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Delivering excellent  
Housing services  
Through resident led  
Management

Direct Line:

Facsimile:

E-mail

  
srumble@kctmo.org.uk

Date:

24<sup>th</sup> May 2013

Dear resident

**Ref: Electrical power surges to Grenfell Tower and loss of water.**

I'm writing to provide an update regarding possible power surges some residents have reported and the intermittent water supply to your home.


I would like to apologise for any inconvenience these issues may have caused you and the delay in providing this update.

We have been working with our contractors and utility suppliers to identify the cause of these issues. Following these investigations we believe the intermittent water supply is linked to the electrical issues that have recently been experienced at Grenfell Tower.

We have not yet been able to identify the cause of the possible power surges experienced by some residents; however we have carried out electrical safety inspections to the communal supply to ensure the safety of residents.

In addition metering equipment has been installed on site, which will provide us with details of any further surges to Grenfell Tower. This information will enable us to identify the cause of these issues and agree necessary works.

To provide additional protection against possible power surges, an order has been raised with our contractor to install surge protection to the communal power supply. These works are programmed to take place at the beginning of next week and will involve the electricity being turned off for a period of three hours. Once the date and time have been confirmed residents will be advised as the water supply, lifts and electricity supply to your home will be affected.

If you have any specific concerns or questions, please contact your Housing Officer Janice Jones, [jjones@kctmo.org.uk](mailto:jjones@kctmo.org.uk)  who will arrange a visit and inspection of your home.

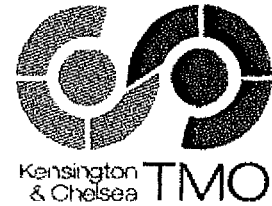
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*TMO Asset Investment, Network Hub, 292a Kensal Road, London W10 5BE*

I\W\WS00002286/11

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srumble@kctmo.org.uk

Date:

29<sup>th</sup> May 2013

Dear resident

**Ref: Electrical power surges to Grenfell Tower.**

Update regarding the power surges which residents have reported to us.


We are pleased to advise you that the power supply is now back on.

a temporary supply which should protect you property whilst we complete

UK Power Network are currently on site today working with our maintenance teams to identify the cause and to resolve the problem.

There maybe a period where the power needs to be turned off which will affect the electricity supply to your home.

I would like to apologise for any inconvenience this may cause you and appreciate your patience whilst we find the fault.

If you have any specific concerns or questions, please contact your Housing Officer Janice Jones, [jjones@kctmo.org.uk](mailto:jjones@kctmo.org.uk)  who will arrange a visit and inspection of your home.

Once again, I would like to apologise for any disruption caused and would like to reassure you that we are working to resolve the cause as soon as possible.

Yours Sincerely,

Siobhan Rumble  
Neighbourhood Manager Lancaster West

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*TMO Asset Investment, Network Hub, 292a Kensal Road, London W10 5BE*

IWS00002286/2  
IWS0.....

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The Resident  
Grenfell Tower  
Lancaster West Estate  
London W11

Direct Line: [REDACTED]  
Facsimile: [REDACTED]  
E-mail: [srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk)

Date: 3<sup>rd</sup> June 2013

Dear Resident,

**Re: Testing of electrical equipment**

You recently notified us that you have faulty electrical equipment following recent power surges to Grenfell Tower.

We have appointed engineers from Royal Repairs to check and test electrical equipment for repair. This work has been ongoing since Friday 31<sup>st</sup> May and if you have not yet had your faulty equipment tested Royal Repairs will be on site again Wednesday 5<sup>th</sup> June between 9am – 3pm.

Please contact your Housing Officer, Janice Jones, on [jjones@kctmo.org.uk](mailto:jjones@kctmo.org.uk), or [REDACTED] To make an am or pm appointment.

We apologise for any inconvenience you have experienced.

