

From: Judith Blakeman [redacted]
Sent: 02 May 2016 16:40
To: 'David Collins'; Peter Maddison
Cc: Complaints; Cllr.Blakeman@rbkc.gov.uk; cllr.r.atkinson@rbkc.gov.uk; Complaints_Dist2
Subject: ExternalRE: Complaint: Safety and Security at Grenfell Tower

Dear David

I think there is one final Stage 3 with the TMO, involving a meeting with a panel drawn from Board members, before it can go to the Housing Ombudsman.

Kind regards.

Judith

From: David Collins [redacted]
Sent: 02 May 2016 09:16
To: Peter Maddison
Cc: Complaints; <Cllr.Blakeman@rbkc.gov.uk>; cllr.r.atkinson@rbkc.gov.uk
Subject: Re: Complaint: Safety and Security at Grenfell Tower

Dear Mr Maddison, the TMO Complaints procedure service and Cllrs,

It is now May and I am still awaiting a response to this stage 2 complaint. Please could you each respond to notify me of the next stage I can proceed to in escalating this complaint against the TMO, as this delay is unacceptable.

David

From: David Collins <[redacted]>
Date: Tuesday, 26 January 2016 at 13:42
To: Peter Maddison <pmaddison@kctmo.org.uk>
Cc: Complaints <complaints@kctmo.org.uk>, "<Cllr.Blakeman@rbkc.gov.uk>" <Cllr.Blakeman@rbkc.gov.uk>, "<cllr.r.atkinson@rbkc.gov.uk>" <cllr.r.atkinson@rbkc.gov.uk>
Subject: Re: Complaint: Safety and Security at Grenfell Tower

Dear Mr Maddison,

Thank you for this report. Unfortunately it fails to deal with the issue.

Your consultant had carried out an analysis of the location of the HIU with respect to legislation and design standards. The consultant has not gone further to think about safer by design, or common sense. I have been working as a safety leadership consultant in the UK and overseas construction, oil and gas industry for over three years. During that time I have met people who have lost children and loved ones because a construction project was carried out to the existing standards, but those involved had failed to actually think through how people would use the things being built. In our situation, children in

Grenfell Tower are banging their heads on HIUs in hallways - the standards are not sufficient to deliver a safe solution. Sticking to the standards does not a safe solution make; that involves some common sense and some leadership.

As I have been asking since June/July 2015, please can assessment be made of how people actually use the space and the likelihood of injury or risk in the event of an emergency, irrespective of the standards.

Also, I am still awaiting a response on what is happening about flat(s) with HIUs directly above fuse boxes.

Please can I have a response to these real and urgent concerns? I wish these to be addressed under Stage Two of the complaints procedure, as there are still matters outstanding from the initial response.

Best Wishes,

David

Sent from my iPhone

On 21 Jan 2016, at 15:29, Peter Maddison <pmaddison@kctmo.org.uk> wrote:

Dear Mr Collins

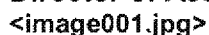
Please find attached a further report from our Fire Safety Consultant relating to the location of the HIU in the one bed flats.

In addition to this, our Clerk of Works inspects all installations to confirm quality of work and compliance with technical requirements.

I trust this answers your question.

Yours sincerely


Peter Maddison
Director of Assets and Regeneration


<001.jpg>

t: 

m: 

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

 Before printing, please think about the environment

From: David Collins [
Sent: 11 December 2015 08:22
To: Peter Maddison; Complaints
Cc: <Cllr.Blakeman@rbkc.gov.uk>; cldr.r.atkinson@rbkc.gov.uk
Subject: Re: Complaint: Safety and Security at Grenfell Tower

Dear Peter,

Thank you for the report. It is much appreciated.

As for the claim you have never implied the HIU could be directly above the fuse box, I have heard that many times from TMO and Rydon people.

In the report your specialist states, "The units do not protrude out into the hallway, they are contained within the cupboard space/area off the hallway". This is not correct for a number of flats. Please could you ask your specialist to re-look at his report in that light.

In your response you do not comment on the safety of the HIUs being fitted directly above the fuse box. To clarify matters, please could you instruct your fire safety specialist to conclude on the safety of such a configuration, as he does not do so in his report.

