

GRENFELL TOWER PUBLIC INQUIRY

EXHIBIT JB/2 TO FIRST WITNESS STATEMENT OF JACKIE BLANCHFLOWER

Jackie Blanchflower

From: Peter Maddison <pmaddison@kctmo.org.uk>
Sent: 02 March 2017 16:09
To: Jackie Blanchflower
Cc: Clare Dewing; andrea newton
Subject: RE: Lancaster West RA General Meeting Thurs 9 Feb at 7pm
Attachments: H090 GRENDEL TOWER NOV16.pdf; H090 GRENDEL TOWER 18JAN17.pdf; H090 GRENDEL TOWER 19DEC16.pdf; H091 GRENDEL TOWER NOV16.pdf; H091 GRENDEL TOWER 16DEC16.pdf; H091 GRENDEL TOWER 18JAN17.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Jackie, Clare and Andrea

I agreed to give you an update on the recent issues with the lifts at Grenfell Tower.

There are two lifts at Grenfell Tower. I have reviewed our records and over the last six months, lift H091 has experienced a high number of callouts with 20 call outs over this period. In most instances the lift was returned to service on the same day, however the lift could not be reinstated and was shut down between the dates of 7th February to 10th February and 13th February to 16th February. The shutdown of the lift H091 was the result of a blown processor board. The replacement part was not readily available and the contractor had to source a replacement before the lift could be reinstated.

When reinstating the lift, our contractor has also checked the contacts and rollers and adjusted the lift car door alignment needed to be fully adjusted. It is hoped that this will resolve the problems that have been experienced over recent months. Furthermore, a clean down of the lift shaft was carried out in January 17, although this is not thought to have contributed to the ongoing faults.

The second lift (Lift H090) has received 9 callouts over the same six month period. In 5 of these instances our engineers found the lift to be working on arrival. This is often the case where lift doors are held open – the lift will shut down and reset itself. However, residents may call out the engineer in the meantime. All faults reported on Lift H090 have been repaired and the lift reinstated on the same day and within the target time. Both lifts were out of service on 13th February for a period of time and clearly this caused significant disruption to residents of the block.

Servicing:

Our contractors carry out a monthly service inspection of every lift in the borough. These visits ensure that lifts meet health and safety requirements and are an opportunity for the contractor to carry out necessary planned maintenance to help reduce the risk of future breakdowns. The contractor produces a certificate for each visit attached are the last three months certificated for both Grenfell lifts.

Responsive Maintenance:

The lift contractor is paid a fixed fee for maintenance. This should act as an incentive for them to undertake effective planned maintenance and reduce the number of callouts – they get paid the same amount for 20 call outs as they do for none.

In reviewing the recent callout history of Lift H090, it is clear that the contractor has not been effective in identifying the over-riding problem with the lift contacts and rollers which have caused so many of the responsive breakdowns.

This is poor planning on the contractor's behalf and we have raised the matter with their directors as part of an ongoing discussion about their performance on this contract.

We recognise the disruption and inconvenience caused to residents and would like to assure you that we are working very hard to improve the performance of our contractor and the reliability of the lift service. Lift performance is one of the key performance indicators that KCTMO and the Board review on a monthly basis. We recognise that the current service is not meeting expectations and we have escalated this to a senior level with the contractor to try to achieve the standard set in the contract.

I hope this helps explain the context of the recent problems. We hope that the recent repairs will give a longer term solution, but we will continue to monitor the situation closely.

Yours sincerely

Peter Maddison
Director of Assets and Regeneration



t: [REDACTED]
m: [REDACTED]

a: The Network Hub, 292a Kensal Road, London, W10 5BE

Before printing, please think about the environment

EXPRESS

Lifts Alliance
Group

Registered in London No. 147366 and Jersey No. 0008376
Registered Office, Chiswick Park Building 5, Ground Floor, 566 Chiswick High Road, W4 5YF

Service Visit Report

ISO 9001
BUREAU VERITAS
Certification



Service and breakdown
London & South East: [REDACTED]
All Other UK Regions: [REDACTED]

Visit Type

M.

Unit Number

PD 807174

Customer Order No.