Yours Sincerely,

Siobhan Rumble  
Neighbourhood Manager Lancaster West

The Royal Borough of Kensington & Chelsea Tenant Management Organisation Ltd.  
Network Hub, 292a Kensal Road, London W10 5BE

The resident  
Grenfell Tower  
Grenfell Road  
London  
W11 1TG

Telephone: [REDACTED]

12th June 2013

Dear Resident,

**London Fire Brigade Fire Safety exercise at Grenfell Tower – Friday 21st June 2013**

This is to inform you that the London Fire Brigade will be carrying out an exercise at Grenfell Tower on Friday 21<sup>st</sup> June.

After a successful exercise at Trelick Tower in February 2013, and at the request of residents and local councillors, KCTMO has been liaising with the London Fire Brigade since then to organise a similar exercise at Grenfell Tower.

This is to ensure the local operational crews from North Kensington Fire Station are familiar with the design, layout and all the fire safety features of Grenfell Tower and can provide the most effective response in case of an incident.

The exercise will begin at approximately 2pm on Friday 21st June and residents should be aware that:

- One of the lifts may be required for up to 30 minutes at the beginning of the exercise.
- Up to four (4) fire appliances will be onsite for the exercise, please don't be alarmed.
- Disruption to residents will be kept to an absolute minimum and firefighters will make themselves available to answer residents' questions or concerns.

The Fire Brigade is also offering Home Fire Safety Visits to residents. A firefighter will assess your home and provide specific fire safety information for your circumstances. We encourage all our residents to take up this offer and book a Home Fire Safety Visit.

Appointments for Home Fire Safety Visits will be available from 3.30pm on the day. To book a Home Fire Safety Visit, or for further information about the exercise, please contact the TMO Health & Safety Team on [REDACTED]

Yours sincerely,

Janice Wray  
TMO Health, Safety & Facilities Manager

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srumble@kctmo.org.uk


Date:

13<sup>th</sup> June 2013

Dear resident

**Ref: Electrical power surges to Grenfell Tower**

Please find enclosed an update report on the recent power surges and the TMO's actions to locate and resolve the issue.

If you have any specific concerns or questions, please contact your Housing Officer Janice Jones, [jjones@kctmo.org.uk](mailto:jjones@kctmo.org.uk)  who will arrange a visit and inspection of your home.

Once again, I would like to apologise for any disruption caused and would like to reassure you that we are working in the best interest of residents.

Yours Sincerely,

Siobhan Rumble  
Neighbourhood Manager Lancaster West

---

*TMO Asset Investment, Network Hub, 292a Kensal Road, London W10 5BE*

IWWS00002286/5



### **Fixing the problem**

Due to its age, Grenfell Tower has a more complex electrical wiring system than used in more modern buildings. This type of fault can develop at any time and would be difficult to identify during routine inspections.

The TMO carries out Periodic Electrical Inspections and tests to the communal electrics every five years as required. The last check was done three years ago and the system was reported to be in full safe working condition.

As a result of our findings we intend to install new rising main supply from the main service head with new terminations. We will also install power surge protection equipment to the main electrical supply for future safety and this will be done in conjunction with permanent repairs to electrical cabling.

To improve our Periodic Electrical Inspections we will introduce a thermal imaging test which will potentially identify any weak spots to the electrical connections on the main supply.

### **Information for residents**

We have been in contact with many of our affected residents on an individual basis but I apologise for not communicating more widely.

Resident safety was the first consideration when the fault was identified and the temporary repairs will be replaced by permanent repairs at the conclusion of our investigations.

We are currently undertaking tests of all faulty electrical equipment reported by residents to determine whether they can be repaired. Priority has been given to residents reporting faulty freezers or fridges in the first instance.

### **Insurance**

We advise you to contact your Home Content Insurance Company to notify them of this issue and report any damaged electrical equipment for their consideration on insurance claim.

The TMO has notified its own insurance company and will present the details from recent inspections to the power supply and the testing of residents' faulty electrical equipment for consideration. We will notify residents once we have a decision.

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Grenfell Tower  
Lancaster West Estate  
London W11

Direct Line: [REDACTED]  
Facsimile: [REDACTED]  
E-mail: [srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk)

Date: 21st June 2013

Dear Resident,

**Re: Removal of external staircase**

I'm writing to inform you that as part of the on going Kensington Aldridge Academy project the stairs and bridge to the north of Grenfell Tower are currently being removed by The Royal Borough of Kensington and Chelsea's contractor Leadbitter.

