

Message

From: Laura.Johnson@rbkc.gov.uk [Laura.Johnson@rbkc.gov.uk]
Sent: 24/05/2013 09:34:56
To: cllr.feilding-mellen@rbkc.com
Subject: FW: Loss of Water at GT and Power Surge

Cllr FM,

Just for info in case anyone asks you about this, power surges in Grenfell Tower, the TMO are investigating and will be in contact with residents today to let them know what they are doing.

Regards
LJ

From: Peter Maddison [mailto:pmaddison@kctmo.org.uk]
Sent: 23 May 2013 19:35
To: Johnson, Laura: HS-Housing
Subject: Re: Loss of Water at GT and Power Surge

Dear Laura

We continue to investigate the cause of the power surges with the utilities companies.

Our contractor, RGE are setting up monitoring arrangements to help understand the nature and timing of any power surges. We will use this information to try and diagnose the cause of the problem.

To date 7 residents have reported specific problems, apparently caused by power surges. RGE are visiting all of these properties tomorrow and we will establish whether there is a reason why these particular properties have experienced a problem.

We will send out a letter to all residents tomorrow, apologising for any inconvenience and giving details of who to contact if they experience further problems over the weekend.

There are lots of theories about the possible cause of this problem, but we are lacking in hard facts.

It is possible that the power surges are tripping out the water pumps – leading to the intermittent water supply. We are trying to validate this.

We will brief Cllr Blakeman on this basis tomorrow and copy her the resident letter. Any comments before I do so?

Regards

Peter

Director of Assets and Regeneration

t: [REDACTED]
m: [REDACTED]

a: The Network Hub, 292a Kensal Road, London, W10 5BE

From: Laura.Johnson@rbkc.gov.uk [mailto:Laura.Johnson@rbkc.gov.uk]
Sent: Wednesday, May 22, 2013 03:06 PM
To: [REDACTED]
Cc: Jon.Morcom@rbkc.gov.uk <Jon.Morcom@rbkc.gov.uk>; Peter Maddison
Subject: RE: Loss of Water at GT and Power Surge

Cllr Blakeman,

I have asked the TMO if they can provide me with any information about the power surges, I have also asked Leadbitters if these surges can be explained at all by the development (although I think this is very unlikely as they do not access the same power source as Grenfell Tower). My initial thoughts are that this is a problem with the power supplier rather than anything to do with the TMO or KALC but I and the TMO will look into it.

I would also advise you in the first instance that the TMO or the Council are very unlikely to replace any electrical equipment that may have been effected by the surges and if they do not indeed work now then Mr Shah needs to take this up with his insurance company to arrange a claim.

Regards
Laura Johnson

Director of Housing

Royal Borough of Kensington and Chelsea
Town Hall, Hornton Street, W8 7NX
Email:laura.johnson@rbkc.gov.uk
Tel: [REDACTED]

From: Fido [REDACTED]
Sent: 21 May 2013 13:03
To: Grenfell Tower Leaseholder's Association; Cllr-Foreman [REDACTED]
Cc: Cllr, Blakeman, Judith; Johnson, Laura: HS-Housing; Robert Black; Wood, Daniel: RBKCTMO Ltd; Rumble, Siobhan: RBKCTMO Ltd; Cllr, Paget-Brown, Nicholas; Cllr-Coleridge [REDACTED] tcomplaints@kctmo.org.uk
Subject: RE: Loss of Water at GT and Power Surge

Dear Mr. Ahmed

This matter is not clear cut - and this is why I wrote to Ms. Johnson yesterday, copied to you, for a comprehensive report on the problems that the residents of Grenfell Tower are experiencing. Some elements of which you complain are of course the responsibility of the EMB/TMO and I am assuming that they are currently addressing them, but most seem to relate to the KALC development and we still need to clarify the lines of responsibility and liability for these difficulties.

Kind regards.

