

INCOMING EMAIL

From: Jannie Pretorius
 To: 'Sayedaahmed'
 CC: Daniel Wood
 Date: 15/05/2013 14:34:15
 Subject: RE: Damage Claim following Power Surges

Attachments:
 (1) image001.jpg(25 B)

Dear Mr Ahmed

I hereby acknowledge receipt of your e-mail below which I have forwarded to the relevant departments to investigate.


A full response will be provided on receipt of the relevant feedback.

Regards

Jannie Pretorius
Home Ownership Officer

 kctmo logo email

www.kctmo.org.uk
 292a Kensal Road, London W10 5BE

 Before printing, please think about the environment

From: Sayedaahmed [mailto: [REDACTED]]
Sent: 15 May 2013 14:33
To: Jannie Pretorius
Cc: Daniel Wood
Subject: Re: Damage Claim following Power Surges

Dear Mr Jannie Pretorius.

Further to my email I am yet to receive an acknowledgement of my email and I hope you understand the seriousness of the problem.

Yours Sincerely
 Mr Ahmed

-----Original Message-----
 From: Sayedaahmed <[REDACTED]>
 To: jpretorius <jpretorius@kctmo.org.uk>
 CC: dwood <dwood@kctmo.org.uk>
 Sent: Tue, 14 May 2013 13:58

Subject: Damage Claim following Power Surges

Property reference: U217012770250

Complain Ref: 184597

Dear Mr Jannie Pretorius,

This is further to our conversation and in reference to the email dated 13th May 2013 to Mr Robert Black by the Chairman of Grenfell Tower Leaseholder's Association. Thank you for acknowledging the seriousness of our problems. It has resulted in a number of valuable electronic appliances dying and many others malfunctioning. It is paramount that the TMO as a tenant lead organisation deal with the problem as a matter of urgency.

As discussed the following items are malfunctioning, if not been damaged irreparably at the moment:

1. Desktop computer with 10 years worth of personal and professional data and the 19" Monitor, burnt with smoke fumes rising and died
2. Telephone answering machine and handset died
3. Internet modem died
4. Refrigerator is malfunctioning, in addition to the TV and washing machine. Any further high power surges could very possibly lead to these items dying.

The problem needs to be rectified immediately and we need to be compensated for the above items. The damage for which has severely impacted our day to day lives, and in the case of our family computer resulted in the loss of extremely important data.

For your information, I have had to find internet access from outside of my own home in order to send this email to you.

Best Wishes,

Mr and Mrs Ahmed