In total these works are programmed to be completed in two weeks, we have been working with Leadbitter to minimise disruption to residents as a result of this it has been agreed that the works to disconnect the bridge will be completed by Wednesday 26<sup>th</sup> June 2013.

Please be aware that during these works an operative will be on site to guide pedestrians around the working area and ensure residents safety.

Although we have worked to minimise disruption I would like to apologise for any inconvenience these works may cause.

Please do not hesitate to contact your Housing Officer, Janice Jones, on [jjones@kctmo.org.uk](mailto:jjones@kctmo.org.uk) or [REDACTED] If you'd like to discuss these works further.

Yours Sincerely,

Siobhan Rumble  
Neighbourhood Manager Lancaster West

The Royal Borough of Kensington & Chelsea Tenant Management Organisation Ltd.  
Network Hub, 292a Kensal Road, London W10 5BE

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The Resident  
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Lancaster West Estate  
London W11

Direct Line: [REDACTED]  
Facsimile: [REDACTED]  
E-mail: [srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk)

Date: 3<sup>rd</sup> July 2013

Dear Resident,

**Re: Electrical Power Shut Down 8<sup>th</sup> July**

Dear Resident

We would like to advise you that our electrical contractors, RGE, will be carrying out repair works to replace the electrical power supply cable and the ten Distribution Boards that hold the fuse links to all 120 flats..

To complete this work safely the **electrical power will be switched off between 10am – 4pm Monday 8<sup>th</sup> July**. Communal electrics and lifts will not be affected and working as normal.

Access is not required into your home but please ensure you unplug all electrical equipment prior to this shut down.

We sincerely apologise for any inconvenience that these works will cause you but hope that you will bear with us to ensure that this work is carried out with as little disruption as possible.

If you have any specific concerns or requirements during this electrical shut down please contact your Housing Officer, Janice Jones, on [jjones@kctmo.org.uk](mailto:jjones@kctmo.org.uk), or [REDACTED]. Should you wish to discuss the work.

Yours Sincerely,

Siobhan Rumble  
Neighbourhood Manager Lancaster West

The Royal Borough of Kensington & Chelsea Tenant Management Organisation Ltd.  
Network Hub, 292a Kensal Road, London W10 5BE

Policy and Partnerships Unit  
Kensington Town Hall, Hornton Street, Kensington, LONDON, W8 7NX

Director of Strategy and Service Improvement  
Mr A.J. Redpath



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

Cllr Judith Blakeman  
Room 253  
The Town Hall  
Hornton Street  
London  
W8 7NX

Date: 17 July 2013

My reference: AG/petition

Please ask for: Asha Gupta

Dear Cllr Blakeman,

I wish to acknowledge your petition of 94 signatories in relation to Grenfell Tower power surge and the delay in commencing the Grenfell Tower regeneration project. The Petition has been referred to:

Laura Johnson  
Director of Housing  
Kensington Town Hall  
Hornton Street  
London  
W8 7NX

Tel: [REDACTED]

Email: [Laura.Johnson@rbkc.gov.uk](mailto:Laura.Johnson@rbkc.gov.uk)

All responses to petitions will be sent within six weeks of the petition being acknowledged unless there is a good reason why this cannot or should not be done, in which case the Executive Director will send a letter to you explaining the reason for a delayed response (e.g. the need for further consultation etc.)

Yours sincerely,

Asha Gupta  
Principal Governance Administrator

Direct Line: [REDACTED]  
Fax: [REDACTED]  
Email: [Asha.Gupta@rbkc.gov.uk](mailto:Asha.Gupta@rbkc.gov.uk)  
Web: [www.rbkc.gov.uk](http://www.rbkc.gov.uk)

7

From the Residents of Grenfell Tower at Lancaster  
West Estate W11

**SUBJECT:** The catastrophic and highly dangerous power surge during May 2013 and delaying the compensation packages. And the delay in commencing the Grenfell Tower Regeneration Project by the KCTMO.