If you would like me to investigate and report back to you on the flat(s) where the HIU is located above the fuse box (or to investigate and report back on other issues for you) then we would need to raise that as a commercial matter. My company could raise a proposal if you can raise a Purchase Order for the work – and I will check with the Compact about any conflict of interest. Otherwise, please could you ask your people to investigate, respond on the safety or otherwise of such a location, and report back.

Thank you for a copy of the report. I was very grateful to receive it. It is just a shame it was not shared sooner with the Grenfell Tower Compact, to build relationship and trust, or that it was not shared sooner to ensure it is accurate in its entirety.

There are many residents who remain concerned about the safety of the HIU location, so close to their door and their fuse box. Reading the report has given me more peace of mind about the matter, but even I remain cautious and skeptical about the real safety in the event of an unforeseen incident. I suggest the TMO find a way to communicate the safety of the installation to residents.

In summary:

1. Please ask your specialist to re-look at the report in the light of his statement on page 2 being inaccurate for some properties
2. Please ask your specialist to conclude on the safety of the configuration of the HIU directly above the fuse box
3. Please comment on the safety of the HIUs being fitted directly above the fuse box
4. If this location requires further investigation, please instruct your people to carry out such an investigation
5. Please reply with these responses to clarify the situation

Best Wishes,

David

From: Peter Maddison <pmaddison@kctmo.org.uk>

Date: Tuesday, 8 December 2015 at 09:29

To: David Collins <[REDACTED]>, Complaints <complaints@kctmo.org.uk>

Cc: "<Cllr.Blakeman@rbkc.gov.uk>" <Cllr.Blakeman@rbkc.gov.uk>, "<cllr.r.atkinson@rbkc.gov.uk>" <cllr.r.atkinson@rbkc.gov.uk>

Subject: RE: Complaint: Safety and Security at Grenfell Tower

Dear Mr Collins

Building Control is an organisation that is independent of KCTMO that checks to confirm that work carried out meets necessary regulations. They have checked the installation of the HIU and confirmed that they are satisfied with our approach.

In addition to this, I have asked our Fire Safety consultant to review the installation. Attached is a copy of his report which confirms that no fire risk has been identified in relation to the location of the HIU in the hallway.

You state in your subsequent e-mail that "There is at least one home where the HIU has been located in the front doorway, directly above the fuse box. This was something I was told by TMO / Rydon could never be done, because it would be unsafe."

I would clarify that I have never said that the HIU would not, or could not be located directly above the fuse box because "it would be unsafe". However, if you would provide me with the address where the HIU has been positioned in this way, and I will arrange for a review by a suitably qualified person.

Yours sincerely


Peter Maddison
Director of Assets and Regeneration

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m:

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

 Before printing, please think about the environment

From: David Collins [REDACTED]

Sent: 03 December 2015 06:49

To: Complaints

Cc: Peter Maddison; <Cllr.Blakeman@rbkc.gov.uk>; cllr.r.atkinson@rbkc.gov.uk; Clare Dewing

Subject: Complaint: Safety and Security at Grenfell Tower

Dear Mr Maddison,

On Saturday 11th July 2015 you agreed in the presence of Councillor Blakeman and Atkinson, to commission an independent fire and safety investigation in to the risks of a HIU located in the hallway for both one and two bedroomed homes. As Chair of the Grenfell Tower Compact I know many residents have concerns about the location of a HIU so close to electrics and a fuse box, with both being located next to the only emergency exit from their home.

The promise made has been reneged upon; you have informed our Councillors and the Grenfell Tower Compact that Building Control will inspect the installations instead. This is not a satisfactory solution. An investigation (not an inspection) carried out by an independent organisation which specialises in fire and safety (which Building Control is not) was promised. Building control check for adherence to regulations, but are not guaranteed to assess if there is risk regardless of whether regulations have been met or not, whereas an independent safety specialist would. Only a full and proper investigation by independent specialists would provide clarity for all concerned. Irrespective of the argument, this is also simply a matter of keeping the initial promise.

I look forward to hearing when the independent investigation is going to happen. The Grenfell Tower Compact would also value being involved and consulted in the selection of the independent organisation, to help with the perception of the assessment being an independent one.

