

**To:** Complaints Team <complaints@kctmo.org.uk>; Anthony Cheney <[REDACTED]@kctmo.org.uk>

Cc: [REDACTED]@rbkc.gov.uk; Sacha Jevans <[REDACTED]@kctmo.org.uk>; [cllr.paget-brown@rbkc.gov.uk](mailto:cllr.paget-brown@rbkc.gov.uk); [cllr.feilding-mellen@rbkc.com](mailto:cllr.feilding-mellen@rbkc.com); [Cllr.feilding-mellen@rbkc.gov.uk](mailto:Cllr.feilding-mellen@rbkc.gov.uk); Robert Black <[REDACTED]@kctmo.org.uk>; Judith Blakeman <[cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk)>; [cllr.lasharie@rbkc.gov.uk](mailto:cllr.lasharie@rbkc.gov.uk); Peter Maddison <[REDACTED]@kctmo.org.uk>; [cllr.mason@rbkc.gov.uk](mailto:cllr.mason@rbkc.gov.uk); Claire Williams <[REDACTED]@kctmo.org.uk>; Daniel Wood <[REDACTED]@kctmo.org.uk> [REDACTED]@rbkc.gov.uk; [REDACTED]@rbkc.gov.uk) <[REDACTED]@rbkc.gov.uk>; Fay Edwards <[REDACTED]@kctmo.org.uk>; Company Secretariat <[companysecretariat@kctmo.org.uk](mailto:companysecretariat@kctmo.org.uk)>; Complaints\_Allowed <[Complaints\\_Allowed@kctmo.org.uk](mailto:Complaints_Allowed@kctmo.org.uk)>; SWEENEY, John <[REDACTED]@parliament.uk>; [REDACTED]@yahoo.co.uk; [REDACTED]@localgovernance.co.uk; [REDACTED]@hotmail.com; Millicent Williams <[REDACTED]@kctmo.org.uk>; Nicola Bartholomew <[REDACTED]@kctmo.org.uk>; Janice Jones <[REDACTED]@kctmo.org.uk>; Miguel Manuel Ferreira Alves <[REDACTED]@msn.com>; Shanti Patel <[REDACTED]@hotmail.com>; [REDACTED]@aol.com; Eddie daffarn <[REDACTED]@hotmail.com>; [REDACTED]@barakat.co.uk; [REDACTED]@gmail.com; Miguel Manuel Ferreira Alves <[REDACTED]@msn.com>; Nick Burton <[REDACTED]@yahoo.co.uk>; [info@platinum-c.co.uk](mailto:info@platinum-c.co.uk); [REDACTED]@hotmail.com; [REDACTED]@gmail.com; [REDACTED]@hilton.com; [REDACTED]@gmail.com; [REDACTED]@aol.com; Samuel Anyanwu <[REDACTED]@kctmo.org.uk>; [REDACTED]@outlook.com; Grenfell Tower Leaseholder's Association <[grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)>; [REDACTED]@yahoo.co.uk; [REDACTED]@gmail.com; [REDACTED]@gmail.com; [cllr.dentcoad@rbkc.gov.uk](mailto:cllr.dentcoad@rbkc.gov.uk); [REDACTED]@gmail.com; [REDACTED]@aol.com; Gill Petford <[REDACTED]@kctmo.org.uk>; Janet Seward <[REDACTED]@kctmo.org.uk>; Kiran Singh <[REDACTED]@kctmo.org.uk>; 'BORWICK, Victoria' <[victoria.borwick.mp@parliament.uk](mailto:victoria.borwick.mp@parliament.uk)> [REDACTED]@yahoo.com; [REDACTED]@aol.com; [REDACTED]@icloud.com; [cllr.coleridge@rbkc.gov.uk](mailto:cllr.coleridge@rbkc.gov.uk); Alex Bosman <[REDACTED]@kctmo.org.uk>; [REDACTED]@kctmo.org.uk; [REDACTED]@met.police.uk; Complaints\_Dist2 <[Complaints\\_Dist2@kctmo.org.uk](mailto:Complaints_Dist2@kctmo.org.uk)>

