

POWER SURGE CLAIMS: REF [REDACTED]

August 2013

----- Forwarded Message -----

From: "Laura.Johnson@rbkc.gov.uk" [Laura.Johnson@rbkc.gov.uk](mailto:Laura.Johnson@rbkc.gov.uk)  
<<mailto:Laura.Johnson@rbkc.gov.uk>>

To: [REDACTED]

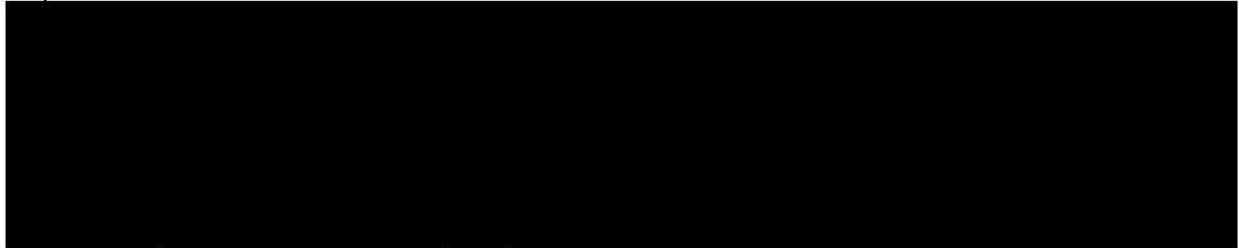
Cc: rblack@kctmo.org.uk; Jon.Morcom@rbkc.gov.uk; Roger.Keane@rbkc.gov.uk

Sent: Tuesday, 20 August 2013, 16:38

Subject: FW: [REDACTED] Power Surge Claims

Dear Cllr Blakeman,

Please find the attached copy of the conditions of the Council's insurance policy with [REDACTED] that you requested.



If you need any further information regarding this matter please do not hesitate to contact me.

Regards

Laura Johnson

Director of Housing

Royal Borough of Kensington and Chelsea

Town Hall, Hornton Street, W8 7NX

Tel: [REDACTED]

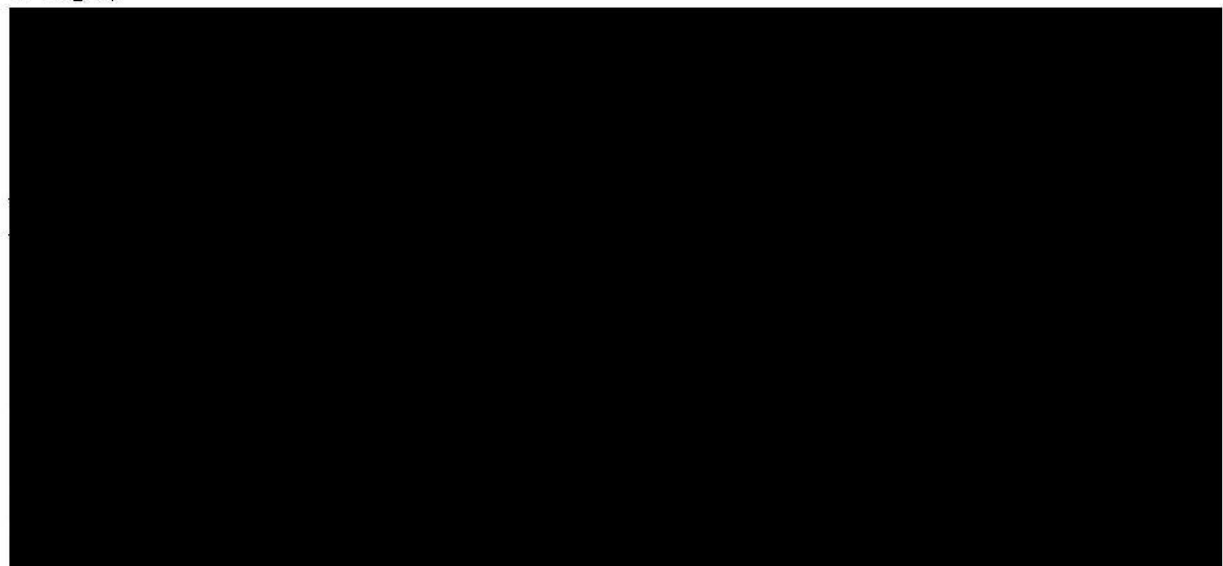
From: Vinson, Jane: CP-Audit

Sent: 20 August 2013 11:20

To: Keane, Roger: HS-Housing

Subject: Claim Reference: [REDACTED] Power Surge Claims

Hi Roger,



In this case, having reviewed all the available information provided by the TMO including Repair/Complaint logs for the last 12 months, Reports from the Contractors who investigated the

power surges, and details of electrical inspections/repairs prior to the accident it was decided that the TMO had complied with their statutory requirements in that all required electrical inspections had been carried out and therefore it was not foreseeable that a power surge would occur. It was also concluded that they acted promptly and reasonably, working with UK Power Networks and their contractors to identify the source and resolve the same. Claimants were advised of their right to seek independent legal advice if they were unhappy with this decision and this is available free of charge from the Citizens' Advice Bureau.

I trust this will assist.

Regards

Jane

Jane Vinson FCII, Chartered Insurance Practitioner

Insurance Officer

Telephone [REDACTED]