

IN THE GRENFELL TOWER INQUIRY

PHASE 2 WITNESS STATEMENT OF HANAN WAHABI

I, Hanan Wahabi, previously of Flat 66, 9th Floor of Grenfell Tower, Grenfell Road, London, W11 1TG, WILL SAY as follows:

1. This statement should be read alongside my first Inquiry Witness Statement (IWS) dated 18 April 2018 (IWS00000074), my Supplementary Inquiry Witness Statement (SIWS) dated 22 October 2018 (IWS00001146), my Metropolitan Police Statements dated 18 June 2017 (MET00007803) and 2 August 2017 (MET00008042) and my oral witness evidence (OWE) provided to the Inquiry on 8 November 2018.
2. I have noted that the names of Abdulaziz and Nur Huda in the Metropolitan Police statement dated 18 June 2017 (MET00007803) are spelt incorrectly.

Fire safety systems

3. If there were any specific complaints we were instructed to speak to our designated coordinator; I was assigned to Lynda Prentice. Anything related to the refurbishment went straight to Lynda Prentice.

I list below the defects I identified prior to, during and post the refurbishment:

Lifts

4. I detailed at paragraph 7 and 29 of my IWS the position in relation to lifts during the refurbishment.

5. During the refurbishment the lift often broke down, especially during school runs. When the lift would break down during the day it would take a while to be fixed. I would often leave for work early in the morning, when I would come back which was around 6pm they would not be working again. I would then be told by my family members and brother and sister-in-law that the lift was out of service throughout the day. There were times that the lifts continued to be out of service, but this tended to be on days when I would care for my mother overnight. There were times I stayed at my sisters until the lifts were fixed.
6. After the refurbishment, there was always one lift which did not work. Often the doors both inside and outside the lift would not close properly. When I was inside of the lift I would sometimes have to physically force the doors closest to me to close in order for the lift to function correctly.
7. We often made complaints about the lift; this was raised through the Grenfell compact. We as a group wrote to Peter Maddison and expressed it to him verbally at our meetings regarding the issues. The response would be that KCTMO would send someone to fix the lift and then shortly after it would break down again.

Flat doors, including the self-closing devices and smoke seals/strips

8. I detailed at paragraph 15 to 16 of my inquiry witness statement dated 18 April 2018, page 3 of my MPS statement (MET00007803) and page 5 of MPS statement (MET00008042), the replacement of both our and my brother's front doors in 2011 and the complaints I made to KCTMO.
9. I have previously detailed that the door broke and contractors attended to fix the door. The door had three hinges but the middle hinge looked different to the other two as it had a chain and a pole attaching it the door. I have since viewed my housing file and been provided with the repair log for my flat. I note the log states that on 6 December 2011 "OOH:1697441 REMOVE AND EASE EXTERNAL DOOR INCLUDING ANY" [HW/1] I think this may be when they removed the pole and the hinge which were similar to the photo exhibited. I remember it was before the refurbishment started and before the previous fire. This means I was incorrect when I stated in my previous statement the door was replaced in 2014 as it appears they were replaced in 2011.

10. The contractors removed the pole which was contained in the middle hinge of the door. The pole led from the door to the doorframe. I have explained that after they removed the pole the door was much lighter and no longer closed automatically. Despite the person who fixed the door informing me that he would be back to fix the mechanism, no one ever attended. (OWE/pp.124-127). As I explained during my oral evidence the same thing happened with my brother's door. They took out the same hinge containing the pole and it no longer closed automatically.
11. I called KCTMO a couple of times to request that the pole was replaced, during these phone calls I was informed that they would arrange for someone to contact me to confirm when they would attend, however, no-one contacted me. When I tried to follow up by phoning KCTMO again, they would again say they would confirm when someone would be able to take a look, however, they would never call back. After a couple of times of trying I gave up as nobody was responding. Therefore, the pole was never replaced. For this reason I did not feel that my complaints were effectively dealt with.
12. As I have previously mentioned, there was a fire on our floor in 2012. The fire was on the landing. After the fire the ceiling in our flat was black from the smoke.
13. On 9 March 2015 the front door stopped closing. I reported this to the TMO who initially said they could not come out that day. I explained that they had to as my front door was open. The repair team attended and fixed the door. After this the door did not lock unless I lifted the handle up. If I did not lift the handle up the door could be opened from the outside or would not shut properly.

