

Witness Statement of: Jenny Beatrice Dainton
No. of statement: 2
Exhibits: JD/3-JD/6
Date of statement: 06.03.2020

GRENFELL TOWER INQUIRY

SECOND WITNESS STATEMENT OF JENNY BEATRICE DANTON

This statement is a factual statement prepared for Phase 2 of the Grenfell Tower Inquiry dealing with Modules 3 and 4. It does not and is not intended to set out my experiences on the night of the fire or the impact that those events and the aftermath have had on me and my family.

Signed 

I, **JENNY BEATRICE DANTON**, will say as follows:

1. I was a resident of Grenfell Tower. I am making this statement for the purposes of Phase 2 of the Grenfell Tower Inquiry.
2. I made a statement in Phase 1 of the Grenfell Tower Inquiry (URN: **IWS/939**) dated 16 July 2018 with exhibits **JD/1-JD/2** (URN: **IWS/936 & IWS/937**). I have provided one statement to the Metropolitan Police dated *9 August 2017*.
3. My Phase 2 statement addresses the issues within module 3 (fire safety within the Tower and communication with residents) and module 4 (aftermath) from the Inquiry's Phase 2 schedule. I deal with issues relating to module 3 at paragraphs 4-97 and module 4 at paragraphs 98-185. This statement should be read in conjunction with my Phase 1 statement, which also touches on module 3 and 4 issues.

MODULE 3

Living in Grenfell Tower

4. As already stated at paragraph 4 of my Phase 1 statement, I lived at Flat 12 Grenfell Tower on the fourth floor with my two daughters, Zoe Dainton and Leah Weekes at the time of the fire. Zoe's boyfriend, David Benjamin, and his son would also stay with us.
5. I entered into a secure tenancy with the Royal Borough of Kensington and Chelsea (RBKC) on 26 March 1992. I lived at Grenfell Tower for over twenty five years.
6. When I first moved in, I remember being given a resident's handbook, but I cannot remember what it said now. There have been issues at Grenfell Tower for as long as I have lived there; it was neglected for many years.
7. At the time of the fire, Grenfell Tower was run or managed by the Tenancy Management Organisation (TMO).
8. At paragraph 5 of my Phase 1 statement, I describe the strong sense of community at Grenfell Tower and the surrounding area. I have lived in the neighbourhood all of my life.
9. My mum set up the nursery called Grenfell Early Years in Grenfell Tower in 1987. She was still involved with the nursery at the time of the fire. It is now coming up to third anniversary of the fire and the nursery still does not have a permanent home.
10. Whilst at Grenfell Tower, I used to receive a quarterly newsletter from the TMO through my letterbox called the 'LINK,' but I only remember this telling me about events taking place in the local area.

Flat 12

11. I describe my flat at paragraphs 8-15 of my Phase 1 statement. The flat was originally on the first floor of Grenfell Tower, but it became the fourth floor when additional flats were added below. I describe more about the refurbishment later in my statement.

Front Door

12. At paragraph 27 of my Phase 1 statement, I refer to my front door being replaced during an earlier refurbishment. The new door seemed to be lower quality than the previous door. It did not feel secure to me. I do not remember if there were any smoke seals.
13. The old door would slam shut behind me. The new door was self closing, but I wish to clarify that it never really shut properly. The door would close behind me but then I would have to pull it shut. It was stiff and awkward to manoeuvre as the door did not align properly with the door frame.
14. I believe my daughter Zoe reported this issue to the TMO. The TMO sent someone out, but I cannot remember what work was carried out. However, the door was still not right.
15. Shortly after the new doors were installed the door handle became loose. This was reported to the TMO telephone repair line, which I describe in more detail below. No one came out to fix it.

Power Surges

16. As described at paragraph 16 of my Phase 1 statement, there were power surges in the Tower. I now know this happened in May 2013. I reported the issue to the TMO telephone repair line after fuses in the electrical appliances kept blowing in my flat. I do not remember the TMO responding.

Communal Areas

17. I deal with the communal areas in the Tower at paragraphs 18-26 of my Phase 1 statement. I provide further details below.

Lighting

18. I describe the lighting on the communal landing of the fourth floor at paragraph 18 of my Phase 1 statement. Sometimes the individual lights would go out, but not all at the same time. I was not aware of anytime when the communal landing was in

complete darkness and none of the lights were working. I deal with the lighting on the main stair at paragraph 22 of my Phase 1 statement. I was not aware of any emergency lighting in the Tower.

Fire Door and Stairwell

19. I describe the fire door separating the communal landing and the main stairs at paragraph 19 of my Phase 1 statement. The fire door had a window and I would normally hear the door slam shut behind me as I went down the stairs. There were occasions when the fire door would sometimes scrape along the floor and not fully close. I did not report this issue, but I believe it was fixed prior to the fire.
20. I remember seeing the fire door propped open during the refurbishment. I assumed this had been done by the contractors, although I did not see them doing this.
21. I describe the main stairs at paragraph 18 and 22 of my Phase 1 statement. They ran through the centre of the Tower. The stairs were the only way in and out of the building apart from the lifts. I would use the stairs regularly. This was because either both lifts were out of order or the lifts were too busy. I did not want to wait for one to become available as it took too long.
22. I rarely ventured to the other floors in the Tower, but if I accidentally took the lift to another level, I would come back down the stairs. I remember I did not always know what floor I was on as the floor numbers were missing or faded.
23. At paragraph 23 of my Phase 1 statement, I describe how the new gas pipes were installed in the main stairs and ran the length of the building. I will return to this in more details below. The communal landing area became smaller, which I describe at paragraphs 23-24 of my Phase 1 statement.

