

What would you do in our position and how would you expect your tenant led organisation to deal with this problem?

We await to hear from you.

>

On behalf of GTLA

Shah Ahmed

Chairman, Grenfell Tower Leaseholder's Association

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From: Cllr.Blakeman@rbkc.gov.uk

> To: rblack@kctmo.org.uk

> CC: grenfellleaseholdersassociation@hotmail.co.uk

> Subject: Loss of Water at Grenfell Tower Last Weekend

> Date: Thu, 7 Feb 2013 10:01:55 +0000

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Dear Mr. Black

I would be most grateful if you can let me have a report on this recent incident. We have been advised at Board level that it is not appropriate to tell residents to contact Thames Water in such instances and I would be most concerned if this sort of advice is still being given, as is claimed.

Many thanks.

Cllr. Judith Blakeman

From: grenfellleaseholdersassociation@hotmail.co.uk

> To: srumble@kctmo.org.uk

> CC: jjones@kctmo.org.uk; tcomplaints@kctmo.org.uk; [REDACTED]

sjevans@kctmo.org.uk

> Subject: NO RUNNING WATER AT GT AT THE WEEKEND

> Date: Sun, 3 Feb 2013 23:19:20 +0000

The Estate Manager and Officer of Lancaster West Estate,

We the residents of Grenfell Tower hope you all had a very good weekend. Unfortunately, we all did not. The residents of Grenfell Tower suffered from a lack of running water for three days.

To describe our situation in some detail now. We could not flush the Toilet, we could not cook, and we could not wash. But worse of all, when individuals from the block called, we are bluntly told a lie. We are told that no one has called to complain apart from one individual. The TMO have failed to realise that these scripted words mean very little when there are 120 homes each suffering from the same plight. We know how many people actually called to report the incident; we do not appreciate a lack of honesty in such a difficult situation. To add to this debacle, one of the lift is not working properly.

Some of the residents were told to call Thames Water instead of TMO and that it has nothing to do with the TMO. We would thus like to know when there is no running water, who is responsible for providing us with this essential and vital service...on a weekend.

Furthermore, Grenfell Tower has become very difficult to access now, especially carrying shopping. These circumstances thus made it a very frustrating weekend for all, most of all the elderly.

The weekend was very chaotic and stressful. Please let the residents know how you are planning us for this serious inconvenience.

On behalf of

Grenfell Tower leaseholders Association and the residents of Grenfell Tower

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