Communal doors throughout the building (including the stair doors), including the self-closing devices and smoke seals/strips

14. The stairway door to our floor was self-closing. The communal doors were heavy, they felt like fire doors. The door to the rubbish chute was also heavy. The communal doors were not changed during refurbishment, only repainted. I can't remember whether there were any smoke seals or strips.

Windows, including the window reveals and kitchen extractor fans

15. At paragraphs 19-21 and 23 of my IWS, paragraphs 11 to 14 of my SIWS, page 4 and 6 of my MPS statement dated 02 August 2017 (MET00008042) and page 1 of my MPS statement dated 18 June 2017 (MET00007803) I detailed the installation and issues both

ourselves and my brother Abdulaziz experienced with the windows and extractor fans after the refurbishment. I also detailed in my oral evidence that there were draughts from the windows. I complained to Lynda Prentice about the draught and a Rydon worker attended. He was short tempered and made it clear we were inconveniencing him. Whilst this was happening I called Lynda Prentice. Lynda Prentice then came to the flat and spoke to the worker. She told him to get on with the job. After this he used mastic to seal the holes. The draught in my room got better, but my son and daughter's bedrooms and the kitchen were still draughty. The draught came through the corners of the window and underneath the windowsill. I also explained in my oral evidence that the window in the far right corner of the living room fell off two of the hinges. It happened when the window was open in the tilted position then after closing it we tried to open it fully. The window would not attach to the top two hinges. It was only attached to the bottom hinge. I contacted Lynda Prentice and an employee from Rydon attended to fix it. However, not long after it had been fixed it broke again. I contacted Lynda Prentice again and an employee of Rydon attended again. (OWE/p.134-137) Whilst he was fixing the window he gave specific instructions to my son, Zakariya, explaining how to fix the window in future if it broke. From then on when the window broke, Zakariya fixed it back onto the hinges, we did not call the TMO or Rydon, as it was easier to do it ourselves than deal with the difficulty of getting hold of someone and then arranging a time they could attend.

16. I informed Claire Williams about the issues with my window when I went to see the show flat.
17. Again, I did not feel that my complaints were effectively dealt with. We also raised the issues surrounding the installation of the windows at the compact meetings with Peter Maddison. I will outline this later in my statement.
18. Rydon put in extractor fans as part of the refurbishment. These were very noisy and therefore I complained to Lynda Prentice. The extractor fans were louder on the higher floors of the building. I noticed that the extractor fan in Abdulaziz's flat was a lot louder than mine. Many other residents' complained at the compact meetings. After complaints from a number of residents Rydon changed a part of the extractor fans throughout the

tower. After Rydon changed part of the extractor fans they were still noisy especially further up the tower.

19. I note that my complaints were not recorded in the copy of the Housing File or the Rydon file which was obtained by my legal representatives despite multiple requests for the relevant information. It appears Lynda Prentice may not have logged these complaints.

Fire safety signage

20. I detailed in paragraph 6 of my IWS my memory of the fire safety signage. I recalled when I gave evidence at the inquiry on 8 November 2018 that there was also a sign opposite the lifts and under the floor number before the refurbishment. This sign basically stated not to use the lifts in the event of a fire (OWE/p.121-122).

Escape routes

21. The only escape route was the stairs. These were incredibly narrow. I detail at paragraph 46 of my IWS that I had to jump over a Firefighter when I was leaving the building via the stairs on 14 June 2017. This shows that the stairs were too narrow for people to exit safely and quickly.

Emergency lighting

22. I detailed at paragraph 45 of my IWS that the lights were on in the stairwell when I was leaving the building. I do not recall if this was emergency lighting on the landing.