**Subject:** ExternalRe: Mandate from the residents of Grenfell Tower to implement and remedy the following serious issues and concerns-COM170410567 Stage 1 reply

Dear Anthony Cheney,

Complaint ref: COM170410567

You and the complaints team have carried out an investigation into our case and reviewed the available background information including the previously provided response by Sacha Jevans, Executive Director of Operations. Unfortunately we found your investigation neither open nor transparent and not based on fact but misleading information given by your neighbourhood management team. So we therefore intend to take our issues and concerns to stage two and final level for the following reasons:

Here is an extract of the email from Sacha Jevans dated 28<sup>th</sup> March 2017

### **Health and safety and main gas pipe in stairwells and the lobby area in Grenfell Tower:**

“RBKC and KCTMO are responsible for ensuring the health and safety of all the homes in the borough. I can assure you that the KCTMO take their health & safety responsibilities very seriously and are committed to complying with our statutory

obligations and implementing effective control measures to mitigate risks to residents, their visitors, our staff and our contractors”

“As previously mentioned in our recent briefing, National Grid are a utility company and statutory body and are not required to enter into contractual arrangements with the TMO or RBKC. This therefore does restrict the level of control we have over their work. The National Grid have advised that they are not required to apply to Building Control for Building Regulations approval for works of this nature”

If RBKC and KCTMO are responsible for ensuring the health and safety of all the homes in the borough including Grenfell Tower, NOT the national Grid, surely RBKC and KCTMO can provide us fire brigade reports NOT as Sacha Jevan stated, “The stairwell was considered the only feasible option and the fire safety consultant has not raised any specific concerns with regards to its location providing it is located within a suitable fire-rated enclosure”.

We the residents in Grenfell Tower are yet to receive any letter of assurance either from the RBKC or KCTMO that the gas pipe in the main exposed communal area does not residents welfare at risk. The KCTMO and RBKC must provide us a report from the London Fire Brigade and from an independent health and safety inspector.

### **Anti-social behaviour/ serious crime and incident in Grenfell Tower:**

Extract from your email

“Our Neighbourhood Management Team has investigated your concerns with regard to an increase in anti-social behaviour and confirms the number of reports is quite low and instances are being investigated by the relevant authorities”

We are shocked and horrified of the misleading information given by your neighbourhood management team when the crime in Grenfell Tower is extremely high and its based on fact of life of Grenfell Tower residents experiencing on regular basis. We have enough evidences to prove that to appropriate authorities in due course. The staircases are no go area after 10pm and one of the residents witnessed stranger comes at night and sleeps by the chute.

### **Noise:**

The noise is quite separate from the home improvement works and noise relating to children and as you said Ms Claire Williams has been in contact with Mr Chapman and this particular noise is not only experienced by Mr Chapman but most of the residents of the top floor of the north east side of the building.

Please see below how Mr Chapman described the noises when he highlighted this noise and nuisance to the Local MP.

“At night there is a continuous knocking noise that has been blamed on a toilet valve. I cannot describe this noise on an email; however I would describe it as someone banging a drum at various intervals at night. There has been no investigation into this and different residents have their own views as to where the noise comes from. We have requested that this be taken more seriously and that someone comes and leaves no stone unturned as this is affecting us physical through sleep deprivation and mentally”.

### **Lifts:**

We agree with you that there are a lot of calls out charges under contract maintenance, repairing the two lifts taking including some extensive works to improve the running of the lifts. It is costing a lot more money to keep two lifts functioning and repairing on regular basis in longer run and Apex lift the contractor who replaced the two lifts costs over 700K in 2005 so they are relatively young in age. If KCTMO continue repairing the two lifts on such a frequent basis in the longer run it would cost more than to refurbish or recondition them NOW. As you may know we got a very bad deal for the Apex lift and KCTMO must accept the responsibility for that poor deal and not appropriately manage this major work. As you may know it was not a cheap replacement either. But it appeared “if you buy cheap you pay twice”. KCTMO may upheld our genuine concern but we are giving you an opportunity to put this right before we have to explore every avenue including housing ombudsmen or Leasehold tribunal to put this right for the residents in Grenfell Tower.