FOR THE URGENT ATTENTION OF

The RBKC

Cllr. Nicholas Paget-brown- Leader of the Council

RT Honourable Sir Malcolm Rifkind MP,

Cllr Rock Fielding-Mellen Deputy Leader of the Council & Cabinet member of Housing, Property and Regeneration

Cllr Tim Coleridge former Cabinet member of Housing, Property and Regeneration

Ms Laura Johnson- Director of Housing

Local councillors

Cllr. Judith Blakeman, Cllr Todd Foreman & Cllr. Atkinson

THE KCTMO- Tenant Management organisation

Mr Robert Black – Chief Executive

Mr Peter Maddison- New Director Asset and Regeneration

Ms Sacha Jevans- Director of Customer Services

Residents of Grenfell Tower at Lancaster West Estate W11

- Improved external and internal repairs and communal spaces

It is unthinkable that they will begin to deliver the GTRP by their potential sub-contractor when the KALC will be open in September 2014 with over 2000 people entering in and out of the academy and leisure centre each day. GT is only yards away and the opening of the KALC will impose immense suffering on residents. Our lives are far more valuable than the TMO give to their corporate interest. Having witnessed firsthand the experience of seven months of KALC construction, it will be near impossible for such level of commitment to operate with an opened academy and leisure centre. They are out of their minds.

### TMO/RBKC minutes of the meeting held on 21st March 2013

4. Grenfell Tower: there was regret at the delay on this project, and it was queried who was leading on the project. Confirmation was given by Peter Maddison that he was negotiating with Leadbitters on the way forward.

Sacha Jevans presented this report, and gave apologies for Mark Anderson, Director of Assets and Regeneration. The Grenfell Tower Regeneration Project was being carried out in conjunction with the RBKC's KALC project framework.

We the resident wants to know if the RBKC committed the GTRP and that it must be within the framework of the KALC project that it has so drastically been delayed. We need an explanation why Mr Peter Maddison, the replacement of Mark Anderson, who has no local knowledge, was allowed to hijack the project from the RBKC appointed contractor the Leadbitter. The planning application has been withdrawn six times, prolonging the GTRP project to an indefinite period to kill the project.

### Our Demands

The residents who lost their belonging due to severe power surges must be compensated immediately and it is almost a month NOW. The TMO/EMB failed to take appropriate action and we are without our basic necessity for so long now. We need charity of chain of responsibility from EMB/TMO.

Residents of Grenfell Tower at Lancaster West Estate W11

Now more than ever, the KALC project has made it absolutely necessary for improvement works to begin on Grenfell Tower. We will fight for this to begin immediately! We, the residents, demand Leadbitter to carry out the GTRP project as it was approved by the RBKC. We reject the idea in the strongest possible terms that the TMO needs to find another contractor through the tendering process, instead of going with Leadbitter who were approved by the council.

In this latest debacle, our wellbeing and lives were put in danger, so enough is enough. We demand robust changes how the KCTMO/EMB run as a tenant led organisation. So far nobody has come forward either from the council or TMO/EMB to take responsibility. The bureaucratic games with the residents of GT must end. The council's appointed Managing agents are destroying our community of LWE.

On behalf of Residents of Grenfell Tower at Lancaster West Estate



Royal Borough of Kensington and Chelsea  
Kensington Town Hall, Hornton Street, Kensington, London, W8 7NX

Town Clerk and Executive Director of Finance  
Mr Nicholas Holgate

Director of Housing  
Miss Laura Johnson

Cllr Judith Blakeman  
Room 253  
The Town Hall  
Hornton Street  
London  
W8 7NX

**My reference: Grenfell Tower Petition July 2013**  
**Please ask for: Laura Johnson**  
18 July 2013

Dear Councillor Blakeman,

**Re: Petition Containing 94 Signatories on the Grenfell Tower Power Surge and the Delays in Commencing the Grenfell Tower Regeneration Project**

I am writing in response to the above petition which was presented to the Housing and Property Scrutiny Committee on Tuesday 16<sup>th</sup> July. I have gone through the petition and summarise the main areas of concern with an accompanying response below.