Smoke control or ventilation system

23. I detailed in my oral evidence that during the refurbishment they did some work on the vents. I am not sure what they did but I remember Lynda Prentice informing me they had changed something. (OWE/pp.129(25) – 130). I also detailed that the vents made a noise like a Hoover. I wish to add that the vents were louder on higher floors. They were significantly louder when I went to flat 185 for meetings with the compact group or to my brother's flat, 182 on floor 21.

24. I remember Natalie who lived at Flat 65 beside me complaining that the ventilation system was louder in her flat than in mine. This may have been because her bedroom was closer to the front door.

Smoke alarms

25. As detailed at paragraph 24 of my IWS Rydon put in a smoke detector and carbon monoxide alarm during the refurbishment. However, this did not go off on 14 June 2017.

Gas works carried out by Cadent Gas/tRHO at Grenfell Tower

26. I did not have gas in my flat. I only had electricity. But I recall in 2016 new pipes were installed in the staircase which went into the communal area and then fed into individuals flat which had a gas supply. Abdulaziz was concerned about the new installation in his flat due to the safety of it and the exposure of the gas pipes.

Fire safety checks/inspections

27. I remember the Fire Service attending to change the alarms, but I do not remember when this happened. I do not recall them doing any other checks or drills.

Fire safety advice

28. I detail at paragraphs 6 and 30 to 32 of my IWS the previous fire I experienced at Grenfell Tower in around 2012. During the previous fire I called 999 and was informed I should stay in the flat. This is when I first became aware of the stay put policy.

Fire safety complaints

29. At paragraph 27 of my IWS and paragraph 22 of my SIWS I detail the petition of the Grenfell compact.

30. I detailed at paragraphs 22 and 28 of my IWS issues surrounding my boiler and gas pipes. I also detailed the installation of the new boiler in my Metropolitan Police Statement dated 02 August 2017 pages 3-4 (ME100008042). I exhibit a photograph of my brother's door with the sign stating Rydon could not enter until it was agreed that we have the boiler installed in the kitchen.

31. The majority of complaints I had regarding fire safety were made through the compact meetings. During these meetings we raised fire safety complaints of residents throughout

the whole of the tower. We spoke about the building of Kensington Aldridge Academy and the effect it would have on the space for emergency vehicles. We also spoke about the portacabins which were located around the site during the refurbishment and how this would make it difficult for emergency vehicles to enter. We also raised our concerns about the floor numbering to Peter Maddison. Before the refurbishment Flat '66' was on Floor 6. After the refurbishment this became Floor 9. We fought for the floor numbers to remain the same given the familiarisation and the floor plans of the London Fire Brigade.

Grenfell Compact Group

32. I detailed my involvement with the Grenfell compact group at paragraphs 25-29 of my IWS and 16 to 23 of my SIWS and pages 3-5 of my MPS statement dated. A group of residents; David Collins, Edward Daffarn , Marcio Gomes, Turufat Yilma, Antonio Roncolato, William Thompson and myself began meeting to discuss our concerns regarding issues within the tower in around January 2015.
33. We signed the Compact Agreement in October 2015 [HW/2]. The compact group met weekly to begin with, then once a fortnight.
34. At the compact meetings we would voice our concerns to Peter Maddison from the TMO, Councillor Judith Blakeman and Councillor Fielding. David Collins, who was the resident of Flat 185, was Chairman. David Collins and Edward Daffarn would also send our concerns by email to the above named. I was occasionally cc'd into these emails but the majority of the time David Collins forwarded me any responses.
35. Our MP, Lady Victoria Borwick also attended a meeting with us to address the issues with the refurbishment. Unfortunately, I could not attend this meeting.
36. We outlined our concerns regarding the location of the HIUs specifically that they were installing them in the hallways instead of the kitchen, the confusing changes in the floor numbering, the issues with the installation of the windows, the alerting of the fire brigade when the smoke alarms and smoke extractors were activated, issues with the lifts and concerns about the behaviour of Rydon's staff towards the residents. Peter Maddison

and Claire Williams would reassure us this would be resolved by relaying the information to Rydon.