### **Concierge and security**

We are very much aware, a security guard was in place for Lancaster west management board based in Grenfell Tower, BUT it was not for the residents of Grenfell Tower for many years. Logically the majority of residents decided to terminate the services and paying towards the services which was not directly benefiting the residents in Grenfell Tower. No one would refuse such a valuable service if it was benefiting them. The Grenfell Tower Leaseholders association has so far received written support from over 90% of residents in the tower endorsing our actions and thus giving us the mandate to request change including re - introducing the concierge and the security guard in Grenfell tower without delay. The first and foremost it would be benefiting our landlord the RBKC and the managing agents in various ways and your interest to re-introduce the concierge and the security guard in Grenfell Tower to protect their asset and recent investment of £10M regeneration project.

The benefits of the Grenfell Tower Leasehold's association can be added to your list of assets, we are working in all of our interests to ensure the safety and security of residents, and property alike.

## Item 6

As you said you are unable to comment on our statement but we can confirm that to you that we have NOT made any misleading information.

## Conclusion

In conclusion you said we quote "National Grid have responsibility for the on-going gas safety and are bound by the regulations on their install within this building. I feel we have presented a reasonable way forward to address your concerns and would also encourage residents to communicate directly with National Grid with regard to any ongoing works to the gas supply to their property"

On the one hand you have reiterated that again we repeat "RBKC and KCTMO are responsible for ensuring the health and safety of all the homes in the borough. I can assure you that the KCTMO take their health & safety responsibilities very seriously and are committed to complying with our statutory obligations and implementing effective control measures to mitigate risks to residents, their visitors, our staff and our contractors"

If KCTMO and the RBKC are so confident on National Grid meet all the health and safety regulation, and London Fire Brigade are quite satisfied with the location of the main gas pipe in Grenfell Tower and national grid meet the pipelines Safety regulations 1996- Regulation 13.

We the residents of Grenfell Tower demand the KCTMO as a tenant led organisation reassure us by providing us the copy of the reports from the London Fire Brigade, Heath and safety inspector and confirmation from the National Grid that location of the main gas pipe is safe and KCTMO and RBKC are prepared to take full responsibility of any fire risk hazard NOW and in the foreseeable future.

We MUST explore every avenue and MUST ensure our managing agents KCTMO and RBKC deal with our serious issues and concerns in first instance with an open mind before we can take it further to housing ombudsman, or consider legal proceeding with a view to save costs and undue stress to us.

We wait to hear from you urgently

Best Wishes

**Lee Chapman and Tunde Awoderu**

## The secretary and the Vice chair of Grenfell Tower Leaseholder's Association

---

**From:** Complaints Team <[complaints@kctmo.org.uk](mailto:complaints@kctmo.org.uk)>

**Sent:** 05 May 2017 15:15

**To:** 'grenfellleaseholdersassociation@hotmail.co.uk'

**Cc:** [REDACTED]@rbkc.gov.uk'

**Subject:** Mandate from the residents of Grenfell Tower to implement and remedy the following serious issues and concerns-COM170410567 Stage 1 reply

Dear Grenfell Tower Leaseholder's Association

### **Stage 1 Complaint: COM170410567**

I confirm receipt of your complaint of 21<sup>st</sup> April 2017.

Your concerns have been logged and have been passed to me as the manager responsible for the services in question. I have carried out an investigation of your case and reviewed all the available background information.

Below I have set out a summary of my understanding of the complaint, the information I have in connection with your complaint and my conclusions.

### **Summary**

I address your concerns in relation to the National Grid works and associated comments surrounding the gas network below and your further comments separately to try and address all of the items contained in your email dated 21<sup>st</sup> April 2017. My responses below reiterates the information previously provided by Sacha Jevans, Executive Director of Operations and myself to you.

### **Items 1-3 & subsequent 1-3**

National Grid are responsible for the provision of the gas supply up until the meter of each individual property on the gas network. They identified that there was a leak on their riser and subsequently shut this down as it was unsafe and unable to be repaired in its current location. National Grid carry out regular planned works to the infrastructure in multiple occupied buildings such as Grenfell Tower and will often find pipework of this age to require replacement due to age and deterioration over time.