**Power Surges at Grenfell Tower in May 2013**

- **The alleged failure of Mr P Maddison, Director of Asset Management and Regeneration, KCTMO, to take the recent power surges seriously**

A series of surges were reported in Grenfell Tower in May 2013 and KCTMO has been actively investigating the cause. KCTMO has carried out some repairs and continues to monitor the situation. It is too early to say whether the problem has been fully resolved and where responsibility lies for the cause. It is possible that the fault that has been rectified is not the primary cause.

The petition alleges that Mr Maddison failed to take this seriously as he stressed the number '7'. It is believed that this comment stems from an email sent by Mr Maddison to Councillor Blakeman on 24<sup>th</sup> May. This has been taken out of context. Mr Maddison stated in the email to Councillor Blakeman, that on investigating the cause of the power surges in Grenfell Tower with the utilities companies, 7 residents had to date reported specific problems, apparently caused by the power surges. As part of that communication Mr Maddison went on to state that the contractor, RGE were setting up monitoring arrangements to help understand the nature and timing of any power surges, in order to use this information to try and diagnose the cause of the problem. The email also states that KCTMO would be writing to all residents on the matter.

Direct Line: [REDACTED]  
Fax: [REDACTED]  
Email: amanda.johnson@rbkc.gov.uk  
Web: www.rbkc.gov.uk

In August 2012, a planning application was submitted for the refurbishment proposals to Grenfell Tower. Planners considered this application in November 2012 and have asked for a resubmission including the following amendments:

- Removal of the canopy at 1<sup>st</sup> floor level
- Give further definition to the roof detailing
- Consider alternative colour schemes.

The Grenfell Design Team has been developing a revised and updated design ahead of a revised planning submission. **Can we say when we will submit this? A prospective date?**

## Procurement

KCTMO has to date progressed the procurement of the proposed works through the IESI<sup>1</sup> Framework, which is the procurement route used for KALC.

Since January, the design team has been working with Leadbitter (the proposed contractor) to bring the scheme within budget and to ensure that the project will deliver value for money. Progress has been slow and Leadbitter currently estimate the cost of works to be £11.278m (inclusive of fees), which is £1.6m above the current, proposed budget.

A range of options have been considered to bring the scheme within budget. It is now proposed to market test the works through an open OJEU tender to ensure that the best contractor is selected and value for money achieved. Subject to planning and procurement risks, this process will result in a start on site in Quarter 4 of 2013-14. By comparison, the IESI procurement process with Leadbitter would have resulted in a start on site at the end of Quarter 3; however, that route also had a significant risk of delay if a negotiated agreement could not be achieved with the contractor.

Whilst the delay is unfortunate, this is not excessive when considering the original start date. We are confident that reprocurement of the contractor will put us in a better position for ensuring that the project delivers on time and within budget, and is not stalled by complex negotiations over future changing costs to the budget.

In tandem with this procurement process, the design team will undertake a "Value Engineering" process to maximise the delivery of key project outputs within the proposed budget.

The following is the current indicative timeline for the delivery of the works:

- |                             |                |
|-----------------------------|----------------|
| • Prepare tender documents: | August 2013    |
| • Planning Approval:        | September 2013 |
| • Tenders issued:           | November 2013  |
| • Tender return:            | December 2013  |
| • Evaluation                | January 2014   |
| • Contract Award:           | February 2014  |
| • Start on site:            | March 2014     |
| • Completion of work:       | March 2015     |

<sup>1</sup> "Improvement and Efficiency South East"



cc Councillor Rock Feilding-Mellen Cabinet Member for Housing, Property and  
Regeneration  
Members of the Housing and Property Scrutiny Committee

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Dear Resident

**Re: Recent electrical power surges in Grenfell Tower**

As you will be aware, recent electrical surges within Grenfell Tower meant that some residents lost power, or were unable to use some electrical appliances. We also now think that these surges were linked to temporary loss of water supply in some parts of the building as power to water pumps was disrupted.

This has been rectified and we have also carried out a repair to a damaged cable on the mains supply. We hope that this will resolve the problem, however, we will continue to monitor the situation and investigate whether there are other factors that have contributed.

We are currently preparing to renew the rising electricity main and install surge protection to give additional protection to the block. Parts have been ordered and a schedule of work is being planned.

