

GRENFELL TOWER PUBLIC INQUIRY

**EXHIBIT WI/2
TO SECOND WITNESS STATEMENT OF WESLEY RYAN IGNACIO**

Wesley Ryan Ignacio

7/25/2019

Email: FW: Contact TMO Direct CRM:0062490

Email

FW: Contact TMO Direct CRM:0062490

Created On
16/09/2016 14:59

Due

Status Reason
Received

Owner
 Chandresh Parmar

Email From



To  <Customer Services>

Cc

Bcc

Subject FW: Contact TMO Direct CRM:0062490

Regarding  SEVERE LEAK FROM FLAT ABOVE 72

Created On 16/09/2016 14:59

Date Sent

Duration

Priority Normal

Complaints label

Good afternoon,

Please see the pictures of the what was caused by the tenant leaving their taps open. (I have tried to send the pictures attached, but it keeps bouncing back)

I think if it was an emergency, the tenant should of been contacted to notify that a tap was left open.

Nonetheless, I know that the water will stop in time and until today we have had to wait until everything is dry and smell of the leak being very unhealthy.

Please notify me when works of repainting will be carried out.

WESLEY RYAN IGNACIO | ACCOUNTS RECEIVABLE CLERK

https://crm.kctmo.org.uk/KCCRM/LIVE/_forms/print/print.aspx?allsubgridspages=false&formid=0d1e47ff-12b2-4f53-9090-bee951b98cb4&id=%7bB9B210D7-157C-E611-9408-005056BC7C30%7d&objectType=4202&title=Email%3... 1/5

7/25/2019

Email: FW: Contact TMO Direct CRM:0062490

LONDON HILTON ON PARK LANE

22 Park Lane | London W1K 1BE | United Kingdom

cid:image001.jpg@01D0BFC3.89ABF3E0

cid:image002.jpg@01D0BFC3.89ABF3E0

cid:image003.jpg@01D0BFC3.89ABF3E0

hilton.com | hilton.com/londonparklane

cid:image004.jpg@01D0BFC3.89ABF3E0

cid:image005.png@01D0BFC3.89ABF3E0

APP SIGNATURE.jpg

This transmission has been sent by Hilton International Hotels (UK) Limited, currently trading as London Hilton on Park Lane. Incorporated in England and Wales with Registered No. 695283 and registered office at Maple Court, Central Park, Reeds Crescent, Watford, Hertfordshire, WD24 4QQ.

From: <Customer Services> [mailto:crmcustservices@ktmo.org.uk]

Sent: 15 September 2016 18:30

To: Wesley Ryan Ignacio

Subject: FW: Contact TMO Direct CRM:0062490

Dear Mr Ignacio

Ref 201624633

Thank you for your email dated 13.09.16. Please note above job was issued as emergency at 13.24hrs on 13.09.16 when the call came in. The plumber who attended advised that flat above had left the taps on by mistake thinking they were turned off as there was no water to the block on that day in the morning.

https://crm.ktmo.org.uk/KC/CRM/LIVE/_forms/print/print.aspx?allsubgridspages=false&formid=0d1e47ff-12b2-4f53-9090-bee951b96cb4&id=%7bB9B210D7-157C-E611-9406-005056BC7C30%7d&objectType=4202&title=Email%3... 2/5

7/25/2019

Email: FW: Contact TMO Direct CRM:0062490

Any water that is / was leaking would be residual and will stop in time. Leak damage to ceiling and wall be carried out by TMO if you would please email back advising which room was affected.

Regards
Chandresh
Customer Service

From: donotreply@kctmofeedback.uk

Sent: 13 September 2016 18:10:22 (UTC) Dublin, Edinburgh, Lisbon, London

To: ContactUs

Subject: Contact TMO Direct

A contact enquiry has been completed online, please see details below:

Title: Mr

Title Free Text (if applicable):

Firstname: wesley

Surname: ignacio

Address: 62 grenfell tower

Postcode: w11 1tg

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

https://crm.kctmo.org.uk/KCCRMLIVE/_forms/print/print.aspx?allsubgridspages=false&formid=0d1e478-12b2-4f53-9090-bee951b98cb4&id=%7bB9B210D7-157C-E611-9406-005056BC7C30%7d&objectType=4202&title=Email%3... 3/5

7/25/2019

Email: FW: Contact TMO Direct CRM:0062490

Type of enquiry: Other enquiry

Message: There was a leak coming from the floor above and no one was helpful enough to assist my father when they contacted you. My father felt that the support given to your employee was not helpful as it was a matter of urgency. Until now my mother and pregnant wife are wiping the leak which has occurred. We have taken pictures of the damages and I would like to be contacted as soon as possible on my number provided above as to why our telephone call was not assisted.

How to Contact: Mobile

This e-mail message has been scanned for Viruses and Content and cleared by MailMarshal

Resident Board Member Elections & AGM 2016

Have you voted for your Resident Board Member? It takes just five minutes to vote, use the voting paper sent to you or vote online with your unique code.

Talk to the Company Secretariat [REDACTED] if you have not received your pack by 23 August 2016. Voting takes place from 15 August 2016 to on 15 September 2016 (closes 9.30am)

Residents Conference 2016

Don't forget to reserve your place at the conference and lunch (free of charge), contact the conference information line [REDACTED] by 5 September 2016.

DISCLAIMER:

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd. Finally, the recipient should check this email and any

https://crm.kctmo.org.uk/KCCRM/LIVE/_forms/print/print.aspx?allsubgridpages=false&formid=0d1e47ff-12b2-4f53-9090-bee951b98cb4&id=%7bB9B210D7-157C-E611-9406-005056BC7C30%7d&objectType=4202&iile=Email%3... 4/5