Lifts

24. I deal with the lifts at paragraphs 20-21 of my Phase 1 statement. I wish to add that during the refurbishment, Rydon contractors would use the lifts to transport materials and equipment to different floors.

25. The lifts were already in constant use by residents and their visitors, especially at certain times of day such as after school and work. This increased use of the lifts meant that they would break down more often and people had to wait even longer for the lifts. I did not think this was fair on residents, especially those on higher floors, who were old, had mobility issues or young children.
26. When a lift was broken, it would normally take a few days to be fixed.

Air Ventilation System

27. Paragraph 25 of my Phase 1 statement deals with air vents in the communal landing, which I have marked up on the floor plan exhibited as **JD/1** (URN: **IWS/936_2**) to my Phase 1 statement. I remember these would be noisy on a windy day. I was not aware of them being upgraded or being cleaned and maintained.

Reporting issues and concerns to RBKC and the TMO

28. When the TMO started managing the Tower in the 1990s, there was a noticeable change of branding. The TMO was initially more visible than RBKC had been previously. TMO staff were based in an office behind the concierge at the base of the Tower. Security was also based here. You would often see staff from the TMO around the Lancaster West Estate. However, this changed during the last refurbishment, when the concierge disappeared and the TMO moved their office to Kensal Road.
29. I would usually report any issues or concerns about the flat or communal areas to concierge as I was passing. I remember a gentleman called Karim, but there were others, whose names I cannot remember. When I reported an issue with the lifts, Karim would normally already be aware of this.
30. I preferred speaking to Karim rather than calling the TMO's telephone repair line. He would usually write down my issue or concern on a scrap of paper with my flat number. I assumed he would then report this to the TMO on my behalf. I do not know if this information was formally logged by the TMO on any computer system. I never saw any repair book that Karim or others would record this information in. Sometimes I would have to chase this up on several occasions before the work was completed.

31. I was not a fan of the concierge after my locked bike was stolen from outside the main entrance in 2007.
32. Once the concierge and TMO office was removed from the Tower in 2014, I would call the TMO's telephone repair line, it was a 0800 number. I did not find this was very reliable; sometimes they would not pick up. When you did report a repair or concern, you were told that someone would get back to you to arrange an appointment, but they rarely did so you would have to chase them again.
33. Alternatively, they would turn up unannounced or you would return home from work to find a card had been left saying they had attended, but no one was in. Yet I had not been given any advance notice, to enable me to make appropriate arrangements for one of us to be at home, to let them into the flat. It was most frustrating.
34. I would also speak to Jan Jones about repairs to my flat either in person or on the telephone. I had her direct dial, which was separate from the TMO's telephone repair line. She was originally based at the bottom of the Tower and later in the TMO's office on Kensal Road. She had worked for the TMO for a long time.
35. Jan Jones' standard response was that '*we will get back to you,*' but most of the time you would be ignored. It was only once the local councillor was involved that action was taken. I describe an incident involving a National Grid contractor drilling into an asbestos panel and how the TMO dealt with this in more detail below.
36. On one occasion, I remember bumping into Jan Jones on the estate and asking her why the lifts were always breaking down. She told me it was an old building and that the lifts were in constant use. I felt the implication was that this should be expected and I should not be complaining to her about it.
37. When someone finally attended the flat to carry out repairs or maintenance work, they would often try to minimise the issue or blame it on you as the tenant. By the time it came to the refurbishment, I was so exasperated that Zoe dealt mostly with the TMO and Rydon. If I did report any issues, I would go straight to the TMO rather than speaking to Rydon.

38. I was not aware of any formal TMO's complaints policy.

The Academy and Leisure Centre

39. The refurbishment of Grenfell Tower was part of a wider revamp of the local area. There were improvements to the local leisure centre and a new school called the Academy was built next to the Tower. This was before the refurbishment at Grenfell Tower started.
40. At paragraph 36 of my Phase 1 statement, I describe how the area surrounding Grenfell Tower used to be open and green. This all changed when the Academy was built over the tennis courts, football pitches and the car park. The nursery's playground also became smaller.
41. I received most of my information about the wider regeneration project from my mum, who had been invited to a number of planning meetings with the Council, as it impacted on the nursery. My mum also received updates from parents as they collected their children from the nursery.
42. I knew the Borough needed a new school, but I was worried about its location next to Grenfell Tower and the loss of green space. The area was becoming increasingly urban and built up. Grenfell Tower was becoming enclosed and it felt more claustrophobic with the additional building.
43. As already described at paragraph 36 of my Phase 1 statement, I was very concerned that after the Academy was built, the only access for emergency vehicles to the Tower would be from the east via Grenfell Road. I did not raise my concerns direct with RBKC.
44. On 14 June 2017, I genuinely believe that emergency services access to the Tower was affected by the Academy and also a temporary National Grid Hut at the bottom of the Tower.

Knowledge of the Refurbishment to Grenfell Tower, Consultation and Meetings.

