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**From:** Jannie Pretorius <jpretorius@kctmo.org.uk>  
**Sent:** 26 July 2013 15:36  
**To:** 'Grenfell Tower Leaseholder's Association'; Siobhan Rumble  
**Cc:** Alex Bosman; Judith Blakeman; laura.johnson@rbkc.gov.uk; Jane Clifton; [REDACTED] cllr.atkinson@rbkc.gov.uk; Daniel Wood; Sacha Jevans; Peter Maddison; (T) Complaints; Paul Dunkerton; Alasdair Manson; Angela Bosnjak-Szekeres; camilla.horrox@trinitymirror.com; Robert Black  
**Subject:** RE: Damaged items due to power surges in the building(GT)

Dear Mr Ahmed

Further to your e-mail below.

I can confirm that the information provided by Siobhan Rumble in her e-mail below is correct.

Please ensure that your completed insurance form is forwarded to her at your earliest convenience.

Regards

**Jannie Pretorius**  
**Home Ownership Officer**



[REDACTED]  
[www.kctmo.org.uk](http://www.kctmo.org.uk)  
292a Kensal Road, London W10 5BE

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**From:** Grenfell Tower Leaseholder's Association [mailto:grenfellleaseholdersassociation@hotmail.co.uk]  
**Sent:** 25 July 2013 23:16  
**To:** Siobhan Rumble  
**Cc:** Alex Bosman; Judith Blakeman; laura.johnson@rbkc.gov.uk; Jane Clifton; Jannie Pretorius; [REDACTED] cllr.atkinson@rbkc.gov.uk; Daniel Wood; Sacha Jevans; Peter Maddison; (T) Complaints; Paul Dunkerton; Alasdair Manson; Angela Bosnjak-Szekeres; camilla.horrox@trinitymirror.com; Robert Black  
**Subject:** RE: Damaged items due to power surges in the building(GT)

Dear Siobhan,

Thank you very much for your email.

As requested in my earlier email, could you please confirm the following?

1. I requested an email from the homeownership not because I wanted too, but for the past 12 years any issues we have raised as a leaseholder at the reception of Grenfell Tower, EMB always refer back to the leasehold department

2. The procedure for making claim as you mentioned in your email, is it authorised by the homeowner department?
3. Do you agree that this recent catastrophic power surges in May 2013 affected the whole building?
4. Who do you think is responsible for this catastrophic power surges at Grenfell Tower?
5. Could you please provide me the name and the reference number for the insurance company EMB/TMO/COUNCIL are claiming damages on behalf of my damaged items?
6. Please bear in mind it is almost three months and I have not seen or heard about the replacement of my damaged items and I believe somebody has to replace them because it was definitely not my fault.

I wait to hear from the leasehold department as a matter of urgency.

Regards

Mr Ahmed

The Chairman

The Grenfell Tower Leaseholder's Association

From: **Siobhan Rumble** ([srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk)) This sender is in your [contact list](#).

Sent: 25 July 2013 12:06:15

To: 'grenfellleaseholdersassociation@hotmail.co.uk' ([grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk))

Dear Mr Ahmed,

The procedure for making a claim would be first to contact your own insurers, if you do not have your own insurance then you can request an insurance form from us and we would then send this off to RBKC with any supporting evidence.

As I stated yesterday you have been sent a form and have not completed it, without a completed form you will not be able to make a claim.

