
From: Siobhan Rumble <srumble@kctmo.org.uk>
Sent: 15 January 2013 18:04
To: 'Cllr.Blakeman@rbkc.gov.uk'
Subject: RE: Urgent - Grenfell Tower emergency access

Thanks Judith. Are you going to the board tonight?

Siobhan Rumble
Neighbourhood Manager for Lancaster West Estate & Income Manager for TMO

t: [REDACTED] or t: [REDACTED]
Blackberry - [REDACTED]



w: www.kctmo.org.uk
a: Grenfell Tower, Grenfell Road, London, W11 1TQ

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From: Cllr.Blakeman@rbkc.gov.uk [mailto:Cllr.Blakeman@rbkc.gov.uk]
Sent: Tuesday, January 15, 2013 6:00 PM
To: [REDACTED]
Subject: FW: Urgent - Grenfell Tower emergency access

Dear Francis

Here is the e-mail from Janice Wray and apologies for not forwarding it earlier.

Kind regards.

Judith

From: Janice Wray [jwray@kctmo.org.uk]
Sent: 21 December 2012 13:56
To: Cllr-Blakeman
Cc: Johnson, Laura: HS-Housing; Rumble, Siobhan: RBKCTMO Ltd; Robert Black
Subject: FW: Urgent - Grenfell Tower emergency access

Dear Councillor Blakeman,

Further to your enquiry on parking of cleaning contractor vehicles on Grenfell Road I would advise that when concerns were raised recently about the parking of these vehicles on the contractor bays alongside Grenfell Tower OCS were instructed to cease this practice immediately and they did comply with this instruction. However, these vehicles are now generally parking along Grenfell Road. As Grenfell Road provides fire brigade access to Grenfell Tower it is imperative that a Fire

Brigade tender can pass along this road at all times. I had discussed this situation with the local staff who assured me that access would not be impeded by the parking of these vans as they are apparently not significantly wider than the domestic cars which routinely park on this road. However, as further concerns have now been raised it was appropriate to seek absolute clarity on this matter from the London Fire Brigade and so I requested an urgent on-site meeting with the Station Manager from the North Kensington Fire Station. I can confirm that this meeting took place yesterday afternoon and fortunately one of the two OCS vans was parked on Grenfell Road at the time so it was possible to fully assess the impact. The LFB's Station Manager confirmed that this van was parked legally, did not exceed the width of designated parking bay and as such he did not anticipate that this would impede access for the LFB's fire tenders should they need to get to Grenfell Tower. He did indicate that if these vehicles parked on the bend in the road (as the road approaches the tower) this could potentially be problematic and as such it was his recommendation that OCS be instructed to park on the straight section of Grenfell Road only. We have, therefore, instructed OCS that these vehicles must not be parked on the corner / bend in Grenfell Road and ideally they should be parked close to the junction with Treadgold Road as this is the widest part of the road.

I hope you find this to be reassuring.

Janice Wray
TMO Health, Safety & Facilities Manager

t: [REDACTED]



w: www.kctmo.org.uk

a: : The Network Hub, 300 Kensal Road, W10 5BE

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From: Cllr.Blakeman@rbkc.gov.uk [<mailto:Cllr.Blakeman@rbkc.gov.uk>]
Sent: 18 December 2012 08:17
To: [REDACTED] Laura.Johnson@rbkc.gov.uk; Janice Wray
Cc: Siobhan Rumble; [REDACTED] Robert Black; Cllr.Coleridge@rbkc.gov.uk
Subject: RE: Urgent - Grenfell Tower emergency access

Dear Ms. Wray

I have also raised concerns about OCS parking that obstructs emergency access to Grenfell Tower and I received assurances that this would not happen again. I do hope that this problem can now be addressed and resolved once and for all.

As you will understand, Grenfell Tower residents remain unsettled following the fire a couple of years ago and this does nothing to encourage them to feel secure.

Many thanks.

Cllr. Judith Blakeman

From: Francis O'Connor [REDACTED]
Sent: 18 December 2012 00:45

To: Johnson, Laura: HS-Housing
Cc: Rumble, Siobhan: RBKCTMO Ltd; Teresa Miles; Robert Black; Cllr-Coleridge; Cllr-Blakeman
Subject: Fw: Urgent - Grenfell Tower emergency access

Dear Ms Johnson,

Despite my urgent complaint (below) to Siobhan Rumble, which in my view warranted immediate action, I must report to you that no action has yet been taken. A number of OCS vehicles remained parked on double yellow lines opposite the caretakers office at Lancaster West Estate throughout the day on Monday 17th December and thereafter overnight causing a serious and dangerous obstruction of the emergency access to Grenfell Tower and the Grenfell Tower area.