As previously communicated National Grid are unable to repair the existing riser and identified the new location of the gas riser in line with their working practices and have

installed a new riser in the building as the only possible location to restore the service to the residents. National Grid have installed in accordance with the current regulations and in line with the fire strategy for Grenfell. They are currently installing a 2-hour fire rated boxing to safely enclose this associated pipework within its immediate location. National Grid have indicated this should take approximately 6 weeks.

KCTMO take their Health and Safety (H&S) responsibilities very seriously and as previously indicated employ a H&S manager and an independent fire risk assessor who provides a range of fire safety inspections, advice and guidance as necessary. The independent fire risk assessor is comfortable that all necessary steps have been taken by National Grid in this pipe installation. The TMO has referred this matter to the Fire Brigade who have also not indicated any concerns surrounding this installation.

This new gas riser has led National Grid to survey further properties as they wish to connect the remaining properties to the newly installed gas riser, this is to remove existing old supplies from the building and improve the safety of the network. This is in relation to your comment of extending to the other parts of the tower.

National Grid have sent a letter (19<sup>th</sup> April 2017) to all residents at the block to request for survey dates and will provide further communication to the residents in regards to this. Again as previously indicated National Grid are the responsible party and have asked residents to contact them directly with queries on 020 3869 8911. This is part of their own planned works on the network.

### Items e-h

Our Neighbourhood Management Team have investigated your concerns with regard to an increase in anti-social behaviour and confirm the number of reports are quite low and instances are being investigated by the relevant authorities.

As you are aware, a security guard was in place for Grenfell Tower and the wider Lancaster West Estate whose duty was to oversee the CCTV cameras and to carry out regular patrols on the estate between the hours of 17.00pm – 08.30am. Following resident concern regarding the value of this service, this was reviewed in January 2014 with estate wide consultation taking place. Following resident feedback, the majority of respondents stated they would like to terminate the site security which was a service chargeable provision. This was subsequently terminated in July 2014 with a confirmation letter sent to all households.

From your complaint below, you are requesting a permanent concierge which I assume would be based in the foyer of Grenfell Tower. We are able to carry out further consultation with residents of Grenfell Tower to assess the demand and agreement to introduce a concierge service which will be service charged to residents. We will be able to provide estimated costs for this service as part of the consultation. We will begin this in June 2017 at the request of the Grenfell Leasehold Association and should the majority of residents wish to introduce a concierge service, we will review the tendering and feasibility of such as service.



In the previous response by our Executive Director of Operations it was suggested a meeting has been offered a number of times and would encourage this meeting to be arranged with our team to discuss your concerns over a concierge service, CCTV and ways of increasing security at the block.

Again we reiterate that should residents witness any suspicious activity that this is reported to the police and KCTMO where appropriate.

I confirm that the replacement of the Gas Network does not trigger statutory consultation with leaseholders nor does a repair of this nature require involvement of the building insurer as previously indicated in our response. National Grid are bound by regulation to provide a safely installed gas network and we are confident they have met their legal obligations.

#### **Items 4-6**

A letter was sent to residents at the block 10<sup>th</sup> March 2017 to try and understand any concerns on the noise item you mention. We are unable to establish any level of concern among residents and have only received 2 further responses on this indicating home improvement works and noise relating to children. I believe Claire Williams, Project Manager has also been in contact with Mr Chapman in relation to this and we have inspected the roof area which indicated there is no issue obviously related to the building fabric. Sacha Jevans previous response has indicated this is being investigated, however to investigate this fully we will require details to the specific locations and timings of these complaints.

In relation to your comment 5 on the lifts, we have previously responded to a complaint from the Grenfell Leaseholders Association on these lifts and have upheld this complaint. We have recently carried out some extensive works to improve the running of the lifts. This work was recently completed and we have seen a substantial improvement in the reliability of these lifts where improvements have been made to the door operation. As you can appreciate these lifts are in constant use and we strive to provide a very reliable service to the lifts.

