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**From:** Janet Seward <jseward@kctmo.org.uk>  
**Sent:** 15 February 2016 11:06  
**To:** cllr.blakeman@rbkc.gov.uk  
**Cc:** (T) Complaints  
**Subject:** FW: Recent Issues at Grenfell Tower

Dear Councillor Blakeman

I should add my apologies regarding the delay in getting back to you about your issues of 29th January. The technical glitch occurred in the IT system but I did not realise that it had happened and therefore did not send Mr Maddison your emails.

My sincere apologies for this oversight.

**Janet Seward**  
**Policy & Improvement Manager**  
[REDACTED]

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**From:** Peter Maddison  
**Sent:** 12 February 2016 16:37  
**To:** Cllr.Blakeman@rbkc.gov.uk; cllr.r.atkinson@rbkc.gov.uk; David Collins (david@future-conversations.com); Edward Daffarn [REDACTED] William Thompson [REDACTED]  
**Cc:** (T) Complaints  
**Subject:** Recent Issues at Grenfell Tower

Dear Cllr Blakeman, Mr Collins, Mr Daffarn and Mr Thompson

I am writing in response to the issues you sent to me on 29<sup>th</sup> January. I am very sorry for the delay in responding, I am afraid that a glitch in our IT system meant that your messages were redirected in error and they only reached me on Monday 8<sup>th</sup> Feb. This error has now been fixed.

#### **Power Supply Issues on 26<sup>th</sup> January**

Rydon had to disconnect the power to the whole block on Tues 26<sup>th</sup> January. They wrote to all residents to explain that there would be no electricity to the block between the hours of 10am and 1pm.

As power was being reinstated at around 1pm, a main fuse blew and it was necessary to get UK Power Networks to attend site to check the incoming main and then for Rydon to source a replacement fuse on the landlords supply. This led to a delay I reinstating power until a new fuse was installed at 3.45pm.

Rydon deployed labourers at the entrances of the block to assist residents in getting to their homes via the stairs. They also offered somewhere for residents to sit in the entrance area.

A text message was sent out to all residents registered on the Textburst system to inform them of the delay in reinstating the supply.

We recognise the disruption and inconvenience that this caused residents and we are very sorry. We will include a message of apology in our next newsletter.

### **Door Entry System Fault**

Mr Daffarn states in his message of 29<sup>th</sup> January that the Door Entry system was out of service from the date that power was disconnected on 26<sup>th</sup> January. This fault was reported to Rydon on 27<sup>th</sup> January and the door entry contractor reinstated the service on 1<sup>st</sup> February.

I am disappointed that Rydon did not check to confirm that the Door Entry was fully functional when the power was reinstated on 26<sup>th</sup> January. The response in completing the repair was also too slow. I have raised these matters with the contractor and will ensure that lessons are learnt.

### **Doors Stored in Communal Areas**

There have been a number of incidents of bulk refuse being dumped in the communal areas of Grenfell Tower in recent weeks. This does not relate to any work being undertaken by KCTMO contractors. We are studying CCTV footage to identify who is responsible.

Officers from the Estate Office have arranged for the refuse to be removed and are carrying out regular inspections to ensure the area is kept clear.

If residents are able to provide any information about the responsible party, they should contact the Estate Housing Office. We will include an item on this in our next newsletter.

### **Emergency Lighting**

Thank you for reporting that the emergency lighting was not working in the staircase. The Repairs Customer Contact Centre is the correct place to direct such calls in the first instance. The non-emergency lights in the stairwell were all working, however, there was a fault on the emergency circuit that has now been repaired. We have taken the opportunity to upgrade the non-emergency fittings in the stairwell to emergency units which will improve the lighting in the event of a break in the power supply. This upgrade work is now underway and will complete early in the week commencing 15<sup>th</sup> February. We then intend to renew the emergency lights with new fittings.

If you have any further questions relating to any of these matters, please let me know.

Yours sincerely

Peter Maddison

Director of Assets and Regeneration

**Peter Maddison**  
**Director of Assets and Regeneration**



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Ask Nick: Conversation and question time with Council Leader, Cllr Nick Paget-Brown.

Tuesday 23 February, 6pm at St Mary The Boltons, SW10 9TB

Submit your question and register to attend at <http://www.rbkc.gov.uk/AskNick>

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