Cllr. Judith Blakeman

> Message Received: May 21 2013, 12:47 PM
> From: "Grenfell Tower Leaseholder's Association"
> To: [REDACTED]
> Cc: "Judith Blakeman", "laura.johnson@rbkc.gov.uk", "Robert Black", "Daniel Wood", "Eddie daffarn", "Francis O'Connor", "srumble@kctmo.org.uk", "cllr.paget-brown@rbkc.gov.uk", [REDACTED]

"tcomplaints@kctmo.org.uk"

> Subject: RE: Loss of Water at GT and Power Surge

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Dear Councillor Todd Foreman,

Thank you very much for your email and it was much appreciated.

It is more than a week now that we are without our desktop computer. Furthermore, on 16th May 2013 we lost our washing machine due to the power surges. The power surges are still daily occurrences at GT. So far the TMO/KALC or whoever is responsible has not fixed the problem. The power surges at GT are so severe that in the space of 3 minutes, we can experience up to 15 power surges, with electrical appliances turning on and off repeatedly. We can confirm that for the last 22 years we never had any power surges in the building.

As I mentioned in my earlier email the Electrician from Willmott Dixon reported to the TMO that our main fuse needs upgrading and that this is causing the problem. However, on 16th May 2013 Mr Nicky Moir from RGE services tested and inspected our main fuse along with other residents and reported that our main fuse is normal and there was a good reading.

Please note that if there was any malfunction found in my main fuse the TMO would order us to fix the problem within hours. Now they can not blame us, they do not care about our welfare and make our lives hell, let alone even to think about considering replacing our desktop computer and monitor and my washing machine.

Also, just to update you, for most of Friday, Saturday and Sunday the residents of Grenfell Tower didn't have running water including in the bathroom and toilet. This seems happening more frequent than ever at GT.

The TMO is our appointed managing agent and any issues and concerns we should be raised to them. We suffered losses due to power surges, most likely to do with the KALC project, it is outside our control. Without question and hesitation, we need to be compensated fully and immediately. We have lost our basic necessity due to the power surges.

We are without a desktop computer, monitor and washing machine; we cannot turn on any electronic appliances since it goes on/off repeatedly for the whole day. It's a matter of time we lose our Refrigerator and TV set.

We the residents believe that it's TMO/KALC's interest to remedy the problem head on before it gets out of control and look into our damages without further delay.

We wait to hear from you.

Best Wishes

Shah Ahmed

The Chairman, The Grenfell Tower Leaseholder's Association

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Date: Fri, 17 May 2013 19:23:28 +0100

> From: [REDACTED]

> Subject: Re: Loss of Water at GT and Power Surge
> To: grenfellleaseholdersassociation@hotmail.co.uk
> CC: Cllr.Blakeman@rbkc.gov.uk

>

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Dear Mr Ahmed

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I am coordinating with Cllr Blakeman on this and will come back to you ASAP.

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With kind regards

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Cllr Todd Foreman

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From: Grenfell Tower Leaseholder's Association

> **To:** Judith Blakeman

> **Cc:** "srumble@kctmo.org.uk" ; [REDACTED]@kctmo.org.uk ; Francis O'Connor ; Eddie daffarn ;
[REDACTED] "jjones@kctmo.org.uk"

> **Sent:** Friday, 17 May 2013, 11:17

> **Subject:** RE: Loss of Water at GT and Power Surge

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Dear Councillor Blakeman,

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We write to you and to Councillor Todd Foreman as our local councillor to seek an immediate explanation from the TMO as to why they have chosen to make our lives such a struggle. They have little concern that we are losing all forms of daily appliances, succumbing us to a below subsistence standard of living. How little value does the TMO place on our welfare! This is outrageous and we have every right to demand that the TMO place all their attention in resolving this issue, before every single electrical appliance in our home is wiped out.

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Last night we lost our washing machine due to power surge at 8:20pm. As you know very well on the 11th we had already lost our desktop computer and monitor. It is unquestionable that the TMO must replace these items. This is wholly non-negotiable. The caretaker from World End estate Mr Gary Chinfatt, visited my flat at 10:45pm and witnessed this, and confirmed damages and gave the Job Reference No: 1847144.