#### **Item 6**

I am unable to comment on your statement of item 6 and again request that this issue is communicated further at a meeting with the Neighbourhood Management Team so any issue can be fully investigated.

#### **Conclusion**

This response together with the previous communication has reiterated KCTMO's continuing endeavour to address your concerns regarding a number of these items. National Grid have confirmed that the work they have undertaken meets with safety requirements. We have sought the views of the fire brigade and KCMTOs fire safety consultant, both of whom confirm that the works meet necessary standards and are appropriate in the context of the fire strategy for Grenfell Tower. We do not see it

necessary to instruct or fund an independent adjudicator at this time. National Grid hold the responsibility to inspect and ensure gas safety on their network in multi occupancy buildings.

Our independent fire consultant confirm that the programme to complete the fire rated boxing will address any concerns surrounding the stairwell.

I would again offer the suggestion of a meeting with our Neighbourhood Management Team and suggest that a member of National Grid is invited to discuss any further concerns you have in regard to this to cover all items to your satisfaction. I am happy to facilitate their attendance and address any questions you may have personally.

Based on the information available, I do not uphold your complaint.

National Grid have responsibility for the on-going gas safety and are bound by the regulations on their install within this building. I feel we have presented a reasonable way forward to address your concerns and would also encourage residents to communicate directly with National Grid with regard to any ongoing works to the gas supply to their property.

If you are dissatisfied with the reply, you have the option of taking it to stage two of the complaints procedure. If you do wish to progress to stage two, please outline why you feel my response is not acceptable and what you think we can do to put it right. You can do this by writing to:

Complaints Team  
Kensington & Chelsea TMO  
Unit A  
292 Kensal Road  
London  
W10 5BE

Or

[complaints@kctmo.org.uk](mailto:complaints@kctmo.org.uk)

You have 20 working days in which to tell to us that you wish to proceed to the next stage of the complaints procedure. A stage two complaint is assessed by the senior manager of our department who will review the available information and the stage one decision. If you do not contact us within that time period, your complaint will be closed.

Yours sincerely  
**Anthony Cheney**  
**Head of Contract Management**



0800 137111

[www.kctmo.org.uk](http://www.kctmo.org.uk)

292a Kensal Road, London W10 5BE

 Before printing, please think about the environment

---

This e-mail message has been scanned for Viruses and Content and cleared by **MailMarshal**

---

**DISCLAIMER:**

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd. Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

---

This e-mail message has been scanned for Viruses and Content and cleared by **MailMarshal**

---

**DISCLAIMER:**

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd. Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

# Fwd: Grenfell Tower Improvement Works

Mariam Elgwahry <[REDACTED]@icloud.com>

Tue 05/06/2018 00:14

To: Ahmed Elgwahry <[REDACTED]@hotmail.co.uk>;

Begin forwarded message:

**From:** Marcio Gomes <[REDACTED]@hotmail.com>

**Date:** 02 July 2015 9:46:20 am

**To:** David Collins <[REDACTED]@future-conversations.com>

**Cc:** Mariam Elgwahry <[REDACTED]@icloud.com>, William Thompson <[REDACTED]@btinternet.com>, Edward Daffarn <[REDACTED]@hotmail.com>, TUNDE GLA <info@platinum-c.co.uk>, Antonio Roncolato <[REDACTED]@millenniumhotels.com>

**Subject:** Re: Grenfell Tower Improvement Works





On 2 Jul 2015, at 21:29, David Collins <[REDACTED]@future-conversations.com> wrote:

Did anyone make it to 145 today to see what the new suggested hallway finishing looks like?  
D

---

**From:** Mariem Elgwahry  
**Date:** Tuesday, 30 June 2015 08:30  
**To:** David Collins, William Thompson, Edward Daffarn, TUNDE GLA, Antonio Roncolato, Marcio Gomes  
**Subject:** Re: FW: Grenfell Tower Improvement Works

Morning all,

Just a note has anyone seen June's newsletter about TMO now agreeing that the boiler itself will be boxed up? Now the wording on the newsletters have changed and made it look like consulting with tenants has resorted in them making these changes along with mention of the boiler going in the kitchen and the possibility of there being no water for "a few days" if residents wanted this option.