45. Prior to the refurbishment there were rumours that RBKC was planning to demolish Grenfell Tower.
46. I found out about the proposed refurbishment of Grenfell Tower through my mum before I was informed as a tenant. I do not remember getting a letter about the refurbishment until probably twelve months after my mum had first told me.
47. At paragraph 28 of my Phase 1 statement, I refer to a questionnaire that I received, when the refurbishment was first announced. I now wish to provide further details.
48. In 2012, I remember receiving a questionnaire from the TMO asking us to list our preference on how the money should be spent if the refurbishment went ahead. It included questions about the windows, the heating and hot water system and cladding. I wanted the windows changed as the old ones used to rattle. The only thing I remember being asked about the cladding was about what colour it should be. I felt the questionnaire was more of a tick box exercise than a genuine attempt to engage with residents. Given my previous dealings with RBKC and the TMO, I had concerns about the quality of the refurbishment and how this would encroach on my daily lives whilst the work was completed around residents.
49. I did not attend any formal consultation meetings about the refurbishment. I was not aware that these meetings were taking place. I knew there was a show flat in the Tower, which residents could visit to see what their flat would look like after the refurbishment works had been completed, but I never went to see this.
50. The TMO and Rydon, who was the main contractor responsible for the refurbishment, kept residents updated about the refurbishment via newsletter.

The Refurbishment

51. I touch upon the last refurbishment at Grenfell Tower before the fire at paragraphs 29-35 of my Phase 1 statement. It involved the installation of a new boiler and heating system and new windows in our flats. There was also cladding fixed to the outside of the Tower.

52. The refurbishment was extremely disruptive. Residents were living on a construction site with dust and mess everywhere. The contractors did not clean up after themselves. Even when work was not being completed in your flat, the dust would still get in.
53. Another issue was noise. I was on the fourth floor, so you would often hear the trucks and contractors arriving at Grenfell Tower before I left for work in the morning.
54. On the rare occasions I was at home during the day, I could hear drilling and other work being completed around the building from my flat. The contractors were sometimes on site at the weekend or late at night, so there was no peace and quiet.
55. I was never given any notice about contractors completing work either in the communal areas or on the outside of the building close to my flat. It was always a surprise.
56. When work was being completed in my flat, I would normally get a letter through the door informing me about this, although sometimes they would turn up unannounced. As I have already stated above, Zoe dealt with Rydon and the workers more than me. Zoe was at university, so she was around more, to let the contractors into the flat to complete the works.
57. I believe the work completed during the refurbishment was shoddy and was not completed to a high standard.

The Cladding

58. I describe the cladding at paragraph 29 of my Phase 1 statement. I thought the cladding was for aesthetic purposes rather than having any practical purpose. RBKC wanted the Tower to fit in with its new surroundings after the Academy was built and improvements works carried out to the Leisure Centre. It felt as if RBKC was trying to disguise that Grenfell was a concrete Tower block.

Windows

59. I describe the new windows at paragraph 30 of my Phase 1 statement. These were installed around August 2015. I was at work when the windows were installed in my flat. I do not remember receiving any paperwork explaining how the new windows operated.
60. The new windows were not good quality; they let in less light than the old windows.
61. By November/ December 2016, the kitchen window kept jamming and would not close properly. This meant that a cold winter draught would come into the flat. Zoe reported this and then chased it up with the TMO in December 2016, but the window was not repaired until the end of January 2017.
62. Leah's bedroom window handle was stiff making it difficult to open. This was reported to the TMO, but I do not believe it was fixed before the fire.
63. As described at paragraph 12 of my Phase 1 statement, I was not sure if the extractor fan in the new kitchen window worked.

The Boiler

64. A new boiler and heating system was installed in the Tower as part of the refurbishment. As already described at paragraph 32 of my Phase 1 statement, this was to enable us to have more control over the temperature in our flats. The heating was previously controlled centrally at the Tower.
65. The old boiler was located in a store cupboard next to the kitchen. As already stated at paragraph 11 of my Phase 1 statement, I was told by the TMO that the new boiler had to be installed in the hallway on the wall next to my front door, but I was not told why. I thought this was the same for all flats in the Tower. However, I later learned that other residents objected. Their new boilers were installed in the same location as the old boiler in the cupboard next to the kitchen. I was furious as I had not been given this option. I did not think I had any choice on the new boiler's location.

66. Once the work was completed, I was really unhappy with the location of the new boiler, although I did not complain directly to the TMO. As soon as you opened the front door, the boiler was there causing an obstruction. It looked unsightly. I also had concerns that if something went wrong with the boiler that it would block my only route out of the flat.

Gas Leak & Asbestos

67. Around the end of September 2016, there was a gas leak, which led to the gas supply being cut off at the beginning of October 2016. This affected all the number two flats, including my flat. I found out about this, when my cooker stopped working.
68. This led to National Grid carrying out work at Grenfell Tower to install a new gas riser and to reconnect our gas supply. They installed a new gas pipe in the stairwell, which I have already described above at paragraph 23.
69. As detailed at paragraph 23 of my Phase 1 statement, pipes ran from the main gas pipe in the stairwell across the ceiling of the communal landing and into my flat. These pipes were exposed.
70. New gas pipes were also installed in my flat. This involved an engineer coming to the flat on 16 February 2017. I was not home that evening. I subsequently found out from Zoe that the engineer drilled into a panel above the cupboard in the hall next to the kitchen, which contained asbestos.
71. This only came to light, when a carpenter attended eleven days later to box in the pipework on or around 27 February 2017. Again I was not at the flat at this time.
72. This led to the three of us having to move out of the flat. Initially, Leah and I moved in with my mum, who lives in Ladbroke Grove. Zoe moved in with David. I thought it would only be a couple of days, but when it took longer we all moved into hotel accommodation.
73. In fact, I did not move back to the flat until 18 May 2017, which was almost three months after the incident. This was after we finally received a copy of the asbestos

report that Zoe asked for repeatedly and the flat was subject to deep cleaning. This was to remove any trace of the asbestos that had been disturbed.

