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**From:** Env.Hlth <Env.Hlth@rbkc.gov.uk>  
**To:** shahidahmed [REDACTED]  
**Cc:** Env.Hlth <Env.Hlth@rbkc.gov.uk>  
**Subject:** RE: fire at grenfell Tower  
**Date:** Wed, May 12, 2010 3:22 pm

Dear Mr Ahmed

Thank you for your email dated 12 May 2010.

Your comments have been noted and the details noted on our system (case ref – 083694) I note that you have also emailed a senior officer of TMO who will take any further action for you.

Kind regards

**Lynne Norman**

Customer Service/Admin Officer  
Environmental Healthline



Please consider the environment before printing this e-mail, Thank you!

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**From:** [REDACTED]  
**Sent:** 12 May 2010 11:11  
**To:** Env.Hlth, E-mails: ES-EnvHlth  
**Cc:** [kholloway@kctmo.org.uk](mailto:kholloway@kctmo.org.uk)  
**Subject:** fire at grenfell Tower

Dear head of environmental health,

I am writing to inform you about the terrifying experience we went through on 30<sup>th</sup> April 2010. In particular, I would like to draw upon what I feel was a lack of preparation and experience shown by the estate security system which quite frankly is unacceptable.

On 30<sup>th</sup> April around about 6:50pm I had a call from my son who was downstairs at the reception area informing me that the lift was out of service and that he could hear the fire alarm ringing at reception. At that time I was near Shepherd's Bush Tube Station and I decided to phone my wife to find out whether she knew anything about a fire in Grenfell Tower. She said she didn't so I asked her to open the door to check while I was on the phone. She opened the door and she screamed, 'Oh my God there is a fire and smoke every where, what shall I do?' She was really terrified and so I told her to call 999 immediately before the phone line between me and her got cut off. In the meantime, I called 999 and requested the fire-brigade who took details from me and assured me that help was on its way. After that I tried repeatedly to get hold of my wife but I

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couldn't get hold of her and my calls were just going to our voicemail. At that point there were so many frightening things which were coming to my head and I thought fire had entered our flat and I did not what was happening to her. I was crying like anything and was running as fast as I could back to Grenfell Tower.

When I came to my house I saw the fire brigade services had arrived as had ambulances and the police. They weren't letting anybody into building so I asked the police what had happened and they told me that the fire wasn't on the 15<sup>th</sup> Floor but on the 6<sup>th</sup> floor and the fire brigade had contained the fire. I was informed by one of the fireman that my wife was safe and that they were bringing her down for emergency treatment.

[REDACTED] thick, heavy smoke had entered our flat and penetrated all our rooms. The terrifying experience left [REDACTED]

The serious issue though was that my wife could not hear the fire alarm from inside the flat and so was unaware of the fire in the building. On this occasion the smoke had risen, perhaps through the ventilation system, all the way up to the 15<sup>th</sup> floor, but had the fire been on this floor the smoke would have been a lot thicker and potentially fatal without any warning of a fire with functional smoke alarm in the landing area. Furthermore, when my son at the reception asked whether he could walk up to the 15<sup>th</sup> floor via the staircase he was informed that if he wished to do so he could. This suggests that the receptionist was critically unaware of the fire despite the fire alarm at reception and as a result put my son's life at risk. The lady was clearly untrained and unaware of the procedures and how to act. Moreover, should a fire occur in the staircase of Grenfell Tower, there will be no escape route for the residents of Grenfell Tower, since obviously the lifts will be out of service. This raises serious health and safety issues and could trap the residents of building in a fire with no escape.

I am anxiously awaiting to hear from you soon.

Yours faithfully

Mr S Ahmed

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The Royal Borough of Kensington and Chelsea.  
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