

Name
Address 1
Address 2
Address 3
Postcode

292a Kensal Road
LONDON
W10 5BE

Siobhan Rumble



srumble@kctmo.org.uk



Date: 9 August 2013


Dear Recipient,

Re: Outcome of investigation into the power surges in May-June 2013

I would like to advise that all repair works have been completed to the electrical system and we have received the final outcome of the insurance investigation into the power surges at Grenfell Tower.

Following the electrical issues experienced between May and June 2013, the TMO instructed their insurer, , to assess if the TMO was liable for any damage caused to residents' electrical appliances.

Following their investigations  found that the TMO had valid electrical certificates in place which had been carried out in accordance with statutory requirements.  also concluded that the TMO acted appropriately when the power surges were identified, working closely with UK Power Networks and the TMO's electrical contractors to resolve any issues.

For these reasons  is of the opinion that the TMO has not been negligent in regards to this incident.

The Insurer's report highlighted some positive actions where the TMO acted promptly to rectify the electrical faults. We do recognise that, although this issue was unforeseeable and actions were put in place to address the electrical faults, you may have experienced ongoing inconvenience during this time. For this reason, the TMO is offering a goodwill payment of £200 per affected household. This offer is not an admission of liability and is made without prejudice.

To accept the TMO's offer please complete the attached response form and return it in the pre-paid envelope provided. On receipt of your acceptance, we will instruct our finance department to send you a cheque for £200 within 28 days.

If you have any queries regarding the TMO's goodwill offer or would like to meet to discuss these issues, please contact Siobhan Rumble, Neighbourhood Manager Lancaster West on [REDACTED]

Yours sincerely,

Siobhan Rumble
Neighbourhood Manager Lancaster West
Income Manager TMO

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I _____, the undersigned, accept the amount of £200.00 from Kensington and Chelsea TMO Ltd as a gesture of good will to the residents of Grenfell Tower who were affected by the recent power surges. I understand this offer is not an admission of liability by the TMO and is made without prejudice.

I am aware that Kensington and Chelsea TMO will make payment via cheque within 28 days of this completed form being returned.

Signed.....
Address.....
Date.....

Please return in the Self Addressed Envelope provided to:
Siobhan Rumble
Neighbourhood Manager Lancaster West