74. We also had to dispose of some of our clothes, the content of the cupboard below the drilled panel, the vacuum cleaner that David used to clean up after the engineer on 27 February 2017, and the washing machine. This was because all of these items had been exposed to asbestos as had my whole family and David.
75. Zoe liaised with the TMO throughout, although I was contacted by Millicent Williams on the telephone and attended a meeting with Zoe and Janice Wray from the TMO in May 2017. Zoe also went to Councillor Judith Blakeman's surgery, who tried to help us by writing to RBKC and the TMO about this issue.
76. I was really angry that we were unknowingly exposed to asbestos for around eleven-twelve days. I am concerned about the potential long term health implications of exposure for me and my family, including David.
77. I was upset that the TMO did not accept any responsibility for what happened. It felt that they were more interested in blaming National Grid than looking after my family's welfare. I believe the TMO must bear some responsibility for what happened. They must have known there was asbestos in our flat and if it was disturbed that this was dangerous. The TMO should have notified National Grid about this prior to the works being completed. I did not find the TMO very supportive during this time.
78. The way the TMO blamed National Grid also reminded me of how they dealt with residents, when we complained or requested repairs on our flats. The TMO failed to take any ownership or responsibility for what happened preferring to pass the buck.

Residents' Association and Grenfell Action Group

79. Paragraph 35 of my Phase 1 statement refers to increasing dissatisfaction amongst residents about the refurbishment, the TMO, the contractors and how we were being treated.

80. Ed Daffern used to produce leaflets and posters highlighting various concerns raised by residents, which I would receive through my front door. I particularly remember one poster about the proposed location of the new boilers by the front door.
81. There were also residents' association meetings, which I attended on a few occasions with my mum. These were held in the resource centre on the Lancaster West Estate.
82. I knew by speaking to other residents that many were unhappy with the refurbishment. Although I was not actively involved with the residents' association, I knew other residents were challenging RBKC, the TMO and Rydon about this. However, it was my impression was that residents' concerns were often dismissed and ignored.
83. I also followed the Grenfell Action Group blog that kept me up to date.

Fire Safety

84. I addressed some aspects of fire safety within paragraphs 36-43 of my Phase 1 statement, but I wish to provide additional details below.

Previous Fires

85. I deal with previous fires at Grenfell Tower at paragraph 44-45 of my Phase 1 statement. The small fire involving a pizza being left in the oven occurred in Flat 13: my next-door neighbour.
86. At paragraph 41 of my earlier statement, I also talked about a fire at Trellick Tower and issues with the dry risers, which RBKC should have known about before the Grenfell Tower fire.

Fire Safety Features in Flat 12

87. When I first moved into the flat in 1992, there were no smoke alarms. As stated at paragraph 14 of my Phase 1 statement, I remember there were two smoke alarms in the flat in the kitchen and hallway around the time of the fire, although Zoe remembers three. I do not remember who installed these or when. I never tested the smoke alarms, but Zoe did.

Fire Safety Advice

88. As outlined at paragraph 37 of my Phase 1 statement, I was never given any fire safety information from either RBKC or the TMO about what to do in the event of a fire in the twenty five years I lived at the Tower.
89. I did not know where any assembly points were and I never took part in a fire drill. Having lived at the Tower for so long, I knew the main stairwell was the only way out in the event of a fire. There was no communal fire alarm or pre-recorded message to warn residents about a fire. As far as I was aware, there was no way to alert residents at the same time about a fire or any other emergency in the Tower.
90. I found it shocking that Grenfell Tower did not have the most basic fire safety precautions in place. I do not remember any fire extinguishers. I previously worked in a large office and there would be regular fire drills, so everyone was familiar with the evacuation route and where the meetings points were. I also knew that you should not use the lifts when there was a fire.
91. My mum's nursery at the bottom of the Tower conducted their own fire drills and tested their fire alarm weekly, but there was nothing like that for residents.
92. As described at paragraph 39 of my Phase 1 statement, I recall a sign by the lifts in the main foyer telling you to stay put in the event of a fire, unless the fire was in your flat. I do not remember anyone discussing a formal '*stay put*' policy with me from either RBKC or the TMO. As already alluded to in my earlier statement, I would not have followed this advice, I would have left the building immediately.
93. My youngest daughter suffers from [REDACTED] which means she is vulnerable to illness and tiredness. This could potentially impact on her ability to evacuate the Tower in an emergency. The TMO was aware of my daughter's condition as I have previously mentioned it to Jan Jones at the TMO.

Fire Safety Checks

94. As already stated at paragraph 38 of my Phase 1 statement, I was not aware of any fire safety checks being undertaken by the London Fire Brigade at Grenfell Tower. The same applies to RBKC and the TMO.

Fire Safety Complaints

95. Paragraph 42 of my Phase 1 statement identifies my main fire safety concerns. These included how everyone would get out of the building at the same time with only one communal staircase. There were also no communal alarm, fire extinguishers or sprinklers.
96. I raised at paragraph 36 of my Phase 1 statement and above, my concerns about emergency vehicle access to the Tower, after the Academy was built and a temporary National Grid hut was placed at the bottom of the Tower.
97. I did not report any of my fire safety concerns to RBKC or the TMO for the reasons already given at paragraph 43 of my Phase 1 statement.