Yours sincerely,

David Collins

INCOMING EMAIL

From: Peter Maddison

To: Cllr.Blakeman@rbkc.gov.uk , cllr.r.atkinson@rbkc.gov.uk , David Collins ([REDACTED]), Edward Daffarn ([REDACTED]), William Thompson ([REDACTED])

CC: (T) Complaints

Date: 12/02/2016 16:36:12

Subject: Recent Issues at Grenfell Tower

Attachments:

(1) image001.jpg(3 B)

Dear Cllr Blakeman, Mr Collins, Mr Daffarn and Mr Thompson

I am writing in response to the issues you sent to me on 29th January. I am very sorry for the delay in responding, I am afraid that a glitch in our IT system meant that your messages were redirected in error and they only reached me on Monday 8th Feb. This error has now been fixed.

Power Supply Issues on 26th January

Rydon had to disconnect the power to the whole block on Tues 26th January. They wrote to all residents to explain that there would be no electricity to the block between the hours of 10am and 1pm.

As power was being reinstated at around 1pm, a main fuse blew and it was necessary to get UK Power Networks to attend site to check the incoming main and then for Rydon to source a replacement fuse on the landlords supply. This led to a delay in reinstating power until a new fuse was installed at 3.45pm.

Rydon deployed labourers at the entrances of the block to assist residents in getting to their homes via the stairs. They also offered somewhere for residents to sit in the entrance area.

A text message was sent out to all residents registered on the Textburst system to inform them of the delay in reinstating the supply.

We recognise the disruption and inconvenience that this caused residents and we are very sorry. We will include a message of apology in our next newsletter.

Door Entry System Fault

Mr Daffarn states in his message of 29th January that the Door Entry system was out of service from the date that power was disconnected on 26th January. This fault was reported to Rydon on 27th January and the door entry contractor reinstated the service on 1st February.

I am disappointed that Rydon did not check to confirm that the Door Entry was fully functional when the power was reinstated on 26th January. The response in completing the repair was also too slow. I have raised these matters with the contractor and will ensure that lessons are learnt.

Doors Stored in Communal Areas

There have been a number of incidents of bulk refuse being dumped in the communal areas of Grenfell Tower in recent weeks. This does not relate to any work being undertaken by KCTMO contractors. We are studying CCTV footage to identify who is responsible.

Officers from the Estate Office have arranged for the refuse to be removed and are carrying out regular inspections to ensure the area is kept clear.

If residents are able to provide any information about the responsible party, they should contact the Estate

Housing Office. We will include an item on this in our next newsletter.

Emergency Lighting

Thank you for reporting that the emergency lighting was not working in the staircase. The Repairs Customer Contact Centre is the correct place to direct such calls in the first instance. The non-emergency lights in the stairwell were all working, however, there was a fault on the emergency circuit that has now been repaired. We have taken the opportunity to upgrade the non-emergency fittings in the stairwell to emergency units which will improve the lighting in the event of a break in the power supply. This upgrade work is now underway and will complete early in the week commencing 15th February. We then intend to renew the emergency lights with new fittings.

If you have any further questions relating to any of these matters, please let me know.

Yours sincerely

Peter Maddison

Director of Assets and Regeneration


Peter Maddison
Director of Assets and Regeneration



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m:

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

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From: jmlakeman [REDACTED]
Sent: 29 January 2016 13:37
To: Peter Maddison
Cc: 'William Thompson'; Complaints; 'Edward Daffarn'; 'David Collins'
Subject: ExternalRE: Further complaints at Grenfell Tower

Dear Mr. Maddison

It was good to receive replies to some outstanding individual complaints this morning.

May I now please receive a response – along with the residents included in this e-mail – to the complaints raised a few days ago about the lift breakdowns and loss of lighting in the staircases? As Mr. Collins points out, the absence of emergency lighting is a health and safety matter, so it should have been addressed immediately.

It also appears that Rydon are now being very unresponsive. Is this because the contract is almost complete? This does not bode well for the range of snagging and other issues that will need to be addressed once they leave the site, as well as moving HIUs once the situation has been reviewed.

Kind regards.