If you need another form sent to you please let me know

**Siobhan Rumble**

**Neighbourhood Manager Lancaster West**

**Income Manager TMO**



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From: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)  
To: [srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk)  
CC: [abosman@kctmo.org.uk](mailto:abosman@kctmo.org.uk); [cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk); [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk);  
[jclifton@kctmo.org.uk](mailto:jclifton@kctmo.org.uk); [jpretorius@kctmo.org.uk](mailto:jpretorius@kctmo.org.uk); [REDACTED]  
[cllrr.atkinson@rbkc.gov.uk](mailto:cllrr.atkinson@rbkc.gov.uk); [dwood@kctmo.org.uk](mailto:dwood@kctmo.org.uk); [sjevans@kctmo.org.uk](mailto:sjevans@kctmo.org.uk); [pmaddison@kctmo.org.uk](mailto:pmaddison@kctmo.org.uk);  
[tcomplaints@kctmo.org.uk](mailto:tcomplaints@kctmo.org.uk); [pdunkerton@kctmo.org.uk](mailto:pdunkerton@kctmo.org.uk); [amanson@kctmo.org.uk](mailto:amanson@kctmo.org.uk);  
[abosnjakszekeres@kctmo.org.uk](mailto:abosnjakszekeres@kctmo.org.uk)  
Subject: RE: Damaged items due to power surges in the building(GT)  
Date: Wed, 24 Jul 2013 22:26:31 +0100

Dear Siobhan,

Thank you for your email.

Let me categorically say to you that the claim has been ongoing for almost three months now but only words nothing tangible and I have not seen replacement items yet. I request you to ask the Director of Home Ownership to explain to me the procedure for a damage claim due to this catastrophic power surges which took place in May 2013. The reason for this, I do not want to claim to be duplicated for the same items as I do not believe it is the appropriate thing to do. With regards to how many residents were affected by the power surges, I believe the vice chairman of the Grenfell Tower Leaseholders Association sent a detailed email to the Director of Asset and Regeneration to Mr Peter Maddison about this. The KCTMO has a 10 days reply policy and we wait until then. With regards to Estate Management Board (EMB), do they not have a reply policy?

This catastrophic power surges has not affected isolated residents of Grenfell Tower but the building itself.

I wait to hear from the leasehold department as a matter of urgency.

Regards

Shah Ahmed

Chair, Grenfell Tower Leaseholder's Association

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From: **Siobhan Rumble** ([srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk)) This sender is in your [contact list](#).  
Sent: 24 July 2013 14:53:59  
To: 'grenfellleaseholdersassociation@hotmail.co.uk' ([grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk))  
Cc: Peter Maddison ([pmaddison@kctmo.org.uk](mailto:pmaddison@kctmo.org.uk)); Alex Bosman ([abosman@kctmo.org.uk](mailto:abosman@kctmo.org.uk)); Alasdair Manson ([amanson@kctmo.org.uk](mailto:amanson@kctmo.org.uk))  
Good Afternoon Mr Ahmed,

I am writing to you further to your email to Paul Dunkerton. You have requested information as to when your items are going to be replaced?

I can confirm that all 45 residents who stated they had been affected by the power surges were sent insurance claim forms to complete, we received a total of 18 forms back, Janice Jones the Housing Officer then followed up by contacting all residents who did not send their completed insurance form back to us, to date we have received 30 insurance forms. We have not received a form from you.



If you would like us to re send you a form then please let me know by return and I will have one sent to you.

**Siobhan Rumble**

**Neighbourhood Manager Lancaster West**

**Income Manager TMO**

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From: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

To: [pdunkerton@kctmo.org.uk](mailto:pdunkerton@kctmo.org.uk)

CC: [abosman@kctmo.org.uk](mailto:abosman@kctmo.org.uk); [cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk); [laura.johnson@rbkc.gov.uk](mailto:laura.johnson@rbkc.gov.uk);

[jclifton@kctmo.org.uk](mailto:jclifton@kctmo.org.uk); [jpretorius@kctmo.org.uk](mailto:jpretorius@kctmo.org.uk); [REDACTED]

[cllr.atkinson@rbkc.gov.uk](mailto:cllr.atkinson@rbkc.gov.uk); [dwood@kctmo.org.uk](mailto:dwood@kctmo.org.uk); [sjevans@kctmo.org.uk](mailto:sjevans@kctmo.org.uk); [pmaddison@kctmo.org.uk](mailto:pmaddison@kctmo.org.uk);  
[tcomplaints@kctmo.org.uk](mailto:tcomplaints@kctmo.org.uk)

Subject: RE: Damaged items due to power surges in the building(GT)

Date: Wed, 24 Jul 2013 10:56:48 +0100

Dear Mr Dunkerton,

It is almost three months you have not replaced my damaged items due to this catastrophic power surges at Grenfell Tower in May 2013.

