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**Subject:** Power surges at Grenfell Tower W11

Dear Mr Peter Maddison,

Thank you very much for taking the time to visit our community on Friday dated 19<sup>th</sup> July 2013.

The GTLA had a number of communications with your predecessor Mr Mark Anderson for the past three and a half years. He managed to get involved with our local community at LWE and gained substantial knowledge as to what is required and what are the real issues and concerns faced by the residents of Grenfell Tower for the past two decades. His sudden departure from the TMO seriously hampered the GTRP progress. Whether this was a strategic move is anybody's guess.

The fact of the matter is that we have been neglected by the EMB/TMO for the past two decades. Our community has been adversely affected as a result, and the mishandling of the power surges is an illustration of this. We would like to suggest you that in the past Mr Robert Black, at least in paper wanted to establish a stronger working relationship with GTLA. However, this is yet to materialise three years on. We find it quite unfortunate that he has failed to make a real commitment so far.

We believe that rather than reinventing the wheel, for you to please look into the progress and commitments made by your predecessor and please try to fulfil his commitment. We refer to his letter to the Leaseholders

of Grenfell Tower dated 12th October 2012, **“I look forward to your continued involvement in this project and its successful delivery.”**

We shall be very grateful if you could clarify and confirm without any further delay the statement that “To date 7 residents have reported specific problems, apparently caused by power surges. RGE are visiting all of these properties today and we will establish whether there is a reason why these particular properties have experienced a problem. We will also advise these residents to contact their insurers if any damage to their property has occurred as a result”.

Who provided you with the figure no 7 and how did they source that number? Also how did you come up with final reports in relation to the catastrophic power surges in May 2013? As I said, some of us have been living at Grenfell Tower since it was built. The EMB existed before the TMO and at the moment we the resident did not know what the EMB staffs roles were and who was working for the TMO at LWE. They all identify with TMO and at the same time EMB has its own budgets, staffs etc. Who are the EMB reported too? What has been going on for two decades?

**“4. Why are you holding the Council & the EMB responsible for the damages to your belongings?”**

This question appeared on the tenant claim form supplied by the EMB and I was unable to answer this question, when the TMO/EMB/COUNCIL should be in a better position to answer this question themselves than the residents. It is like rubbing salt in a wound. We need you to clarify it further as a tenant led organisation. The recommendations were made to the KCTMO in April 2009 that trust, respect and communication were key to building good community relationship. But despite this and four years on KCTMO/EMB as a tenant led organisation acted very differently for many years with focus only on protecting their corporate interest under the nose of the Director of Housing at the Council.

**“5. When did you first advise the EMB of the problem?”**

When the residents call the out of hours service provided by the TMO in an emergency, who takes the responsibility the TMO or EMB?

The alarm fire panel situated at the reception area of the Grenfell Tower was making continuous noises and the indicator was clearly showing the system fault. During weekend no one came to fix the problem and if a fire was break out, there would be serious consequences. Who is responsible for this? Council/TMO/EMB? It is certainly not the fault of the residents of GT. This is the kind of thing which is happening day in day out for the past three decades. The tripartite system enables the blame to be passed on at our expense and destroyed our community.

It appears that the LWEEMB is vastly inefficient and costly to run, with its own staff, budgets etc. It has not benefitted the council or served the community. It has created a bureaucratic nightmare for the community.

We wait to hear from you as a matter of urgency.

Best Wishes

**Tunde Awoderu**

**The Vice Chairman**

**The Grenfell Tower Leaseholder's Association**