Thanks  
Mariem

Sent from my Samsung device

----- Original message -----

From: David Collins <[REDACTED]@future-conversations.com>  
Date: 29/06/2015 16:23 (GMT+00:00)  
To: William Thompson <[REDACTED]@btinternet.com>, Edward Daffarn  
[REDACTED]@hotmail.com>, TUNDE GLA <info@platinum-c.co.uk>, Mariem Elgwahry  
[REDACTED]@icloud.com>, Antonio Roncolato <[REDACTED]@millenniumhotels.com>, Marcio  
Gomes [REDACTED]@hotmail.com>  
Subject: FW: Grenfell Tower Improvement Works

I haven't read any of this yet; just passing on Judith's communication...

David

---

**From:** Judith Blakeman  
**Date:** Monday, 29 June 2015 15:51  
**To:** David Collins, <Cllr.Blakeman@rbkc.gov.uk>, <cllr.r.atkinson@rbkc.gov.uk>  
**Subject:** RE: Grenfell Tower Improvement Works

Dear Mr. Collins

Attached please find a copy of an e-mail that we have sent to the TMO and others and which will be sent to all the residents who attended our surgery last Saturday. You should receive your own hard copy with a covering letter in the next couple of days.

This statement does not include an undertaking that we gave to the TMO and Rydon that Mr. Daffarn would not be attending the next surgery on 11<sup>th</sup> July as, if he does, I suspect they would refuse to attend. I don't know if they will agree anyway to come to the surgery, but it is worth inviting them.

I hope this helps.

Kind regards.

Cllr. Judith Blakeman

---

**From:** David Collins [mailto:██████████@future-conversations.com]

**Sent:** 29 June 2015 14:41

**To:** [Cllr.Blakeman@rbkc.gov.uk](mailto:Cllr.Blakeman@rbkc.gov.uk); [cllr.r.atkinson@rbkc.gov.uk](mailto:cllr.r.atkinson@rbkc.gov.uk)

**Subject:** Grenfell Tower Improvement Works

Dear Councillors Atkinson & Blakeman,

It was very good to meet with you on Saturday at your surgery. It was good to feel (at last) like our concerns had been heard. As you could tell listening to us, there has been a lack of engagement with residents on our concerns, even though they are serious matters. The TMO has also more generally failed to discuss the change in promises made to residents about the heat interface unit, or engage with residents as a group in delivering a successful project, despite our wish to do so.

I promised to email you the questions we asked on the day.

1. Please could you take forward the safety issues of the proposed hallway location for the heat interface unit, and exposed pipework, in our homes – and perhaps most significantly in the homes of people who have already had it installed and where it could now be a hazard preventing them to escape their homes in an emergency?
2. Please could you seek the original heat interface unit solution which residents had agreed to in 2014, and which we feel is safe in our homes for our children and ourselves? Please can you ensure the completed work is going to be of an aesthetically high standard too, so it adds rather than takes away from our homes?
3. Please could you ask the TMO to meet with us and Rydon? To find a meaningful way forward. To have our concerns heard.

As you suggested the TMO say they are not engaging with Grenfell Tower residents because of one individual. As well as this being unprofessional and damaging to the relationship with all residents, individual experiences suggest that the TMO often fails to engage and respond to residents. This is a wider and more significant communication and leadership issue which I believe needs addressing.

Thank you again for the time on Saturday, and for taking these matters seriously. Thank you also for asking us to come back to meet you in two weeks time to discuss progress. Action is very much appreciated.

Best Wishes,

David

Ask Nick: Conversation and question time with Council Leader, Cllr Nick Paget-Brown.

Thursday 9 July, 6pm to 8pm, Holy Trinity Brompton, SW7 1JA.

Submit your question and register to attend at <http://www.rbkc.gov.uk/asknick>

\*\*\*\*\*

The Royal Borough of Kensington and Chelsea.  
This e-mail may contain information which is confidential,  
legally privileged and/or copyright protected. This e-mail  
is intended for the addressee only. If you receive this in  
error, please contact the sender and delete the material  
from your computer.

\*\*\*\*\*