Could you please confirm as a matter of urgency when you are going to replace the listed items.

If I don't hear from you soon I will take this you are reluctant to deal with my damages items despite all the suffering I have been through without explanation.

Also I have requested you to send me letter of confirmation that my flat is safe from further power surges again I am still waiting to hear from you.

Regards

Shah Ahmed

Chair of Grenfell Tower Leaseholder's Association.

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From: [pdunkerton@kctmo.org.uk](mailto:pdunkerton@kctmo.org.uk)

To: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)

Date: Tue, 4 Jun 2013 10:07:18 +0100

Subject: RE: Damaged items due to power surges in the building(GT)

Thank you; I will pass this information onto our contractors.

Regards

Paul Dunkerton, Project Manager, Assets & Regeneration Department



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

a: Network Hub, First Floor 300 Kensal Road, W10 5BE

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**From:** Grenfell Tower Leaseholder's Association [<mailto:grenfellleaseholdersassociation@hotmail.co.uk>]  
**Sent:** 04 June 2013 09:15  
**To:** Paul Dunkerton  
**Subject:** RE: Damaged items due to power surges in the building(GT)

Dear Mr Dunkerton

This is to confirm to check and test the damaged equipments on Wednesday dated 5<sup>th</sup> June 2013 at 10:30am is suitable for me.

Regards  
Shah Ahmed

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From: [pdunkerton@kctmo.org.uk](mailto:pdunkerton@kctmo.org.uk)  
To: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)  
CC: [srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk); [dil@rgeservices.co.uk](mailto:dil@rgeservices.co.uk); [druredzo@kctmo.org.uk](mailto:druredzo@kctmo.org.uk)  
Date: Mon, 3 Jun 2013 14:37:18 +0100  
Subject: RE: Damaged items due to power surges in the building(GT)  
Mr Shah Ahmed,

I know this situation can be frustrating and I know there is appointment booked today at 15.00pm with RGE, who will be testing your power supply, such as power sockets and lighting, for safety.

However the reported faulty electrical equipment, such as washing machine, speakers, printer etc. would need to be checked and tested to see if it can be repaired or whether it requires replacement. Royal Repairs will be onsite Wednesday, checking other flats for faulty electrical equipment, as this was the only availability they had for their operatives to attend.

We would like to try and assist you, and other residents, in your concern and ensure we do everything necessary to check reported problems.

Thank you

Regards

Paul Dunkerton, Project Manager, Assets & Regeneration Department

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: Network Hub, First Floor 300 Kensal Road, W10 5BE  
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**From:** Grenfell Tower Leaseholder's Association [<mailto:grenfellleaseholdersassociation@hotmail.co.uk>]  
**Sent:** 03 June 2013 14:24  
**To:** Paul Dunkerton  
**Cc:** Siobhan Rumble; 'Dil Singh'; Don Ruredzo; 'royalrepairs@hotmail.co.uk'; Judith Blakeman; [REDACTED] [cllr.atkinson@rbkc.gov.uk](mailto:cllr.atkinson@rbkc.gov.uk)  
**Subject:** RE: Damaged items due to power surges in the building(GT)

I have already confirmed an appointed today at 3pm based on my earlier email that RGE your appointed contractor need confirm in writing today that my property is safe.



From: [pdunkerton@kctmo.org.uk](mailto:pdunkerton@kctmo.org.uk)  
To: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)  
CC: [srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk); [dil@rgeservices.co.uk](mailto:dil@rgeservices.co.uk); [druredzo@kctmo.org.uk](mailto:druredzo@kctmo.org.uk); [REDACTED]  
Date: Mon, 3 Jun 2013 14:14:45 +0100  
Subject: RE: Damaged items due to power surges in the building(GT)  
Thank you for confirmation.

RGE will be testing the main electrical supply to your property and will provide you with Periodic Inspection Report, PIR, which will ensure your property is safe.

We have however another company, Royal Repairs, who are working on our behalf checking any reported faulty electrical appliances for repair or to notify us if they are beyond repair and require replacing.

