

Housing ombudsman/Local MP/ Leaseholders Tribunal/Minister of Environmental Health/Neighbourhood police

We, the residents of Grenfell Tower( Please see attached endorsement of the residents) allege negligence/Breach of duty by our Landlord RBKC and their appointed Managing Agent KCTMO and National Grid: Ref: Grenfell Tower, Grenfell Road, London W11.

### **Health and safety and Serious Fire Risk hazard**

1. Unsafe Building
2. Unsafe system of evacuation
3. Unsafe Gas pipe installed throughout the stairwell, front Entrance door and inside the flats- **No consultation with the residents of Grenfell Tower by the managing agents and the Landlord.**
4. The potential risk to life and also to our common assets is without doubt, very high. Given that this GAS MAIN is installed through our communal fire escape, we cannot imagine the possible consequences of a fire in this building and as a duty of care the RBKC must ensure that we can get out in an emergency, if there is a need to evacuate. To be clear, **if we cannot get out people will die or at best suffer serious injury.**
5. In 2010 a fire in the building resulted in the injury of 3 people, as per LFB report, which was caused by **poor maintenance for which the TMO/RBKC was responsible.** I'm sure you can understand that for this reason a number of residents are extremely concerned of the same thing happening again. We have received verbal communication from a number of residents who feel that the buildings integrity has been **compromised due to the appearance of the pipe.** One neighbour said they do not believe that it is a gas main and they will continue to smoke in the communal staircase.
6. **There are many people in this building who are immobile, very young or suffer from mental health issues, I would ask for your undivided help in getting this manner resolved for all interested parties.**
7. Again the extract from our earlier email dated 7<sup>th</sup> March 2017 for the information and convenience of the recipients of this email.
8. **"Could you please kindly provide us the proof or evidences that anywhere at RBKC or in London or in the United Kingdom that gas pipe line exposed such a manner and installed beside the staircase( only fire escape) where there is no air can escape whatsoever. And more importantly the staircase of Grenfell Tower is the main breeding ground and where the vandalism and antisocial are daily occurrences. This newly installed exposed gas pipe line is easy target of vandalism**

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and one incident can have serious catastrophic consequence for the whole building.

9. Could you please kindly provide us the health and safety certificate authorised that the KCTMO or the National Grid that they obtained permission before installing the gas pipe going through the entire staircases of the Building?"
10. Please read comments send to us from one of the resident of this building:
11. "I'm absolutely shocked by the dodgy work and the risk to the building. I walked up the communal stairs tonight and I'm surprised that there is not even protection. If there was a gas leak on one of those pipes and someone was smoking that would be the end of the building"
12. Requested funding dated 2<sup>nd</sup> March 2017 to KCTMO/RBKC via local councillor Judith Blakeman but yet to get a reply. Copy of the Email: Thank you for your email to the KCTMO. Did you manage to get any formal confirmation from the Fire Brigade in relation to our grave concerns of Fire hazard and health and safety at Grenfell Tower? On a separate note, we intend to hire an independent Health and Safety inspector to attend the premises to inspect the following: To carry out full health & Safety inspection of physical aspect of the premises including structural problem as well as onsite documentation. Observation made and hazard identified. Level of Risk ref: to gas pipe at stairwells taking into accounts level of vandalisms and anti-social elements at Stairwells. Any recommendations necessary to ensure ongoing legal compliance. It is important that we inform you as our local senior Councillor for many years along with Notting dale ward councillors. Could you please kindly seek immediate funding from the KCTMO or the RBKC to pay toward hiring the independent health and safety advisor as a matter of urgency? So the inspection can take place in the presence of local stakeholders of Lancaster west Estate. We wait to hear from you urgently.
13. Email to Millicent Williams ( housing officer of latimer office TMO dated 20<sup>th</sup> March 2017). We are sincerely concerned as residents living in the tower and that the fire risk that the recent installation of gas pipes has brought to the building. It is not just the installation itself that causes some alarm, but it is the risk that exposed pipes of any kind can cause to residents. The fact that these pipes have natural gas, which I'm sure you will understand, is extremely combust able makes us feel in grave danger in the event of one of the pipes being compromised.
14. Having seen these pipes numerous times, I am seriously concerned about how I will get out of this building alive in the event of a fire with this added risk. At no point were we advised that a Gas pipe would not be installed in a communal area, nor were we informed of the need to be extra vigilant. At the 22nd floor it is a very long way down from the window in the event that after 30 minutes of fire our house in engulfed.

Concierge, Security Guard & anti-social elements and Vandalisms at Grenfell Tower : email to Local councillor dated 29<sup>th</sup> September 2016 and copied to the management of RBKC & KCTMO

Staircases:

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15. Please find attached some pictures of the staircase at Grenfell Tower. How on earth KCTMO/RBKC invested £10M for improvement of Grenfell Tower and left the staircase like this, it is unbelievable, unprofessional and unacceptable. When they spent £1m on consultancy fees along and it does not make sense. It would only take few litres of paint to paint the whole staircase with minimum afford but welcoming, fruitful outcome.