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We have spoken to other stakeholders in LWE in relation to this matter.

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We wait to hear from you as a matter of urgency.

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Best Wishes

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Shah Ahmed
Chairman, The Grenfell Tower Leaseholder's Association

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From: grenfellleaseholdersassociation@hotmail.co.uk

> To: rblack@kctmo.org.uk

> CC: cllr.blakeman@rbkc.gov.uk; srumble@kctmo.org.uk; [REDACTED]

[REDACTED] dwood@kctmo.org.uk; [REDACTED]

jjones@kctmo.org.uk; leader@rbkc.gov.uk; maria.memoli@localgovernance.co.uk; pdunkerton@kctmo.org.uk;
pmaddison@kctmo.org; sjevans@kctmo.org.uk; jclifton@kctmo.org.uk; cllr.paget-brown@rbkc.gov.uk;
adairo@kctmo.org.uk

> Subject: Loss of Water at GT and Power Surge

> Date: Mon, 13 May 2013 22:09:26 +0100

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Dear Mr Robert Black,

Further to the email from Judith Blakeman and copied to the Grenfell Tower Leaseholder's Association dated 7th February 2013 in relation loss of water at Grenfell Tower. It seems it is a frequent occurrence experienced by the residents of Grenfell Tower of loss of water during weekends. We can confirm that there was no drinking water on 10th and 11th May 2013 at Grenfell Tower. You are aware of the various correspondences from us as well as Grenfell Action group, that the life is very difficult to carry out. We must go out and buy large water for sustenance and cleaning, and this tremendously burdensome for elderly residents at GT.

We think this is wholly unreasonable. Reflecting now on an extract from stakeholders meeting with TMO and the council dated 29th November 2011 in relation to loss of water running supply

4.0 Drinking Water and Loss of Running water at GT

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4.1 Residents complained about the lack of drinking water, especially during the weekends and the continuous delivery of bottle water by the staff.

4.2 AM(Alasdair Manson) stated that the bottle water has only been delivered when there has been an interruption in the service, due to maintenance works.

4.3 AD (Adelola Dairo) confirmed there should be no further problems with the drinking water as the pumps had been changed in September 2011 “

We are not sure your local managing agent at LWE is fully aware of the problem and are rectifying the structural problem. This kind of interruption has been going on for many years and the residents of Grenfell Tower are very frustrated. Please note bottled water was delivered by the TMO/EMB only four times in 36 years.

Continuous Power Surges in Grenfell Tower

There have been two weeks of power surges in the building, most notably in the early hours of the morning and throughout the evening and night time. Electronic apparatus are seriously affected by these surges. Computers are turned on and off, lights continually flicker becoming very dim and extremely bright in the space of a few seconds.

On 11th May 2013 at 9:05pm we had numerous power surges in the space of a minute, and in that process my computer and monitor literally exploded with smoke seeping out from the back and the smell of burnt electronics filled our entire computer. My monitor also fused at the same time. When I called the TMO out

of hours service and my complain was dealt with. The standard textbook response was given to us that I was first one to report such a problem and I was made to feel like a fool reporting such an issue which resulted in years of data being lost forever. The GTLA highlighted this familiar issue in the past, which we are not sure how far it has been dealt with if at all. Our local councillor Judith Blakeman emailed you dated 7th February 2013 and we are yet to get an update either from her or you regarding that.

I spoke to Liz from the TMO out of hour service then the supervisor Mr Sayed. He informed me that local caretaker Steve he was not willing to visit my flat to witness the power surge and damage of my computer. So he sent an electrician instead called Mr Ferewc Schaffer from the TMO's appointed contractor Willmott Dixon. He visited my flat around 11:20pm and he came saying that I had reported the fact my keyboard had burned due to the power surges, when I clearly informed them that my computer had burnt. I have lost my personal data and it's valuable for me. I would not call an emergency line for a damaged keyboard of my computer which I can replace with a few pounds, but the sudden and unexpected loss of my computer and data is irreplaceable. I have since noticed since the power surges started, there have been noises emanating from our fridge and I believe that this will be next to go should the power surges continue.