We have visited all the affected flats and recorded any reported damage. Detailed electrical inspections are on-going.

Affected residents will also be contacted by their Lancaster West Estate Officer with details about how to make a claim. In the first instance residents should contact their home insurance company and report any damaged electrical equipment.

The TMO is liaising with its insurance company and will submit the reports on each of the reported damaged goods for consideration. We will notify residents of their final decision.

If you have any further concerns questions, please contact your Housing Officer, Janice Jones, on [jjones@kctmo.org.uk](mailto:jjones@kctmo.org.uk), or 

Yours sincerely,

Siobhan Rumble  
Neighbourhood Manager Lancaster West

The Royal Borough of Kensington & Chelsea Tenant Management Organisation Ltd.  
Network Hub, 292a Kensal Road, London W10 5BE

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**Grenfell Tower**

**Flat Sub-Main Rising and Lateral Supplies Report, 29<sup>th</sup> May 2013.**

The tenants above floor ten were reporting smoke issues, lights and power failing intermittently. On testing the incoming supplies sub-main cable voltages were shown as unusually high as indicated below: -

- 400v across Live and neutral terminals of supply
- 210v recorded across earth and neutral with main earth disconnected from met bar.
- 213v across all earths and extraneous conductive parts.

We isolated various flat consumer units whilst further testing and investigatory works were carried out. On testing the Ryfield Sub-Main distribution fuse board serving various flats located on the 15<sup>th</sup> floor to show additional test results as indicated below: -

- L1 to Neutral 399V
- Neutral to Earth 236V
- L2 to Neutral 400V
- Neutral to Earth 334V
- L3 to Neutral 399V
- Neutral to Earth 234V

We approached UK Power Networks to establish and confirm there supplies and cables had not been damaged as there are significant building works ongoing all around the perimeter of the block. On there arrival we assisted in locating the correct sub-main service heads which serve the flats, there's 2no.

The UK power network engineer carried out tests and confirmed that both service heads were intact and no abnormal voltages were recorded.

We then reviewed the data which was recorded on a power logger installed to main service head the previous day at the request of the client. Which confirmed abnormal voltages recorded during peak time electrical use? IE: In the mornings and evenings (dinner times)

We then carried out a more in depth investigation a test on all sub-main boards which serve the flats 10 No. in total. We found service head No.1 served all floors up to the tenth and service head No. 2 served all floors from the eleventh to 20<sup>th</sup>. As well as noting the general condition of these sub-mains

- Paxolin bus bar covers have been damaged or were missing and live parts exposed on all Ryfield boards to floors 11, 12, 13, 14, 15, 16,17,18,19,20. Remedial works are urgently required.
- As ongoing building works may be creating excessive vibration we recommend re-tightening of all sub-main connections to all boards and connection enclosures.

Abnormal voltages were recorded on sub-main Db's on floors 11,12,13,14,15,16,17,18,19,20. Which consistent with service head 2?

Dear (Resident)

**Summary Report of Grenfell Tower Residents Meeting – Thursday 15<sup>th</sup> August 2013**

Following the meeting held last week, please find enclosed a summary report of the issues discussed.

The meeting was well attended and I would like to thank residents for coming along and sharing their views.

Further meetings will be held over the coming months and residents will be informed nearer to the time via the Grenfell Tower Residents Newsletter.

We intend to provide a summary report after each residents' meeting from now on. We welcome any feedback on whether this is useful and the level of detail you wish to receive.

**Power Surge**  
**Summary notes: Residents' meeting 15 August 2013**



The second half of the agenda was a special purpose meeting for residents in the flats above the 10<sup>th</sup> floor of Grenfell Tower, regarding the power surges experienced in May 2013. Residents had several concerns, which were raised at the meeting:

- **Some residents had a significant amount of electrical equipment damaged and the £200 offer would not cover all their losses.**  
Residents who have home contents insurance were encouraged to contact their insurer who will be able pursue further action on their behalf. Residents can also seek independent legal advice if they want to pursue this further. The TMO are also willing to meet with residents individually to discuss their claims and assist them in approaching Zurich to reconsider the decision made. We recognise that a group of residents was affected by the surges but it is not appropriate for us to talk about individual claims in a group so discussions will be entered into on a one to one basis.
- **Why were claims referred to Zurich and not dealt with directly by RBKC**  
(this question was referred to the council)  
The Council self-insures to a threshold (deductible) of £250,000 per claim for Public Liability. All losses above this are insured externally. Zurich Municipal (ZM) are the Council's Insurers and, as for many other Local Authorities, they also provide a claims handling service to the Council for losses within the deductible level. Zurich have been specifically selected to provide this service for the Council, with the overall claims decisions being made by dedicated claims handlers. All the selected claims handlers go through an accreditation that is recognised by the Chartered Institute of Insurance.
- **Accepting the disruption payment**  
We can confirm that it is not our intention that acceptance of the disruption payment would preclude residents from seeking further legal advice or additional compensation. Should residents accept the payment they may still pursue further action.
- **Concerns about the amount of time taken to rectify the issue**  
Investigations began immediately but isolating and identifying the source of the power surges took some time. The TMO worked with our contractors and UK Power Networks to eliminate possibilities and pinpoint the actual cause of the problem. We also worked with the Fire Brigade to undertake further checks and ensure residents were safe. The Health and Safety Executive was not contacted as there was no reason for them to be involved. KCTMO's Health and Safety team were informed.  
We acknowledge that a lot of this work may not have been visible to residents. We will be working with residents to understand how we can improve our communication going forward.
- **Assurance that the power surges will not happen again**  
Confirmation was given that the faulty electrical connection was renewed completely and a surge protection device has been installed at the base of the tower, which will stop any future external power surges. An isolated incident related to a light bulb in a resident's flat has been investigated and resolved. It was not in any way related to the power surge issue.
- **Are all electrical tests up-to-date and are RGE a competent contractor**  
All statutory tests have been carried out to the communal supply at Grenfell Tower by the TMO's appointed contractor RGE who are qualified to carry out all works to current British standards. RGE are managed by the Contract Management Team within the TMO. To clarify, the power surge issues were not caused by a leak from the boiler.

Some residents have indicated that they will be pursuing further action on this matter. The TMO is making itself available to assist residents who wish to do so and if you wish to discuss your individual claim please contact Kiran Singh, Head of Neighbourhoods for the TMO on [REDACTED]

**Key target dates:**

Key milestone	Planned date	Revised date	Achieved date	Explanation
Tender for CA	20/05/2013		12/07/2013	
Appoint CA	10/06/2013		22/07/2013	
Brief CA	17/06/2013		24/07/2013	
Section 20 Stage 1 Notice	20/05/2013	16/08/2013		
Committee Report (Specification Approved)	12/07/2013	12/09/2013		
Out to tender	19/07/2013	17/09/2013		
Tenders Returned	09/08/2013	15/10/2013		
Section 20 Stage 2 Notice	23/09/2013	29/11/2013		
Committee Approval	06/09/2013	15/10/2013		
Letter of Intent Issued	29/11/2013	17/01/2014		
Contract documents signed/sealed		27/01/2014		
Start on site		11/02/2014		
Complete on site		11/07/2014		Allowance as for other works because of complexity of World's End, rnts.
DLP		11/07/2015		
Final account		05/09/2014		

**Other Milestone dates:**

**Financial Information**

Budget approved	£1,000,000	
Contract sum:		
Consultant Approved fees	£37,500	

**CURRENT YEAR:**

CURRENT YEAR BUDGET	CURRENT YEAR FORECAST	PROJECTED VARIANCE	ACTUAL SPEND THIS YEAR	VARIANCE BETWEEN ACTUAL AND PROJECTED SPEND	%
£500,000		-£ 500,000.00		£ -	#DIV/0!

**OVERALL POSITION:**

TOTAL BUDGET APPROVED	PREVIOUS YEARS SPEND	FORECAST THIS YEAR	FUTURE EXPENDITURE	OVERALL PROJECT SPEND	VARIANCE AGAINST BUDGET	%
				£ -	£ -	#DIV/0!