H090

Site Address

GRENfell TOWER

CALLBACK/REPAIR No.

[REDACTED]

Misuse

(Y/N)

☐

Completed (Y/N)

☐

Accidental Damage (Y/N)

☐

Shutdown (Y/N)

☐

Unit Type/Customer Unit Reference

H090

Customer Name

K/C TWO

Maintenance Activity Report (✓ as applicable)

	Checked		Serviceable	
	Y	Not Fitted	Y	N
Car Operating Panel/s	✓		✓	
Car Lighting	✓		✓	
Emergency Alarm Systems	✓		✓	
Hall Buttons / Indicators	✓		✓	
Floor Levels	✓		✓	
Controller / Drive	✓		✓	
Brake	✓		✓	
Machine / Hydro Power Unit	✓		✓	
Overspeed Devices	✓		✓	
Operation of Car Doors	✓		✓	
Car Top	✓		✓	

	Checked		Serviceable	
	Y	Not Fitted	Y	N
Landing Doors	✓		✓	
Counterweight / RAM	✓		✓	
Main Suspension Check	✓		✓	
Pit Area	✓		✓	
Annual / 4 Year Checks				
Door Check				
Suspension Check				
RA Review				
Elec & Mech Check				
Earth Continuity Test				
Brake Check				

Scope of Work & Materials Used (quoting part number where possible)

Observations

LANDING DOOR Pick up rollers & HANGER
ROLLERS require replacement
PIT Area & SHAFT require CLEAN DOWN

	Engineer's Name (Please print clearly)	Employee Number	Arrival Time	Depart Time	Total Site Hours	Travel Hours
Engineer 1	D. SNAPEY	[REDACTED]	:	:	:	:
Engineer 2	L. HARRISON		:	:	:	:

Date

NOV 15 11

Customer's Name:

Customer's Signature:

Top Copy: Customer Second Copy: Office

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EXPRESS

Lifts Alliance
Group

Registered in London No. 147366 and Jersey No. 0008376
Registered Office, Chiswick Park Building 5, Ground Floor, 566 Chiswick High Road, W4 5YF

Service Visit Report



Service and breakdown
London & South East: [REDACTED]
All Other UK Regions: [REDACTED]

Visit Type

M.

CALLBACK/REPAIR No.

Unit Number

PD807175

Misuse

(Y / N)

Completed (Y / N)

Customer Order No.

H091

Accidental Damage (Y / N)

Shutdown (Y / N)

Site Address

GRENFELL TOWER.

Unit Type/Customer Unit Reference

H091

Customer Name

K/C THO.

Maintenance Activity Report (✓ as applicable)

	Checked		Serviceable	
	Y	Not Fitted	Y	N
Car Operating Panel/s	✓		✓	
Car Lighting	✓		✓	
Emergency Alarm Systems	✓		✓	
Hall Buttons / Indicators	✓		✓	
Floor Levels	✓		✓	
Controller / Drive	✓		✓	
Brake	✓		✓	
Machine / Hydro Power Unit	✓		✓	
Overspeed Devices	✓		✓	
Operation of Car Doors	✓		✓	
Car Top	✓		✓	

	Checked		Serviceable	
	Y	Not Fitted	Y	N
Landing Doors	✓		✓	
Counterweight / RAM	✓		✓	
Main Suspension Check	✓		✓	
Pit Area	✓		✓	
Annual / 4 Year Checks				
Door Check				
Suspension Check				
RA Review				
Elec & Mech Check				
Earth Continuity Test				
Brake Check				

Scope of Work & Materials Used (quoting part number where possible)

Observations

LANDING DOOR PICKUPS ROLLERS require renewal
Also HANGER ROLLERS
LIFT SHAFT REQUIRES CLEAN DOWN

	Engineer's Name (Please print clearly)	Employee Number	Arrival Time	Depart Time	Total Site Hours	Travel Hours
Engineer 1	D. SANCHEZ	[REDACTED]	:	:	:	:
Engineer 2	R. HARMAN	[REDACTED]	:	:	:	:

Date: Nov

Customer's Name:

Customer's Signature:

