
From: J BLAKEMAN <[REDACTED]>
Sent: 12 August 2013 16:44
To: Alex Bosman
Subject: Re: Grenfell Tower - residents insurance claims

Dear Mr. Bosman

Thank you. Unfortunately these letters do not include a paragraph as to whom the tenant or leaseholder can appeal should he or she not be satisfied by this response.

Can the situation please be clarified for me?

Many thanks.

Cllr. Judith Blakeman

From: Alex Bosman <abosman@kctmo.org.uk>
To: "Cllr.Blakeman@rbkc.gov.uk" <Cllr.Blakeman@rbkc.gov.uk>
Sent: Monday, 12 August 2013, 16:40
Subject: Grenfell Tower - residents insurance claims
Dear Cllr Blakeman,

Following the power surges at Grenfell Tower and the resulting resident compensation claims for damaged electrical goods I would like to advise you of the feedback the TMO has received from our insurer [REDACTED], the communication which has been sent to residents and the TMO's offer of goodwill to affected residents.

[REDACTED] has advised that the TMO is not liable for residents damaged electrical goods. It was determined that it was not foreseeable that the power surges would occur as the TMO had carried out necessary electrical inspections in accordance with statutory requirements and acted appropriately once aware of the issue; working with UKPN and our contractors to identify and resolve the cause of the issue.

For these reasons our insurer has found that the TMO was not negligent and has therefore declined to provide compensation. Those residents who submitted a compensation claim will have received a letter from [REDACTED] advising them of this decision.

Although the TMO has been found not to be liable we do recognise the impact and possible inconvenience residents have experienced, for this reason, all residents affected by the power surges will be receiving a letter today offering a goodwill payment of £200. I have attached copies of the letters delivered to residents today; there are three versions of the letter depending on the level of contact we have had with residents. Those that have submitted compensation claims, those who have not submitted compensations claims but have made the TMO aware of possible damage to electrical equipment and the remaining residents who were affected by the power surges but have not reported any damaged electrical goods.

We understand that some residents may not be satisfied with the outcome of this investigation and have advised them to contact us if they wish to discuss this further.

If you have any queries regarding this matter please do not hesitate to contact me using the details below.

Kind regards,

Alex

Alex Bosman

Head of Contract Management
Kensington & Chelsea TMO
292a Kensal Road
W10 5BE
[REDACTED]

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