

THE GRENFELL TOWER INQUIRY

EXHIBIT TNG/13

This is the Exhibit marked “TNG/13”
referred to in the witness statement
of Tobias Neville Guise

Date To Attend 02/04/2016
Time To Attend Out Of Hours

Your Job Reference

JSW Job Number 9177
Contract Number 9497
Contract Name Grenfell Tower
Principle Contractor Rydon Maintenance
Date Defect Received 02/04/2016
Time Received 09.30
Priority Emergency
Defect Details No heating or hot water in the block

Property Number Communal
Property Address Grenfell Tower, Grenfell Walk, Notting Barns, W11 1TQ
Contact Name Occupier
Contact Number
Occupier Contacted? N/A

Date	Recorded By	Comment
04/04/2016 10:13:05	Steve Brown	Call to the occupier who has advised that the whole of Grenfell Tower is without heating or hot water an has been since 01/04 afternoon time. The occupier advised that there is a loud noise that can be heard from the communal area, a kind of ventilation noise. We advised that we would arrange for the engineer to attend and investigate the defect.
04/04/2016 10:11:28	Steve Brown	02/04 @ 09:30 out opf hours call has been recieved from Rydon to advise that the occupier of 195 Grenfell Tower had no heating or hot water. We advised that we would contact the occupier and arrange an appointment if required.

If any of the details are incorrect, please telephone a member of the Aftercare team on [REDACTED] or email aftercare@jswright.co.uk.


Once the detailed works have been completed and our office receives the Aftercare Engineer's report, you will be emailed with the details of works carried out and clarification that the defect has been closed.

Should you need any further information, please do not hesitate to contact us.

Work Carried Out

JSW9177



Date	Engineer	Completed	Reason	Work Carried Out	Signature
02/04/2016	Mick Ferguson	No	Further investigation required	Foud smike extract fan making loud noise. Accessed the plant room and found nothing working, no warning lights apart from gas valve was off. Set everything to manual, all came on except the boilers . Went to find out what made the fan work, found the fire alarm panel showing alarm is on 15th floor. Reset fire alarm and the fan went off. Checked the 154th floor and there was no evidence of any fire. Went to the plant room and put all back onto auto . Everything was running apart from the boilers. Further investigation required.	Steve Brown JSW Aftercare Administrator  4483.png

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