#### **Concierge and Security Guard at Grenfell Tower:**

16. We the residents are well aware of the fact that we voted to remove the concierge for the EMB/KCTMO not the security guard because for the simple reason it was nothing to do with GT but so call to serve the EMB (Estate management board). We the resident of Grenfell Tower couldn't make sense as to why the mirror still hanging (call EMB) inside the two lifts. Please find attached bill to demonstrate the residents were paying £44K a year the contribution towards the concierge/security of the former EMB/KCTMO when EMB/KCTMO were based at Grenfell. It's make sense to preserve the legacy and to protect the £10m investment from the vandalism and anti-social elements at Grenfell Tower. The KCTMO **MUST** provide the security guards at Grenfell tower if they could provide for the former EMB (Estate management Board). As you can see the cost were recharges to the residents and residents of Grenfell Tower never benefited from the so called security guard because it was never meant for the Resident of Grenfell Tower in the first place?

#### **Anti-social elements and Vandalisms at Grenfell Tower**

17. Sadly stabbing took place in Grenfell Tower on 23<sup>rd</sup> September 2016. The victims were a father and his son, who sustained a serious injury and this incident, had an effect on the whole family unit and whole community especially the residents of Grenfell tower.
18. Emailed to Millicent Williams (housing officer of Latimer office dated: 20<sup>th</sup> March 2017. You may be aware, that recently the level of anti-social behaviour in the building is increasing, mainly involving children between 10 and young adults up to the age of 25. Given that many of the people who gain access to the building relatively easy due to the lack of security adds further alarm to safety concerns surrounding the gas pipes. **Very few hours go by without someone smoking in the fire escape and sometime light small "fires", or should I say highly flammable drugs. In the event the event that just one of the pipes begins to leak, all people in the building will suffer and more importantly are at risk of death or serious injury at least. Please can I insist that you MUST take this issue seriously as should an event happen it is our lives at risk?**

#### **Regular breakdown (i:e Every two weeks) and malfunction the two lifts at Grenfell Tower**

19. Emailed to Ms Nicola Bartholomew, dated 23<sup>rd</sup> March 2017: Further to our complaint response from the Catherine Dack from complaint team of KCTMO but referring from you to me. You have given details explanation and in conclusion you have emphasised your contactors have undertaken a significant amount of work to reinstate lift H091. It's not even a two weeks that one of the lift went out of service for two days. The Lift HO91 when closes its door, it sounds like 18<sup>th</sup> century's rail

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engine and not only that the residents can hear the noises from their sitting room day and night. It's a quite a nuisance. It's a matter of time both lifts will come to their end of useful life and its only 10 years old with 700K investment to replace them. Please see attached pictures for your information as an evidence and confirmation and the irony is someone either the KCTMO or their contractors may a service contract in place and making money on parts and labour and callout charges, out of our suffering and misery. As you said, with regards to CCTV at Grenfell Tower (NOT in the stairwells where anti-social and vandalism take place on regular basis) and the lifts are in working order. First and foremost we cannot see any tangible benefit having a CCTV in working order at the same time NOT being monitored by security guard neither remotely or in house at Grenfell Tower. The CCTV does not cover the stairwells at the same time you are encouraging the residents to call the neighbourhood officers during the office hour to report anti-social behaviour. This is extremely confusing and bizarre way the CCTV in place by the KCTMO and it's a useless and waste of money under any circumstances. If that's the case what role the CCTV playing to catch the culprit and only way CCTV are effective that first and foremost it MUST cover the vulnerable area such as staircases and MUST be monitor by security guard NOT after the incident? It's a bureaucracy, useless and madness method in operation and again waste of man power and money. It is extremely important that KCTMO MUST consider placing security guard permanently at Grenfell Tower to protect the premises from vandalism. We highlighted many serious concerns in relation to this and how important to have a security guard and we will pursue it under any cases and event. Let us categorically confirm that to you that majority of the residents of Grenfell Tower demand the permanent security guard at Grenfell Tower and it's all documented. As a resident of Grenfell Tower, one thing we struggle to understand why on earth the KCTMO and the RBKC letting this place run down again and it's a very unfortunate. It's NOT our feeling but increasingly becoming evidence that the RBKC and the KCTMO always try to shoot the messenger because it seems to us it's very difficult for the KCTMO and the RBKC to accept the truth. I would like conclude with the phases I quote "all truth passes through three stages, first it is ridiculed; second it is violently opposed, third it is accepted as being self-evident. So we would like to take our complaint to stage two to assess by the senior management of the KCTMO and let be assured if outcome isn't based on fact, we will take it further.

