

Freephone:

[www.kctmo.org.uk](http://www.kctmo.org.uk)



Delivering excellent  
Housing services  
Through resident led  
Management

Direct Line:  
Facsimile:  
E-mail

[srumble@kctmo.org.uk](mailto: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 5BF*

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In the event of further water or power outages please contact our customer call centre on [REDACTED]. The customer service officers are aware of these issues and will arrange for our contractors to attend.

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

Yours Sincerely,

Siobhan Rumble  
Neighbourhood Manager Lancaster West