37. Both the compact group and Councillor Judith Blakeman continually raised the issue of the change of the floor numbers. We pointed out that they had changed the floor numbering so that the flat numbers did not correlate floor numbers. We were informed that the floor numbering could not be changed back to the original numbering. The compact group were forwarded a series of emails between Councillor Judith Blakeman and Peter Maddison in which she raised our concerns regarding the fire brigade attending for a fire and being unable to locate the address. The emails contained his response dated 18 December 2015 which stated that the Fire Brigade had attended the site to review the arrangements regarding the floor numbering and confirmed they were satisfied [HW/3].
38. We produced an 'Issues Matrix' with Councillor Judith Blakeman. On 7 July 2016 she sent a copy of this Matrix to Councillor Rock Feilding- Mellen and cc'd in Robert Black, Laura Johnson, Kathy Howard, Thea Baillie, John Sweeney and Sam Mackover and the rest of the compact (RBK00003355). The Matrix confirmed *"Fire alarm and smoke vents: these works have not been completed. Some of the vents in the hallways are very noisy, sounding like an aircraft taking off. When they are switched off, the hot water cuts out. The Fire Brigade have visited and the outcome of their inspection should be communicated to everyone. Residents needful information about the procedures in place should there be an emergency"* and *"a number of windows are not properly installed and there are lots of draughts. The shutters are making excessive noise in some flats. Many flats still have other outstanding issues within their homes. These must all be picked up in the forthcoming survey. The heating keeps being cut off. Residents would like to have a timetable setting out when all the outstanding matters will be finalised."* (RYD00082772). Despite us raising these issues at meetings with the TMO and Councillor Blakeman raising them by email, they were never addressed.
39. We also produced a newsletter for the Residents [IW/4].
40. I felt that the TMO did not take our complaints seriously and listened to us only as a way of silencing our concerns. Their lack of response following meetings was an indication of this issue. We would be told that either that they had passed our concerns on to

someone, they were still looking into them or they were unable to accommodate our requests. The only time they changed their position was in relation to the HIUs and I feel this was because we would not let them into the flats.

Complaints of Disrepair

41. In 2015 during the refurbishment Lynda Prentice and another employee of Rydon attended our flat. There were brown splatters on the wall and ceiling of the kitchen. Lynda said it appeared to be asbestos and that they could not touch it, but they would get a specialist in to take a look. Nobody came following this discussion.
42. As part of the refurbishment they scraped the whole ceiling, as the pipes from the boiler came along the ceilings in the bathroom, toilet and storage room. I complained about the state they left the ceilings and someone attended to paint the ceiling but this was not done adequately, you could still see the concrete. I later had to get someone else to paint it again and pay them, as I was unable to rely on Rydon or the TMO.
43. I note that my RBKC Housing File does include the following complaints which I had made. I exhibit the repair log contained in my housing file [HW/1] which details a number of these issues. I describe below whether and how they were addressed:
 - a. Dripping tap in the bathroom. This was not addressed.
 - b. Multiple issues with the kitchen sink being blocked. The TMO came out to fix this on a number of occasions but in the end I got someone in privately. They removed a lot of the build-up in the pipes and after this it worked a lot better. This showed that the TMO had not done a proper job.
 - c. In 2015 the toilet cracked. The TMO sent someone out to fix it that came and put filler in the crack. After this the toilet constantly became blocked. I made a further complaint and someone attended to fix the toilet. They informed us that filler had been used throughout the toilet and this was the reason it was getting blocked. They had to remove the whole toilet. We were left with a hole in the bathroom wall in which we could see the flushing of other residents. We were left without a toilet for a week. We were offered no alternative toilet. We had to go to the toilet in the bath or in a plastic bag and then put it in the bin shoot in the communal

area. I made multiple complaints to the TMO explicitly specifying what we were having to do and they did nothing. They told me I had to wait as there was nothing they could do. It was at least a week before it was fixed. It was incredibly degrading.

Power surges 2013

44. The 2013 power surges affected my appliances. Myself and my family were away at the time and when we returned our fridge had broken and the things inside had begun to become mouldy. I was informed by my sister-in-law, Faouzia, that there had been a power surge and that this was probably why the fridge had broken. My brother bought me a brand new fridge as I could not afford to replace it.