Module 4

98. At paragraphs 47-77 of my Phase 1 statement, I have described in detail what I saw on the night of the fire on 14 June 2017. At paragraphs 78-84 of the same statement, I briefly explain what happened to me immediately afterwards. Then at paragraphs 85-87 of my Phase 1 statement, I provide some detail about how the fire has impacted upon me and my family. However, I do not want to go into further details about the impact in my Phase 2 statement.
99. I do not wish to repeat in detail what happened on the night of the fire. My youngest daughter and I were staying at my mum's place that night in Ladbroke Grove. She is elderly and enjoys the company. It also meant that we could help her with jobs around the place.
100. When Zoe initially texted me about the fire, I did not think it was that serious. However, when I received a photograph of flames coming out of Flat 16, which I

exhibited to my last statement at **JD/2 (IWS937_2)**, I realised this was serious. It was not like any previous fire at Grenfell Tower.

101. I woke up my mum before driving her car to Grenfell Tower with my daughter, which took less than 5 minutes. I parked in Lancaster Road by the Academy and the Methodist Church before running towards the Tower. I know now that this must have been after 1.13am, as I am informed that this is when Zoe and David exited the Tower. As Leah and I ran towards the fire, we met Zoe and David.
102. I was at Grenfell Tower early enough to see the fire start to move vertically up the Tower from Flat 16. I was stood with Zoe, David and my youngest daughter looking up at the burning Tower for probably about an hour. I could not believe what I was seeing. I was in shock and absolutely terrified. We were pushed back by police as they feared for our safety as the fire continued to spread.
103. After I took my family to safety at my sister's place, who lives nearby, I returned to the area around the Tower. I think it was around 2.30am. I was looking for more people in the hope of directing some to safety, although I did not know where this would be. I was not able to go back to where we had been standing previously. This had been cordoned off, so I headed to Barandon Walk.
104. I describe what I saw from this time at paragraphs 62-73 of my Phase 1 statement. It is difficult to put into words the horrors I saw. Having lived at the Tower for over twenty five years and also with my mum's nursery, I knew many people in the Tower and the local community. It was terrifying to think that your neighbours and friends were in danger and could not escape. It was my worst nightmare. I felt completely helpless and did not know what to do. There are some images from that night that I will never be able to forget. I remember seeing debris falling from the building to the ground. I was worried that it would hit people watching the fire or exiting the building. I looked on as my home was destroyed by the fire.
105. I returned to my sister's place after my youngest daughter called me; this was after 4am. I then went back out again with my daughter around 5am; I remember it was

getting light. We headed towards the Hammersmith and City tube line and could see the north and west side of the Tower, which were on fire. I did not sleep that night.

106. As I stated at paragraph 76 of my Phase 1 statement, rumours started to circulate that Grenfell Tower was going to collapse. I feared for the personal safety of those still inside, but also for me, my daughter and those around me.
107. Thick, black smoke was pouring from the building and burning debris continued to fall from the Tower.
108. At around 10-11am, my youngest daughter and I walked to my mum's place in Ladbroke Grove. Zoe and David stayed at my sister's place. As I already stated at paragraph 79 of my Phase 1 statement, I then returned to the Tower to try to help in anyway I could. There were lots of people searching for their loved ones, who were missing. Everyone was trying to understand what had happened. I was in a state of shock and disbelief as was everyone around me.
109. Paragraph 80 of my Phase 1 statement describes how there was no one there to tell us what we should do or where we should go. There was no information available at this time. The police had no idea where to direct people. It was complete and utter chaos.
110. The Tower continued to burn throughout the day on 14 June 2017 and later it smouldered. The surrounding roads were covered in debris. This included large chunks from the building but also ash. There were other materials that floated through the air that reminded me of polystyrene, but I do not know what it was. At paragraph 81 of my Phase 1 statement, I refer to a funny smell in the air, this smelt synthetic. There were people wearing masks and it looked like a war zone.
111. I knew that there was asbestos in the building, so I worried about the toxins that everyone was breathing in from the smoke, but also from what was floating in the air around us, which I described above.

112. At paragraph 80 of my Phase 1 statement, I describe people with no shoes, men sobbing and people collapsed on the floor. People would come up to me on the street to ask if I had seen their loved ones. Other people were screaming out in pain.
113. At the time, my friend Hanan Wahabi did not know if her family had made it out of the building. Later, I found out she had lost five members of her family in the fire, which was devastating.
114. At paragraph 72 of my Phase 1 statement, I describe how Helen was unable to trace her daughter. They had become separated on the stairs trying to escape the fire. Thankfully, her daughter was found a few days later in Intensive Care.
115. As already described at paragraph 82 of my Phase 1 statement, the only support my family and I received immediately after the fire was from my sister and mum. Later some of my sister's friends came to the house to give Zoe and me some clothes. Zoe had left the Tower in her pyjamas with just her phone and keys. We had nothing, not even a toothbrush or a change of clothes.
116. I heard through Zoe that the Rugby Portobello Club had opened its doors and was offering support to those affected by the fire. I had not been to the Rugby Club for years. I used to go there for discos when I was younger. My mum also ran half-term crèches there. It was a local community space and I was familiar with the layout.
117. I headed there in the early afternoon on 14 June 2017. Zoe and David were already there and Leah was staying with my mum. The staff at the Rugby Club were fantastic as were the volunteers that came to support us.
118. When I went into the main hall; it was a relief to see a lot of familiar faces. However, I could see how much pain everyone was in. People were crying and clearly distressed. There were people everywhere. Some were sitting on chairs and children were sleeping on the floor. Many were still in their pyjamas, including Zoe.
119. The sheer magnitude of the fire began to sink in. I remember feeling upset and very emotional. People kept coming up to me asking if my family was ok. There was a lot

of confusion. It was chaotic and there was little to no co-ordination, although this changed over the next couple of days.