20. Further email to Dear Ms Nicola Bartholomew, Catherine Dack & Dulce De Oliveira Watts: dated 26<sup>th</sup> March 2017: **Ref: COM170210476**. Further to our email dated 23<sup>rd</sup> March 2017, please find attached notice board to add to our suffering and misery in relation to Lift H091 went out of order since 21<sup>st</sup> March 2017. According to KCTMO target date is 28<sup>th</sup> March 2017 that the lift should be working order. The point to be noted that almost every two weeks either one of the lift goes out of order and it's a regular occurrences at Grenfell Tower. We are seeking our complaint **MUST** be not only reviewed by the senior management of KCTMO the managing agents. We are demanding to the KCTMO/RBKC that, instead of repairing the lifts on every two weeks the lifts MUST be refurbish and recondition fully so that the useful life can be extended to at least 30 years for the simple fact the KCTMO to justify their cost of £700K plus add management fee to replacement of the old lifts

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only 10 years ago. If the majority residents' recommendation aren't taking into consideration by our appointed managing agent and the landlord the RBKC; again let's be assured that, we will take it further.

**Emails dated 20<sup>th</sup> March correspondence with Laura Johnson (Director of Housing RBKC)**

21. I am sorry to hear of your concern about the gas pipe at Grenfell Tower and the fear that you have, that this is endangering the residents of the block. Firstly may I say that RBKC would never put the residents of our housing at risk in such a manor, the TMO have reassured the Council that the pipe is safe. I appreciate that you would like a meeting with Councillors and senior management from both organisations, however I think in this instance it would be preferable to wait for the outcome of your complaint to the TMO. They have said they will provide a reply in due course and I have no reason to believe that they won't come back to you in a timely fashion. As you will appreciate both the Council and the TMO receive a number of complaints and or queries about the housing service we provide. Both organisations have a process in place to manage these queries and come back to residents with an agreed period of time. This process has been enacted by the TMO with regard to your query about the gas pipe, RBKC has been in contact with the TMO to follow up on when this will be available and Mr Black has reassured me that his team, are in the process of assembling the required information and will be in touch. On this occasion I would like to respectfully decline your offer of a meeting on behalf of the Leader and Cllr Feilding-Mellen, the Council looks forward to receiving the TMO's response to your query about the gas pipe, from there we shall see if there is any further action that needs to be taken.
22. Reply to her email from Grenfell Leaseholders Association date 22<sup>nd</sup> March 2017: Thank you for your email. As you said let me quote "Firstly may I say that RBKC would never put the residents of our housing at risk in such a manor, the TMO have reassured the Council that the pipe is safe". Could you please answer our simple question that "Did the RBKC and the appointed managing agent the KCTMO had any consultation with the residents of Grenfell Tower before going ahead with this unscrupulous and dodgy gas pipe work? National Grid disconnected the gas supply to one of the incoming (North side) rising mains at Grenfell Tower in response to a gas leak. No one knows how the gas leakage occurred in the first place and how would you deal with it, If the similar leakage occur to other side of the incoming (Southside) rising mains at Grenfell Tower? We are insisting the RBKC or National Grid to provide us an example as requested below. **"Could you please kindly provide us the proof or evidences that anywhere at RBKC or in London or in the United Kingdom that gas pipe line exposed such a manner and installed beside the staircase( only fire escape) where there is no air can escape whatsoever. And more**

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importantly the staircase of Grenfell Tower is the main breeding ground and where the vandalism and antisocial are daily occurrences. This newly installed exposed gas pipe line is easy target of vandalism and one incident can have serious catastrophic consequence for the whole building. Could you please kindly provide us the health and safety certificate authorised that the KCTMO or the National Grid that they obtained permission before installing the gas pipe going through the entire staircases of the Building?"