Consultation process regarding refurbishment

45. I do not recall being asked to participate in the consultation process regarding procuring the main contractor for the refurbishment.

46. I was not involved in the consultation process regarding the refurbishment works. We were given access to a show flat but not consulted about the actual changes.

47. I do not recall attending any meetings prior to the consultation with the TMO.

48. I recall receiving newsletters from Rydon but I did not find them very helpful. The only useful thing about the newsletters was they provided the name and the number of the person to contact regarding complaints and this was only done at the request of the compact group. The compact group created our own newsletters, as outlined and exhibited above [HW/4].

AFTERMATH

Emergency Shelter and Accommodation

49. In paragraph 64 - 66 of my IWS and paragraphs 25 – 27 of my SIWS I detail my experience at the Rugby Portobello Club. I wish to add that it was the first place we visited on 14 June 2017. Once the donation began to be dropped off they gave us clothes. My daughter did not have any shoes so they gave her a pair of shoes. In the first couple of days they gave us vouchers including Primark and M&S vouchers. They also provided us with white goods, at a later date.
50. The Red Cross were stationed at the Westway Centre. We attended the Westway Centre to deal with administrative tasks such as getting our new driving licence and our National Insurance numbers, collecting our reimbursement for the rent that had been paid out, transferring Abdulaziz's car into Abdel-Hamed's name and collecting mine and my brother's mail and my log book for my car. We also picked up food and water. We met the housing minister Alok Sharma at the Westway Centre.
51. The funeral for Abdulaziz, Faouzia, Yasin, Nur Huda and Mehdi was held at the Al Manaar Mosque. It was paid for by the Grenfell Muslim Response unit with assistance from Eden Care. The Garden of Peace allowed us to bury our loved ones for free. Ramadan Tent project provided us with food for the funerals.
52. The Clement James Centre held a memorial for the children they had worked with which included Nur Huda and Yasin. I also attended a meeting there about my housing with Nick Hurd and a group of Bereaved, Survivors and Residents who later formed Grenfell United. I later met Nick Hurd on my own with Sophie Earnshaw from North Kensington Law Centre.
53. I detailed being allocated a room in a hotel by RBKC in paragraph 66 of my IWS. I only became aware that RBKC were at the Rugby Portobello Club on 14 June 2017 because another BSR informed me they were upstairs.
54. At this point I was in shock and someone had to guide me up to meet with them. I recall there were maybe 3 or 4 people from RBKC sat at desks. I told RBKC that I needed to stay within the area. I was informed they would give us whatever came up. The person

went through a tick box interview. We were not asked about whether we had access to money, food or water or given a way to access them. The person conducting the interview was robotic and did not have any empathy. The room was very small and there was no privacy. You could hear what was being discussed with the other people in the room.

55. My family were provided a room at the Premier Inn on Cromwell Road in Kensington. We were provided one room for the four of us containing a double bed, a single bed, and a sofa bed. It was not suitable for us. It was very cramped. My son Zak was 16 at the time. He spent most of his time away from the hotel as he did not feel comfortable. As a teacher I would have to report to social services if I found out that a child was sleeping in the same room as their parents.
56. Zak and I used to walk to the 24 hour Tesco just to get out and get some space. We would walk there in the middle of the night. We were all very distressed. I used to have to go and sit in the bathroom to cry, as it was the only place I could have some privacy and I did not want to break down in front of the children. The time in the hotel was very difficult for my family. I believe it was the cause of the breakdown of my marriage. We did not have the space necessary to process what had happened.
57. We were not offered a laundry service at the hotel and we had to take our clothes to the laundrette. Despite requests to RBKC they still have not reimbursed me fully for the costs during that period. They requested that I provide them with bank statements which I have already done. I still have not heard anything regarding a reimbursement despite this being chased by my lawyer on numerous occasions.
58. I complained about the difficulties with the size of the hotel room to Nick Hurd and his team, Sajid Javid and my keyworker. However, I did not have the energy to push the matter. I feel like I may have not been taken seriously as I was not being loud enough. But I had to deal with a lot of other things including the loss of my family, supporting my children through their trauma and my own trauma.
59. We were not offered an appropriate property until January 2018 and I did not move into the property until January 2019 due to necessary repairs and renovations. I stated I did not want temporary accommodation as I did not want to deal with the stress of moving more than once.