Please confirm you will be able to give access on both days, Today at 15.00pm and Wednesday at time convenient to you.

Thank you

Regards

**Paul Dunkerton, Project Manager, Assets & Regeneration Department**

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: Network Hub, First Floor 300 Kensal Road, W10 5BE  
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**From:** Grenfell Tower Leaseholder's Association [<mailto:grenfellleaseholdersassociation@hotmail.co.uk>]  
**Sent:** 03 June 2013 14:06  
**To:** Paul Dunkerton  
**Cc:** Siobhan Rumble; 'Dil Singh'; Don Ruredzo; 'royalrepairs@hotmail.co.uk'  
**Subject:** RE: Damaged items due to power surges in the building(GT)

Mr Maddison,  
This is confirmed I had a call Joanne from RGE and she booked an appointment for me today at 3pm with the electrician Mr Amir.  
I also requested the electrician to bring appropriate paper when he visit my property today at 3pm.  
Regards  
Shah Ahmed

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From: [pdunkerton@kctmo.org.uk](mailto:pdunkerton@kctmo.org.uk)  
To: [grenfellleaseholdersassociation@hotmail.co.uk](mailto:grenfellleaseholdersassociation@hotmail.co.uk)  
CC: [srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk); [Dil@rgeservices.co.uk](mailto:Dil@rgeservices.co.uk); [druredzo@kctmo.org.uk](mailto:druredzo@kctmo.org.uk); [REDACTED]  
Date: Mon, 3 Jun 2013 13:40:36 +0100  
Subject: RE: Damaged items due to power surges in the building(GT)  
Good afternoon Mr Shah Ahmed,

I have been advised that you have made arrangements with our electrical maintenance contractor, RGE, to carry out testing for electrical supply to your home tomorrow after 15.00pm,

We would like to carry out another inspection on Wednesday 5<sup>th</sup> June, at time of your convenience, where by Royal Repairs will checking and testing your faulty electrical appliances as listed below.

If you wouldn't like to be inconvenienced twice then it would be wise to make one appointment for both contractors to attend on the Wednesday.

By email return, please confirm your agreement for access.

1. washing machine
2. 2. Desktop Computer and two monitors 19" and 17"
3. 3. HP All in One Printer
4. 4. Telephone and answering set
5. 5. Sky Broadband modem
6. 6. Amplified speaker system
7. 7. Three surge protections lids
8. 8. Refrigerator malfunction by making sudden and occasional loud bang, and temperature automatically goes down below 13 degree celsius and so the alarm goes off, during the night this is worse
9. 9. The sockets in the hallway and the sitting rooms are quite dangerous and anything we try to plug in blows up


Thank you.

Regards

**Paul Dunkerton, Project Manager, Assets & Regeneration Department**

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

a: Network Hub, First Floor 300 Kensal Road, W10 5BE

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**From:** Grenfell Tower Leaseholder's Association [<mailto:grenfellleaseholdersassociation@hotmail.co.uk>]

**Sent:** 01 June 2013 11:10

**To:** Siobhan Rumble

**Cc:** Janice Jones; Paul Dunkerton; Don Ruredzo; Judith Blakeman; ([dil@rgeservices.co.uk](mailto:dil@rgeservices.co.uk)); Robert Black; Peter Maddison; Sacha Jevans; Angela Bosnjak-Szekeres; [REDACTED]

**Subject:** Damaged items due to power surges in the building(GT)

Property ref: U217012770250

Hello Siobhan,

Please find below the list of the items we have lost due to the power surges between 11th May 2013 and 29<sup>th</sup> May 2013. Could you please kindly ask your contractor RGE to inspect these items. I tried to call them on Friday afternoon, but they informed me they are fully booked until Tuesday. I requested a call back from the Manager of RGE to find out whether they could prioritise me to Monday morning. However, I have not received any call.

1.

The TMO's appointed contractor need to confirm in writing that that my flat is SAFE from further power surges. I shall be very grateful if you could ask your TMO appointed contractor to inspect the above list while they visit my property.

Best wishes,

Mr Shah Ahmed

Chair, The Grenfell Tower leaseholder's Association



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