Top Copy: Customer Second Copy: Office

IWS00002074/6
IWS00000014_0000

Job Number	PD807175	Customer Order Number				
Unit Number	PD807175	Parts Used				
Site Address	Grenfell Tower Grenfell Road London W11 1TG					
Unit Reference	H091					
Date of Service Visit Report	18/01/2017					
Visit Type	M2					
Works Completed	<p>As part of the scheduled maintenance visit, the below items were checked by our engineer and found to be serviceable :</p> <p>Car Enclosure and COP Emergency Alarm System Indicators and Call Buttons Floor Levels and Selector Machine and Brake Operation of Car Doors Car Top Shaft Equipment</p>					
Observations	<p>full shaft cleandown, deep clean in motor room and on car top strongly required when builders have finished works. door operator needs setting up once builders have finished works. hanger rollers in car at ground and 2nd specifically need to be changed car hanger rollers changed fan wiring should be separate from car lighting pit ladders required for both lifts and barriers lg1 nov visit dec visit</p>					
Total Time on Site	1.45					
Total Travel to Site	0.15					
Customer Name		Customer Unavailable For Signature				
Signed Date & Time						
Signature Declined	N					
Decline Reason						
Attending Engineer(s)						
Engineer Name	Date Attended	Site Arrival	Site Depart	Time on site	Travel to site	Customer Signoffs
D Smalley	18/01/17	11:15	13:00	1.45	0.15	N/A

Job Number	PD807175	Customer Order Number	
Unit Number	PD807175	Parts Used	
Site Address	Grenfell Tower Grenfell Road London W11 1TG		
Unit Reference	H091		
Date of Service Visit Report	19/12/2016		
Visit Type	M2		

Works Completed
As part of the scheduled maintenance visit, the below items were checked by our engineer and found to be serviceable :
<ul style="list-style-type: none"> Car Enclosure and COP Emergency Alarm System Indicators and Call Buttons Floor Levels and Selector Machine and Brake Operation of Car Doors Car Top Shaft Equipment

Observations
full shaft cleandown, deep clean in motor room and on car top strongly required when builders have finished works. door operator needs setting up once builders have finished works. hanger rollers in car at ground and 2nd specifically need to be changed car hanger rollers changed fan wiring should be separate from car lighting pit ladders required for both lifts and barriers lg1 nov visit

Signature Declined	N
Decline Reason	

Total Time on Site	2.00
Total Travel to Site	0.00
Customer Name	Customer Unavailable For Signature
Signed Date & Time	

Attending Engineer(s)						
Engineer Name	Date Attended	Site Arrival	Site Depart	Time on site	Travel to site	Customer Signoffs
D Smalley	16/12/16	15:00	17:00	2.00	0.00	N/A

Job Number	PD807174	Customer Order Number				
Unit Number	PD807174	Parts Used				
Site Address	Grenfell Tower Grenfell Road London W11 1TG					
Unit Reference	H090					
Date of Service Visit Report	19/12/2016					
Visit Type	M2					
Works Completed		Observations				
<p>As part of the scheduled maintenance visit, the below items were checked by our engineer and found to be serviceable :</p> <p>Car Enclosure and COP Emergency Alarm System Indicators and Call Buttons Floor Levels and Selector Machine and Brake Operation of Car Doors Car Top Shaft Equipment</p>		<p>full shaft cleandown required once builders have completed works. seals leaking slightly on gear. door operator needs setting up once builders have completed works. there is an earth on the ground floor display which is blowing fuses in the psu2unit. contractors have glued display plate to wall and will create damage to wall. customer action required new car door hanger rollers have been fitted. recommend lg1 car lighting and car fan have a separate feed lg1 done nov visit</p>				
		Total Time on Site	1.45			
		Total Travel to Site	0.15			
		Customer Name	Customer Unavailable For Signature			
		Signed Date & Time				
Signature Declined	N					
Decline Reason						
Attending Engineer(s)						
Engineer Name	Date Attended	Site Arrival	Site Depart	Time on site	Travel to site	Customer Signoffs
D Smalley	19/12/16	12:15	14:00	1.45	0.15	N/A