60. There are still issues with the property. I describe below whether and how they were addressed:

- a. Holes in the walls of the property which meant we had mice. RBKC visited numerous times and organised for contractors to fix the holes with wire wool, mastic and cement.
- b. A leak in the bathroom which had to be fixed.
- c. Damp on the wall. This was there before we moved in and has caused the wall to swell. RBKC sent someone round who had to shave off the wall and repaint it.
- d. Cracks in walls which are still being fixed.
- e. The RBKC resettlement team put all my furniture together. However, many items are now coming apart. I've had pay for them to fix the items privately.
- f. Draught coming through in the front door.
- g. I am still waiting for an occupational therapist to complete the assessment for mobility adjustments.
- h. The drains flood when it rains. I have reported this and am waiting for them to come and fix them.
- i. On 30 January 2019 my daughter informed me of a strong smell of burning and a loud bang. I called my nephew Billal to come around to investigate what was happening. We figured out it was the dishwasher. I called my housing officer Sarah Muluta who came out on the Saturday with an electrician. The electrician confirmed that the electricity in the house was fine but he could not get behind the dishwasher to check the wiring. The electrician's theory is that the mice were under the sink, had bitten through wires and that is what caused the problem. Sarah has now organised an appliance technician to come out. She has informed me that if the dishwasher is broken I have to pay for it myself.

61. The process of the issues and repairs in the house has left me exhausted.

Food and Drink

62. I attended the relief centres for food and drink a couple of times. However, I felt degraded by the way I was treated. I did not want to have to take handouts. People

looked at me suspiciously and questioned when I took more than one item, even though I was taking it for my children.

63. The Sikh community delivered food to us at the hotel during Ramadan period. Also, Hamid Wahbi, a survivor from Grenfell Tower would sometimes bring us food. He has a business on Golborne Road. The decision to bring people food was a purely personal initiative by him.

64. The hotel provided food. However, it was processed food heated in the microwave and was not Halal. RBKC provided us with money to buy food outside of the hotel. However, initially the only place we could find in the area serving Halal food was KFC. I put on weight during this period due to the unhealthy food we had to eat. Over the festive season they put money into the hotel and we had no choice but to eat the hotel food. They would provide only breakfast and dinner.

Basic Provisions and Financial Assistance

65. I believe the emergency financial payments for food and clothes were adequate. However, I am upset that myself and my family were not provided with assistance for laundry and transport. We were only provided a travel card for the first month. After this when I requested further funding for travel, I was told we were not entitled to it despite Zak having to travel for college. Having spoken to other people I am aware that people who were not from the Tower, were provided with oyster cards and taxi services for a much longer period than us.

66. I recall we were given payments by RBKC. I cannot recall how much. We were also given cash payments from donations by the Evening Standard and other charities. I told RBKC, through my key worker, that I did not want to waste their money and would prefer petrol for my car than a travel card but this was never provided.

Psychological Support

67. I detail my first contact with a keyworker in paragraphs 67-68 of my IWS. I never had a proper key worker. Ashley Drake was a social worker, however, she was not part of the

key worker hub and therefore was unable to access support and services that were being offered to others. Ashley assisted me organising money for food and attended a school meeting with Zakariya. It was not until I moved that I was assigned to another key worker. I met the key worker at the transition meeting and never saw her again. She tried to chase up the laundry money and taxi money and I was asked to provide bank statements. But she got nowhere. I am now with the dedicated service.