I spoke to Ms Anthea Durrant at the estate office twice on Monday, the first time around 3pm and the second time at 4.15 pm. I was reluctant to disclose my business to her because, to the best of my knowledge, temporary receptionists at Lancaster West are usually volunteers who have no training or authority. On this occasion however Ms Durrant informed me she was a housing manager, although she declined to inform me what authority if any she had to instruct Lancaster West staff or contractors. She further informed me that Ms Rumble was "in a meeting" but refused to reveal whether that meeting was in the estate office or elsewhere.

When I reluctantly decided to call Ms Durrant back at 4.15pm and explained exactly what the problem was. I told her that in Ms Rumble's absence I would expect her to take immediate action to ensure the offending OCS vehicles were removed from the no-parking emergency access area and to ensure that it was made absolutely clear to both OCS staff and estate caretakers that vehicles must not be parked unattended in that area and must certainly not be parked there overnight or during weekends. My appeal to Ms Durrant clearly fell on deaf ears, although I warned her that if she did not take the immediate action I demanded that I would make a follow up complaint naming her also.

I wish now to register a formal complaint against both Ms Rumble and Ms Durrant, and I appeal to you to immediately order staff at Lancaster West to immediately enforce the strict no-parking rule in the Grenfell Tower emergency access zone.

It should be self evident to all concerned that failure to enforce the strict parking restrictions in the Grenfell Tower emergency access zone could have catastrophic consequences, including loss of life, in the event of a serious fire emergency in Grenfell Tower or the surrounding properties.

Yours Sincerely,

Francis O'Connor

----- Original Message -----

From: [Francis O'Connor](#)
To: [Siobhan Rumble](#)
Cc: [Robert Black](#) ; [Cllr Blakeman](#) ; [Cllr Coleridge](#) ; [Laura Johnson](#) ; [Teresa Miles](#)
Sent: Sunday, December 16, 2012 11:53 PM
Subject: Urgent - Grenfell Tower emergency access

Dear Siobhan,

Please see the attached jpeg photos of OCS vehicles parked illegally at weekends in the restricted emergency access area adjacent to Grenfell Tower. The night-time picture was taken in mid-October by Mrs Teresa Miles. She complained to you at the time but has informed me that she received no written response from you. Nevertheless, the offending behaviour by OCS ceased immediately, and we concluded from this that instructions had probably been issued by

you, to the caretaking staff and to the OCS manager, that parking in this area is strictly prohibited at all times and emergency access must be kept open at all times to the Grenfell Tower area.

The attached daytime photograph was taken by me at about 2pm on Saturday 15th December and clearly shows two OCS bulk refuse lorries parked near the corner of Grenfell Road and immediately opposite the caretakers office. In my opinion these vehicles were causing a more serious and direct obstruction to the emergency access than was the case on the previous occasion when Mrs Miles complained quite properly to you.

These vehicles remained parked at this location for the entire weekend despite several calls by me to the TMO out-of-hours service who were rude, dismissive and completely unhelpful. The TMO emergency response staff were totally unconcerned about the potential risks should there have been a serious fire emergency in the Grenfell Tower area over the weekend.

I shouldn't have to remind you of the vital importance of the parking restrictions in that particular emergency access area, although I am fully aware of how inconvenient and difficult those restrictions are for all sorts of people. Unfortunately, the approach to Grenfell Tower was so poorly designed when the estate was first built (not least in relation to H&S requirements) that there is no safe alternative other than to strictly enforce parking restrictions in this area, and I know that the estate caretakers are fully aware of the risks involved and of their duty to strictly enforce those controls.

I assume that you must have issued a stern reprimand to those responsible, OCS managers and/or estate supervisors, for the previous violation reported by Mrs Miles. This being so I find it astonishing that they would dare to repeat the offence, with apparent impunity so soon afterwards. I also find it extremely alarming that OCS (or other TMO contractors) and/or estate caretakers might be so utterly negligent of their duty of care to the residents of this estate that they would illegally park vehicles where they are clearly causing a serious obstruction to the only emergency access to Grenfell Tower and the Grenfell Tower area. I also find it extremely disturbing that the TMO's so-called emergency out-of-hours staff adopt an utterly dismissive attitude when informed of such breaches and refuse to take any action.

I would be obliged therefore if you would inform both Mrs Miles and myself of exactly what action you took in response to Mrs Miles's complaint in October.

I would be obliged also if you would immediately instruct the Lancaster West caretaking team, OCS contractors, and any other relevant contractors, that parking unattended vehicles in any part of the Grenfell Tower emergency access area is strictly prohibited at all times.

I would be obliged also if you would instigate an immediate and thorough investigation into both recent violations involving OCS vehicles, to determine exactly who was responsible for the violations of the emergency access rules, and whether or not caretaking staff were complicit in the breaches.

I would be obliged also if you would provide Mrs Miles and myself with full written responses detailing the outcome of the investigation and detailing what punitive action will be taken against the offenders.

I also wish to make a formal complaint against the TMO out-of hours emergency response staff who declined to take any action whatever in response to my complaints to them on 15th and 16th December.

Yours Respectfully,

The Royal Borough of Kensington and Chelsea.
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