23. The update 21/03/2017 from Anthony Cheney the Head of Contract Management (interim), Assets & Regeneration of KCTMO I quote "Since this time, National Grid have been looking for a way to reinstate the supply. They have been in contact with residents affected with respect to interim arrangements and compensation payable. They have also been in contact with KCTMO with regard to their proposals regarding the location of the new incoming mains. They have explained that they consider that the only feasible area to locate the mains is in the communal staircase as it is not feasible to run it externally or through the services cupboards inside the flats."
24. Why contacted only the effected residents only **NOT** all the residents at Grenfell Tower including the leaseholders. It is acceptable in so call in democracy to behave such a way by the appointed managing agent? It has a ramification! The strongest evidences suggest towards that, its nothing to do with so call "feasibility study" when there wasn't any consultation in the first place with the residents of Grenfell Tower. Instead of replacing the old gas pipe through the service cupboards inside the flat, that would be very costly. The national Grid, the KCTMO and the RBKC compromised our housing at risk over cost saving.
25. Our landlord and appointed managing agent allowed the National Grid to go ahead with their dodgy work and destroyed the building in that process. That was the bottom line. Not only that layout of the gas pipe not only health and safety and fire hazard concerns but the destroyed the building internal image and the so call £10M regeneration investment.
26. With regards to Leasehold occupant of the Grenfell Tower and our initial understanding and it appeared to us that " our landlord are in breach of Leasehold agreement by not going through the consultation process under section 20 of tenant and leaseholder act 1985 as amended. We need to test this in due course.
27. We are shocked and horrified by the assertion below by the KCTMO that neither our landlord nor KCTMO has any contractual relationship with Nation Grid. Our interpretation of this is that the KCTMO allowed them to destroy the building and its recent investment of £10M. We quote from Anthony Cheney of KCTMO that "KCTMO does not have a contractual relationship with National Grid and do not have direct control on the work that they carry out. However, KCTMO's Fire Safety Advisor (**NOT INDEPENDENT**) has reviewed National Grid's proposals and has followed up with a fire safety inspection and report which has been submitted to National Grid for attention. The Fire Safety Advisor was not concerned about the location of the mains itself; however, he did identify a number of issues relating to the quality of some of the finishing of the works and has asked National Grid to address these matters as part of their works".
28. We find it extremely contradictory explanation to hide the real truth that; on one hand the fire safety advisor was not concerned about the location of the mains itself; Because KCTMO intentionally didn't mentioned and kept secret from their own fire

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safety advisors that number of vandalisms and anti social elements takes place at the stairwells. If it was clear to them we are confident that their own Fire safety advisor (NOT INDEPENDENT) under any circumstances they wouldn't allow the location for the mains gas pipes at stairwells. Moving on to next point: however, he did identify a number of issues relating to the quality of some of the finishing of the works and has asked Nation Grid to address these matters as part of their works". It is clear evidence that this dodgy pipe work has numerous issues and some of them yet to be exposed. For the record and it's inconceivable for anyone can put them right, no matter how National Grid wanted to address these issues and crack will appear soon or later. The big question is who is going to be responsible, may be neither the KCTMO nor our Landlord not even the National Grid.

29. Have our Landlord the RBKC or the KCTMO informed the building insurance company in relation to the dodgy gas pipe work and what was their comments and opinions and it would very interesting to know that as well?. It may sound unrealistic and unseen, because hardest things to find in this world is in front of you BUT we bet our bottom dollar, who is going to pay the ultimate price for the anticipated negligence of the KCTMO, the RBKC or national Grid or the residents of Grenfell Tower! You may respectfully on behalf of the Leader of the Council and Cllr Feiding-Mellen decline our offer of constructive, meaningful meeting for fruitful outcome.
30. The history may judge them differently if they don't learn from their mistake and take appropriate action by ordering the National Grid to removing the gas pipe immediately. **The gas supply must be re-instated by replacing the old gas pipe through the service cupboards inside the flat.** If this doesn't happen let be assured that we will explore every avenue available to us to deal with imminent fire risk danger forcefully imposed on the residents of Grenfell Tower by this dodgy gas pipe by our Landlord their managing agent and National Grid.

Following action the residents of Grenfell Tower demands are as follows

31. Independent health and safety inspection and legal compliance by the KCTMO/RBKC and their appointed sub-contractors.
32. Regular Fire drill and Fire brigade inspection
33. The two lift MUST be refurbish and reconditioned to increase the useful life to 30/40 years as expected from £700K replacement cost of the two lifts.
34. This health and Safety and fire Hazard gas pipe from the Stairwells MUST be remove immediately. The gas supply must be re-instated by replacing the old gas pipe through the service cupboards inside the flat.
35. The stairwell most be decorated with vinyl and wall should be painted white
36. CCTV must cover the entire stairwell of the building

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37. Full time security guard must be employed like previously first and foremost to protect the building from vandalism, anti-social behaviours and the horrible incident took place on 23<sup>rd</sup> September 2016 MUST not happen again. Shah Ahmed the chairman of Grenfell Leaseholders Association sent an email to Pat Mason the Councillor of Goldbone Ward requested contact details for local fire brigade on 20<sup>th</sup> March 2017 and remained him on 26<sup>th</sup> March 2017, instead of getting reply from Pat Mason we can a reply from Judith Blakeman to Pat copied to GTLA copy of the email "Pat, Well good luck with that one! I have gone as far as I can on this fire safety thing for the moment. Judith"
38. We find it very insulating to us and rest of the 129 families living at Grenfell Tower under serious stress and concern in relation the this exposed gas pipe and Judith refer to" Fire Safety thing". That said a lot about a person who was our senior local councillor for 30 years.

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