120. Some of us decided to take action and create a list of residents, who we knew had made it out of the Tower safely. We started to write our names in a book. For example *'Flat 12 - Jenny, Leah and Zoe safe.'* I particularly remember Shahin and Mahad from the Tower helping to do this with me.

121. Someone then got sheets of paper and started to list all of the flats and stuck this on the wall, so people could check off their names. This was a residents' initiative. RBKC was nowhere to be seen.

Emergency Accommodation

122. I do not remember when RBKC finally arrived at the Rugby Club to organise emergency accommodation for residents. They were placed in a separate room from the main hall, which I have already described above. I was shocked that RBKC did not turn up with a list of residents' names from Grenfell Tower, instead they were asking residents who we were and what flat we lived in. It was clear that they had no idea.

123. Zoe and I saw a woman called Jessica Miller from RBKC; she was a social worker in family services. There were no senior RBKC officials or anyone from the housing team at the Rugby Club, whom I spoke to. I do not think Jessica had any prior experience of arranging emergency accommodation.

124. Jessica told us she could give us some money, but we had to write down on a piece of paper everything that we needed the money for. It was ridiculous that we were being treated in this way after our home had just been destroyed in the fire. I found it embarrassing and dehumanising to be treated in this way, especially when Zoe and I were given just £300 cash for us and Leah. At this time, I did not know if any further emergency assistance would be provided. I needed this money to buy essentials such as food, basic toiletries and some clothes. The money did not last long.

125. Later I think RBKC must have called me to say that they had found us a room at the Copthorne Tara Hotel. We were given not choice about the hotel. There was no offer of transportation such as taxi to take us there. We could not catch a bus as all the roads around the Tower were closed. There was a rumour that coaches may be coming to pick us up, but they never materialised.
126. When we arrived at the hotel it must have been around 5-6 o'clock. It was an incredibly hot day and I was hungry, dehydrated and stressed. I recognised a lot of other people from Grenfell Tower, who were waiting to check in at the hotel. There were also a lot of tourists, which was odd to see after everything we had been through.
127. There was a long queue for reception. Our room was not available, so we had no choice but to wait in the reception area. When we were finally allocated a room and told that we could check in, we discovered that it was on the eighth floor. The last place I wanted to be was in a high rise building after watching the fire at Grenfell Tower.
128. There were three of us but only two single beds in the room. The windows did not open. I immediately asked reception to change rooms, they said they would see what they could do. At this point, I was so exhausted that I put some cushions on the floor and went to sleep.
129. Despite asking to move to a room on a lower floor with three beds, we remained in the same room until 12 July 2017, which was almost a month after the fire. I attach four photographs, which I exhibit as **JD/3**. Two photographs are of the hotel room and the other two photographs are of the view. It shows how high up we were on the eighth floor.
130. During this time, generally I would sleep on the floor of the hotel room or one of us would find somewhere else to stay because there were not enough beds in the room for the three of us.
131. When we asked to change rooms, we were told by the hotel that as the booking was in RBKC's name, we had to go through them. I raised this with Jessica Miller, who

became my key worker, I discuss this in a little more detail below. I exhibit an email to Jessica Miller dated 10 July 2017 at 00.47, which I exhibit as **JD/4**.

132. In the same email, I also raised that we were struggling to pay for our meals as eating out in Kensington was very expensive. I asked about additional financial support. At the time, I was not able to work after everything I had been through. I therefore had no income.
133. Jessica Miller responded later that day via email at 17.19 advising that she had spoken to the housing team about moving us to a lower floor and asked them to contact me directly. She told us that we were entitled to a £300 weekly food allowance. We were only told about the food allowance when we had asked about it. Jessica Miller should have told us about this financial support from the beginning. She also answered the other questions I raised in my email.
134. I did not hear from RBKC's housing team, so I sent another email to Jessica Miller on 11 July 2017 at 11.33. We finally moved rooms on 12 July 2017. We were made to wait for hours in the lobby with our bags before we were moved to our new room on the mezzanine level.
135. The new room catered for someone with reduced mobility. It was even smaller than the last room. It only had two beds, when there were three of us and RBKC knew this. I attach a copy of an email that I sent to Jessica Miller at 03.08am on 14 July 2017 about the room move, which I exhibit as **JD/5**.
136. The new room was very cramped and none of us had any privacy or personal space. It was difficult for us to stay there.
137. Another source of frustration whilst staying at the hotel was that residents would be given different or contradictory information by hotel staff or RBKC. For example, some residents were told that RBKC would pay for their food and laundry at the hotel, but I was certainly not told this. This meant that I was washing clothes in the bath in our hotel room. I was also paying for my own food until I found out there was a food allowance after speaking to other Grenfell residents at the hotel. As already stated above, I raised this issue with my key worker in my email dated 10 July 2017, which

I have already exhibited as **JD/4**. There was also a delay with Leah and my food allowance being paid in July 2017. I attach a chain of emails between me and Jessica Miller about this from 31 July-8 August 2017, which I exhibit as **JD/6**. I was dependent on this money to eat out as the hotel food was poor quality.