68. It was many months before I was offered psychological support. I found out about the Grenfell Outreach by chance. In around July 2017 whilst I was visiting my mother I met a lady on the stairs on the block. We got talking and spoke about Grenfell. She informed me that her sister Sue was leading all the art therapy for Grenfell bereaved and survivors. She provided me with Sue's contact details. I spoke to Sue who invited me to the Henry Dickens estates and for a coffee morning where [REDACTED] could attend some art therapy. Whilst I was at the coffee morning I spoke to Malcolm who was from Hestia, I explained I was not receiving any support. He told me about Grenfell Outreach and ensured I got newsletters to the hotel. I found out that the Grenfell Outreach team attended hotels such as the Copthorne Tara Hotel. However, they never attended the Premier Inn. Furthermore, when I found about the counselling I did not feel it was appropriate to have counselling in a room where the general public could walk by and get a coffee, there was no privacy.
69. Malcolm assisted me in getting referred to a counsellor at St Charles Hospital in August 2017 and my first assessment was in September 2017. However, I did not actually start seeing my counsellor until much later. The consistency of having a weekly session was made difficult due to our living arrangements and various other issues.

Information and Assistance

70. I detail the initial information received regarding my family in paragraphs 64 to 65 of my IWS. I wish to add that my family members attended hospitals and went around the local area asking for information and putting up posters, in an attempt to find out what had happened to Abdulaziz, Faouzia, Yasin, Nur Huda and Medhi. I did not personally

go to any hospitals but I know my family members attended St Mary's Hospital, Hammersmith Hospital, Kings College Hospital and St Thomas' Hospital.

71. We called the Casualty Bureau for days but received no calls back and no information.

72. I feel that RBKC massively, massively failed us. As a survivor and bereaved, it was extremely hard. I was dealing with my own shock at what had happened to us, and then also with worries about my brother and his family. RBKC supported whoever shouted the loudest, but I am not a shouter and I didn't have the energy. I don't have the words to explain how it was, it was overwhelming.

Public Communication

73. I did not receive any information through online social media, leaflets/newspapers or telephone helplines. All the information I received was through word of mouth which people received through Whatsapp and passed on to me. Later on RBKC started to produce monthly newsletters to keep us updated.

Needs of Specific Groups

74. The emergency relief did not adequately address the needs of children. I still do not consider that they are adequately addressing the needs of children.

75. It was Ramadan at the time of the fire. However, the hotel did not provide us with meals to break fast. It did not feel that our religion was considered. During the time for iftar which was around 9pm the kitchen at the hotel was closed and it was also closed in the early hours of the morning when we needed to have suhoor.

76. My mother is elderly and requires support. Despite losing her son and his family, RBKC and the Government have refused to provide her with the appropriate support.

77. In my opinion, RBKC should have known who were bereaved and survivors and where we were. They should have been proactive in finding us and supporting us.

Voluntary and Community Groups

78. Islamic Relief and Muslim Aid were the first on the scene. They provided blankets and water to everyone on the morning of 14 June 2017.
79. The British Red Cross were at the Westway Centre distributing the donations and they were also at Holborn Bars but I do not recall them doing anything further.

Coordination and Leadership

80. Both local and central government failed us. There was no coordination and there was no leadership.
81. Alok Sharma, Sajid Javid and Theresa May all attended to speak to us. I spoke to Alok Sharma and Sajid Javid about housing and my son Zak's education. Hannah Ram (Sajid Javid's Personal Assistant) contacted Zak's school but it didn't really help. They also provided me with no help in relation to my housing.

Adequacy of Response and Lessons Learned

82. It was clear that RBKC and the government failed us in their response. I hope nothing like this ever happens again. However, there needs to be plans in place which ensure a coordinated response which enables people have access to the support and services they need. Families should be treated with dignity. My family should not have been provided with one hotel room to share between the four of us. It did not allow us to begin to process what had happened. Our rehousing took far too long.
83. There are still problems with my property and I am concerned that RBKC continue to fail to take the complaints of its residents seriously.
84. People need to understand that time is not a healer. Myself and my family are still suffering from the physical and mental effects of the Grenfell Fire. This will be with us for the long term and there needs to be a support plan for the future, as no one knows the impacts this will have on our children and us in the long term.

85. I understand that this statement will form part of the evidence before the Inquiry
and will be published on the Inquiry's website in due course.

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

Signed H. Wahabi

Date 26-02-2020

Hanan Wahabi