

Dear Mr Awoderu,

**Re: Gas Pipe Location & Banging Noise at Grenfell Tower**

I have received a copy of your recent emails addressed to Millicent Williams dated 7<sup>th</sup> March and 16<sup>th</sup> March. Having reviewed their contents, I have worked with KCTMO to carry out an investigation and can therefore provide the following response in answer to the issues that you have raised.

It is my understanding that following your initial report of banging noises coming from properties during the night, a block letter was sent to all resident in Grenfell Tower on 10<sup>th</sup> March 2017 by KCTMO to try and understand if this was a wider issue impacting a number of residents or if it is only affecting a specific location. Two responses were received from other residents following this letter. One suggested it related to home improvement works and the other was a specific noise complaint relating to children. I have been advised that the TMO's Neighbourhood Management Team are currently investigating both of these issues.

In addition, you emailed KCTMO on 13<sup>th</sup> March in response to the block letter stating that the banging noise throughout the night could not come from the toilet alone. However, no specific information has been provided by you in terms of time, location or if this is a specific issue relating to your flat. From your email responses you have referred to this as a collective issue, however as stated above the KCTMO have only had two other complaints.

In relation to the issue of gas mains, I can confirm that National Grid is responsible for the maintenance of the mains supply to Grenfell Tower. On 30<sup>th</sup> September 2016 National Grid disconnected the gas supply to one of the incoming rising mains at Grenfell Tower in response to a gas leak. Since this time, National Grid have been looking for a way to reinstate the supply. They have been in contact with residents affected with respect to interim arrangements and compensation payable. They have also been in contact with KCTMO with regard to their proposals regarding the location of the new incoming mains. They have explained that they consider that the only feasible area to locate the mains is in the communal staircase as it is not feasible to run it externally or through the services cupboards inside the flats.

National Grid have a statutory authority to provide and maintain a gas supply. They are also responsible for ensuring that their supply is safe and meets current regulations. National Grid have confirmed that they consider the installation of the new mains in the communal stairwell is safe and meets with health and safety requirements.

KCTMO does not have a contractual relationship with National Grid and do not have direct control on the work that they carry out. However, KCTMO's Fire Safety Advisor has reviewed National Grid's proposals and has followed up with a fire safety inspection and report which has been submitted to National Grid for attention. The Fire Safety Advisor was not concerned about the location of the mains itself, however, he did identify a number of issues relating to the quality of some of the finishing of the works and has asked National Grid to address these matters as part of their works.

Lastly with regards to outstanding repairs, Repairs Direct have confirmed that as of Thursday 16<sup>th</sup> March there were no live jobs at Grenfell Tower recorded on their system. A list of all jobs raised for Grenfell Tower this month was produced and there has been just one, to repair and decorate a wall in the community rooms, following a leak.

In order to discuss complaints of loud banging with KCTMO, Millicent Williams has offered you a number of meeting dates and times which is the correct process to try and resolve any ongoing concerns. It is not relevant or in line with procedures to have a wider stakeholder meeting to investigate such matters. Should you wish to progress your noise concerns and discuss any other issues please inform her of your availability. Nicola Bartholomew is also able to attend this meeting as the Neighbourhood Management Team Leader for the area.

I hope that the above information has answered your queries and provided clarity around the concerns you have raised. Should you require any further information please contact KCTMO, at which point they will be able to investigate and respond to you directly through the usual channels.

Yours sincerely

Laura Johnson  
Director of Housing