138. The location of the hotel was awful. It was always noisy and busy with guests. It was not within walking distance of the Rugby Portobello Club or the Westway, which I talk about in more detail below. I did not have my car at this time as it was in the garage being repaired, so I was not able to drive. There was no direct bus route between the relief centres and the hotel, which meant you were reliant on family or friends. I also paid for taxis.
139. We later moved to the Hilton Hotel in Holland Park and were finally given adjoining rooms. Leah and I were in one room and Zoe in the other.
140. I never knew how long the hotel room(s) was booked for. We all found this extremely unsettling and unnerving, especially as we had just lost our home. Having spoken to hotel staff I knew that the room would only be booked for a certain duration. Normally RBKC only extended the booking at the last moment, after we chased for an update. This was a constant worry for us. I was scared that we were going to be asked to change rooms or leave the hotel at short notice, which I know happened to other Grenfell residents.
141. Later, when we were staying at the Hilton Hotel, Zoe would email our key worker asking her to extend the stay in good time. This was to ensure that we could remain in the same adjoining rooms. Knowing that we had a place to stay for the next month or so made me feel more secure.
142. In both the Copthorne Tara and the Hilton Hotel there was a small fridge for the mini bar in our room, but it was not big enough to store fruit or vegetables. I was not able to cook as there were no cooking facilities. The hotel food was expensive and poor quality and the menu repetitive. As already stated, it was expensive to eat out in Kensington and there were times when you just wanted to stay in.

143. As already stated above, my youngest daughter has [REDACTED] so it is important that she has a very healthy, highly nutritious diet, which is high in iron and folic acid. This is necessary for her to remain active. Cheap fast food and hotel food were not an option for her. I felt Leah's health was affected by the food she was eating after the fire. The food also impacted on my health and mental wellbeing. I missed home cooking.
144. Tourists staying at the hotel on their holidays were laughing and having fun; I struggled to be around the tourists after the fire. There was no private space available for Grenfell survivors at either hotel. The restaurant and bar were too noisy and it was difficult to speak freely as you did not want other people to overhear. There was nowhere for children to play or space allocated for donations to be delivered and stored.
145. I first saw the place that is now my permanent home in August 2017. There were issues with damp and the windows did not open. It was agreed that extensive improvement works would be completed before I moved in.
146. I was meant to move in around October 2017, but the house was still in such a poor condition, that I moved back into the hotel and later into a self-serviced apartment.
147. I finally moved into my permanent home in August 2019, which was over two years after the fire. Since moving in, I have been besieged with problems including ongoing issues with damp, flooding and a wall collapsing. It has made it difficult to settle in my new home and start the recovery process.

Relief Centres

Rugby Portobello Club

148. After my first visit to the Rugby Portobello Club, I went back often. It was a meeting place for the bereaved and survivors to go and find out information connected with the fire. I felt comfort here and I felt that the staff and volunteers cared about me.

149. Members of the public generously donated money, food, clothes and toiletries to the Rugby Club. These were sorted and stored in a separate room. I would go and help myself to what essentials I needed. I literally had nothing after the fire, so it really helped to have this support. There were also snacks like crisps and sandwiches at the Rugby Club.
150. During the first week volunteers would drop off essentials at the hotel, which was a massive help as you did not always want to go out.
151. I think there were also donation stations at the Methodist Church and the Community Centre on Lancaster Road, but I did not go to these.

Westway Centre

152. I found out about the Westway through other residents. I went there within the first week after the fire. I found it was more formal and bureaucratic compared to the Rugby Club. I believe it had been set up by RBKC. You had to wear wristbands to get through security. There were lots of different organisations here including the DVLA, Home Office and RBKC. They all sat behind tables, which I felt created a barrier between them and me. I found the Westway to be impersonal.
153. The British Red Cross was at the Westway taking down the names of those affected by the fire. Sometime later, I got an email from them saying '*we heard you were a victim of the London Bridge Attack.*' After that, I did not want any further contact with them.
154. The Westway was much bigger than the Rugby Club. I remember seeing mattresses on the floor for people to sleep there. There were tables full of donations, including clothing and toiletries, for those that had lost everything in the fire. I felt completely overwhelmed here.
155. After my first visit to the Westway, I only went back once more. This was to help my youngest daughter obtain a replacement provisional driving licence from the DVLA. I also applied for a replacement passport. I found it exhausting going to each stand and having to explain your situation repeatedly to different people.

Other Relief Centres

156. I went to Clement James Centre twice for additional financial assistance.

157. I did not go to the Latymer Community Church or the Harrow Club. I did attend the Notting Hill Methodist Church for a meeting with Kenyons and the police. This was to discuss visiting the Tower for those that wanted to and the recovery of property from the flats, but this was sometime after the fire.

Grenfell United (GU)

158. Grenfell United (GU) started in the Rugby Club after more and more bereaved and survivors started coming here. The first informal meeting was held a couple of days after the fire.

159. GU was formed in response to the lack of action by RBKC following the fire. There was a real vacuum in terms of information and updates available and often wrong and inconsistent information was given. This led to GU producing its own newsletters, which I helped with. After the first edition, we produced newsletters on 25 September 2017, 23 October 2017, 20 November 2017, 21 December 2017, 30 January 2018 and 16 March 2018. GU helped us to get answers and to ensure we were listened to.