**VALUE OF RETENTION**

Anticipated Final Account

Retention release date

**Marcia Chin-You**

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**From:** Joanne Burke  
**Sent:** 18 September 2013 10:30  
**To:** Amanda.Johnson@rbkc.gov.uk  
**Cc:** Cynthia.Vachino@rbkc.gov.uk  
**Subject:** FW: Power surge report.

FYI


**From:** Peter Maddison  
**Sent:** 17 September 2013 16:35  
**To:** Joanne Burke  
**Subject:** FW: Power surge report.

For info

**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

**From:** Peter Maddison  
**Sent:** 17 September 2013 16:30  
**To:** 'Edward Daffarn'  
**Cc:** Kiran Singh; David Gibson  
**Subject:** RE: Power surge report.

Dear Mr Daffarn

The power surges will not be covered on the agenda for Thursday's residents meeting. This matter was discussed in detail at our last meeting, a copy of the notes is attached for reference and there is no change in the position. If residents have specific issues or claims, then these will be dealt with on a one to one basis – it would not be appropriate to discuss such issues in a public meeting. Following the last residents meeting we have written again to residents affected to confirm this.

There is no question of either KCTMO or RBKC "hiding behind Freedom of Information legislation" to deny residents access to a report. My colleague correctly pointed out that the report you requested was from RBKC and not KCTMO and that you should request this information from RBKC. However, I would point out that the report is available on the RBKC website under the reports and agendas for the Housing Property and Scrutiny Committee on 16<sup>th</sup> July 2013. The following link may be of assistance:

<http://www.rbkc.gov.uk/committees/Meetings/tabid/73/ctl/ViewMeetingPublic/mid/410/Meeting/6274/Committee/1540/SelectedTab/Documents/Default.aspx>

I am also meeting the Leader on Friday to brief him on the situation.

I really want us to be able to give a robust response, but want to be absolutely confident about the facts.

In this context, can you please let me have the following information asap:

1. Timeline of Events:

Paul - we have yet established a clear timeline of events? Can you liaise with the Contact Centre and Repairs Team and ensure that we have a clear picture of the dates that problems were reported?

Can you also include the dates that our actions were completed, e.g: dates PIR tests took place, the date the fault to the main was identified and the date the repair was completed.

2. Can I please have an update on the compensation claims?

How many have we received?

Are any residents left without key equipment (e.g fridges, cookers, tvs)? If so what are we doing about it?

3. I think it is a very important message that we have spoken face to face with all of the residents affected. However, we also need to show that we have responded to the issues we have identified as a result of this contact. Siobhan - can you please give me an update on the current state of play and further action required?

4. What dates are we working to for the renewal of the incoming mains?

5. Can I please have an update on the outcome of the Fire Brigade visit on Friday? I think we can say something positive about this.

6. Is there anything else?

I would like to get something out tomorrow. Can you please let me have what you can by the end of today?

Thanks

Peter

Director of Assets and Regeneration

t: [REDACTED]

m: [REDACTED]

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



Dear resident

#### Recent electrical power surges in Grenfell Tower

You will be aware that there have recently been electrical power surges within Grenfell Tower and some residents have lost power, or have not been able to use some electrical appliances. We also think that these surges are linked to temporary loss of water supply in some parts of the building as power to water pumps has been disrupted.

We have installed monitoring equipment on the electrical supply so we can understand the frequency of these surges and try to diagnose the cause. We have also carried out testing of the main supply to the building. To date we have carried out a repair to a damaged cable on the mains supply. We hope that this will resolve the problem in the short term, however, we will continue to monitor the situation and investigate whether there are other factors that have contributed to this problem.

We are currently preparing to renew the rising electricity main and install surge protection to give additional protection to the block. This work is likely to happen WHEN?

We are carrying out detailed electrical inspections to all tenanted flats in Grenfell House to ensure that the electrical supplies are up to current standards. Please ensure that you arrange access to the operatives if you have not already done so.

If residents think that electrical goods in their home have been damaged as a result of the power surges, then we will arranged for an electrical engineer to visit residents and inspect any appliances. You will also be contacted by your Lancaster West Estate Officer for details about how to make a claim if you believe any items have damaged as a direct result of this incident.