The electrician witnessed the power surges whilst he was present in my flat and in the building. He also smelt the burning coming from my computer. I also asked the security guard sitting at the EMB offices Mr Ram Babo to come and witness it and report back to Siobhan Rumble and Ms Jan Jones. I would be very surprised if they are not aware of any power surge in Grenfell Tower.

When I called TMO again at around 12:20am dated 12th May 2013 and spoke to Mr Sayed to get an update, he said that the electrician had reported back to him that my internal circuit board needed upgrading. He failed to realise that all the circuit boards on every flat are identical in the building and the power surges are felt and affect everybody in the building.

Again I called again ref: 1845971 on 12th May 2013 at 10:35pm and spoke to Sayed who confirmed that the electrician from Willmott Dixon had identified the problem and will be resolved on Monday dated 13th May 2013. This begs the question, why was this problem not picked up earlier and why had the TMO/EMB not done something about it?

There was a leaflet dropped by the UK Power Networks to confirm the planned power cut in our area between 08:30-17:30 dated 18th May 2013 on Saturday and that means 9 hours without power supply in the area including Grenfell Tower. Most of the residents have stocks of frozen food in the freezer and by 9 hours without power supply, most of the frozen food would be defrosted and it would not be wise to consume afterwards. So far nobody has informed us what to do under this circumstance.

Please note if the power surges continue at Grenfell Tower, it would be very dangerous and costly because it is interfering with electric and electronic items in the household, including the telephone line, television, fridge, washing machine, computer etc.

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What would you do in our position and how would you expect your tenant led organisation to deal with this problem?

We await to hear from you.

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On behalf of GTLA

Shah Ahmed

Chairman, Grenfell Tower Leaseholder's Association

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From: Cllr.Blakeman@rbkc.gov.uk

> To: rblack@kctmo.org.uk

> CC: grenfellleaseholdersassociation@hotmail.co.uk

> Subject: Loss of Water at Grenfell Tower Last Weekend

> Date: Thu, 7 Feb 2013 10:01:55 +0000

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Dear Mr. Black

I would be most grateful if you can let me have a report on this recent incident.

We have been advised at Board level that it is not appropriate to tell residents to contact Thames Water in such instances and I would be most concerned if this sort of advice is still being given, as is claimed.

Many thanks.

Cllr. Judith Blakeman

From: grenfellleaseholdersassociation@hotmail.co.uk

> To: srumble@kctmo.org.uk

> CC: jjones@kctmo.org.uk; tcomplaints@kctmo.org.uk; [REDACTED] sjevans@kctmo.org.uk

> Subject: NO RUNNING WATER AT GT AT THE WEEKEND

> Date: Sun, 3 Feb 2013 23:19:20 +0000

The Estate Manager and Officer of Lancaster West Estate,

We the residents of Grenfell Tower hope you all had a very good weekend. Unfortunately, we all did not. The residents of Grenfell Tower suffered from a lack of running water for three days.

To describe our situation in some detail now. We could not flush the Toilet, we could not cook, and we could not wash. But worse of all, when individuals from the block called, we are bluntly told a lie. We are told that no one has called to complain apart from one individual. The TMO have failed to realise that these scripted words mean very little when there are 120 homes each suffering from the same plight. We know how many people actually called to report the incident; we do not appreciate a lack of honesty in such a difficult situation. To add to this debacle, one of the lift is not working properly.

Some of the residents were told to call Thames Water instead of TMO and that it has nothing to do with the TMO. We would thus like to know when there is no running water, who is responsible for providing us with this essential and vital service...on a weekend. Furthermore, Grenfell Tower has become very difficult to access now, especially carrying shopping. These circumstances thus made it a very frustrating weekend for all, most of all the elderly.

The weekend was very chaotic and stressful. Please let the residents know how you are planning us for this serious inconvenience.

On behalf of

Grenfell Tower leaseholders Association and the residents of Grenfell Tower

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