160. GU was about justice and accountability. It was about coming together as RBKC was not providing the support and services that we needed. GU helped us to support one another and gave people a voice. There were some people such as Shahin, who were strong enough to speak up for those who, because of everything they were going through, did not feel able to.

161. GU was a way for us to take back control after the bereaved and survivors were failed by RBKC and Central Government. People had lost loved ones, neighbours and friends in the fire as well as our homes. We had no control over so many aspects of our lives at this time. There was so much uncertainty including where we were living, how long we would be in the hotels for, when we would move into our new homes and where and what we could eat. It gave us a focus and empowered us. It enabled us

to set the agenda rather than being dictated to by others, who had failed us in the past.

Financial Support & Assistance

162. I mainly found out about financial assistance through word of mouth by talking to other residents at the hotel or at the Rugby Club. There was also a WhatsApp group that was set up by the bereaved and survivors to enable us to exchange information on the support and services available to us.

163. A lot of financial support was through public donations; these were staggering.

164. I have already described at paragraph 122 above, the emergency cash payment of £300 that my family received from RBKC at the Rugby Club.

165. I have also dealt with emergency accommodation and the food allowance from RBKC above.

Support from RBKC

166. Aside from providing emergency accommodation and a one off cash payment, RBKC was difficult to contact and obtain updates from. I do not remember being told about a RBKC helpline number. I did not receive any responses to the emails I sent.

167. I cannot remember when Jessica Miller became our allocated key worker. I have already spoken about Jessica above. She tried to help us, but she did not always know the answers to my questions. I think she was also working full time in family services as well as trying to support us and other families affected by the fire.

168. I have already described some of the problems we experienced, including that Jessica Miller did not always keep us updated on what help and support was available to us. It took ages for us to be moved to a lower floor of the Copthorne Tara Hotel. It was only when we moved to the Hilton Hotel that the three of us were allocated adjoining rooms instead of one room with just two beds.

169. I had other keys workers after Jessica, who all had different job titles. I did not feel they had the relevant experience or knowledge to help us. It also takes time to build trust and a relationship.

170. Another issue was that they all worked for RBKC and so were not independent. I felt that they did not always fight our corner and were a mechanism to block access to more senior people at RBKC. They would also report back to RBKC about us at their weekly internal meetings

Information and Public Communications

171. Initially, the only information I remember receiving from RBKC was some leaflets under my hotel door and through Jessica Miller, who became our key worker. RBKC had my mobile number and email address, so I was surprised that they were not in contact with me earlier. I am not on social media.

172. I also heard through other residents that counsellors were coming to the hotel to support us, but I did not see them.

Adequacy of RBKC and the Government's Response

173. The lack of any forward planning by RBKC was truly shocking. RBKC was slow to react to the fire and appeared to be in a complete state of disarray. There was no leadership or co-ordination. Front line staff were sent to try and help, but it was obvious that they were out of their depth and overwhelmed. Senior RBKC officials were nowhere to be seen. This sparked a lot of anger and upset. There was also a real lack of information coming from RBKC. It was the community and general public that came together to support us.

174. Central Government was also slow to respond. It was also extremely hurtful and upsetting when Prime Minister Theresa May first came to Grenfell to see the firefighters after the fire, but did not come to see us.

175. The Government has shown little political will to bring about real change following Grenfell Tower. It is unbelievable that the same cladding as Grenfell Tower is still on buildings across the UK after all this time. It feels like it is all talk and no action.

Impact

176. As with my Phase 1 statement, I do not wish to go into detail about the impact the fire has had on me, my family and David. It is still too raw and painful.
177. As already stated at paragraph 111 above, I am really worried about what toxins were released during and after the fire that I breathed in. I am scared that this will impact on mine and my family's health at a later date.
178. The fire also had a devastating impact on mine and my family's mental health; we will never be the same again. The horrors of watching Grenfell Tower burn will stay with me forever. It is something that I can never forget. It was truly terrifying and I find it difficult to speak about. My youngest daughter continues to struggle.
179. I still have not been able to return to work as an events manager. I try to stay strong for my family, but I suffered from sleepless nights and nightmares after the fire. I still have anxiety and panic attacks. I am seeing a therapist.
180. My family and I are all really suffering as is the rest of our community.

Finally

181. As well as the trauma of the fire, I was really upset when our flat at Grenfell Tower was broken into after the fire.
182. I was also befriended at the Rugby Club by Joyce Msokeri, who was a fraudster. I believed her lies when she told me that she lived at the Tower and her husband was missing. I felt betrayed and angry that people would want to take valuable support away from the people that have lost everything and need it the most.
183. The fire at Grenfell Tower happened because RBKC and the TMO did not listen to residents and their concerns. I do not understand why there was no communal fire alarm, fire extinguishers or sprinklers that would have saved lives on 14 June 2017.
184. 72 people needlessly died, who should still be with their friends and families. The inquiry must seek the truth and stop the corporate core participants passing the buck.

It is only when there is justice and accountability that people can start to heal. This can never be allowed to happen again.

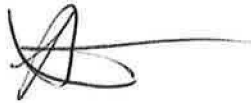
185. Grenfell: Forever in our hearts.

Statement of Truth

I believe the facts stated in this statement are true.

I am willing for this statement to form part of the evidence before the Inquiry and to be published on the Inquiry website.

Signed:



Jenny Beatrice Dainton

Dated:

6 / 3 / 20

1