Cllr Judith Blakeman

From: David Collins [REDACTED]
Sent: 29 January 2016 10:10
To: Edward Daffarn; [REDACTED]; Complaints
Cc: William Thompson; Peter Maddison
Subject: Re: Further complaints at Grenfell Tower

Dear Judith (and TMO Complaints),

I came back last night (from being away since Tuesday afternoon for work) and found the door not working and open to anyone. I have been on the phone to TMO Repairs this morning, the system is now reported as faulty (I have been told it was simply a blown fuse). They are getting Rydon / another contractor on site to fix it so it should work tonight. If the door has been broken since Tuesday what does not work is Rydon and the TMO not checking the services affected by the power shutdown are working once they complete their work. There seems to have been a complete lack of planning this week (for instance, the emergency lighting didn't work on the majority of the stairs, the RLO did not know the status of the operation, and there was no contingency in place for what would happen if power did not come back at 1pm on Tuesday) and also a complete lack of thinking about residents this week (surely someone from Rydon or TMO has been through the broken door since Tuesday and has failed to report it). The TMO are nowhere to be seen at all; I have not had a response to any of my emails to date about the fiasco this Tuesday. Has no one from TMO visited site to make sure things are working (like the emergency lighting on the stairs for instance? Do I need to get this sorted through the TMO Repairs process myself?)

David

From: Edward Daffarn <[REDACTED]>
Date: Friday, 29 January 2016 at 09:45
To: '[REDACTED]'
Cc: David Collins <[REDACTED]>, William Thompson
<[REDACTED]>
Subject: Re: Further complaints at Grenfell Tower

Dear Judith,

I don't know who to raise this matter with at the TMO as no-one there seems to give a damn about Grenfell Tower anymore.

Anyway, I would like you to know that the front entry lock to our tower block has been broken since Rydons turned the power off last Tuesday.

Residents do not feel safe without a lock to our front door especially in light of the fact that we believe a burglary took place in Grenfell Tower a couple of weeks ago.

Also, sad to say, more rubbish has collected in entry/exit to Grenfell Tower without the TMO taking any action.

Yesterday, a door stored in the hallway came crashing down and almost landed on a group of residents passing by!

Thank you for your assistance with this matter.

Regards,

Edward Daffarn

134 Grenfell Tower

From: David Collins [REDACTED]
Sent: 29 January 2016 10:40
To: Peter Maddison; Edward Daffarn; [REDACTED]
Cc: William Thompson; Complaints
Subject: ExternalRe: Further complaints at Grenfell Tower

Dear Peter,

In the absence of any response from yourself I have now reported the Emergency Lighting on the Stairs (Fire Escape) in Grenfell Tower as not working approximately from the 2nd to the 15th floor.

Given the danger no emergency lighting on these floors poses I felt the need to raise this escalate this issue.

The TMO Repairs reference number is 201556078.

I would also like this to be investigated as a complaint. Given the seriousness and danger to life posed by not having emergency lighting on the fire escape route from Grenfell Tower it is unacceptable to receive zero response to the initial matter which was raised three days ago.

Yours sincerely,

David Collins

From: Edward Daffarn <[REDACTED]>
Date: Friday, 29 January 2016 at 09:45
To: [REDACTED]
Cc: David Collins <[REDACTED]>, William Thompson
[REDACTED]
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134 Grenfell Tower

INCOMING EMAIL

From: David Collins
To: Judith Blakeman
CC: Peter Maddison , Complaints , Cllr.Blakeman@rbkc.gov.uk , cllr.r.atkinson@rbkc.gov.uk
Date: 26/01/2016 14:15:26
Subject: ExternalRe: Grenfell Tower

It is also worth noting the emergency lighting on the fire escape stairs does not appear to work below the 15/16th floor. There are people who have difficulty walking struggling up stairs in the dark.

Please could I be informed when the emergency lighting is working on all floors in the fire escape.

Sent from my iPhone

On 26 Jan 2016, at 13:21, Judith Blakeman <[REDACTED]> wrote:

Dear Mr. Maddison

Can you please ensure that Cllr Atkinson and I receive a swift reply to this complaint.

Many thanks.

Cllr Judith Blakeman

From: David Collins [REDACTED]
Sent: 26 January 2016 13:16
To: Peter Maddison
Cc: Complaints; <Cllr.Blakeman@rbkc.gov.uk>; cllr.r.atkinson@rbkc.gov.uk
Subject: Waiting

Despite 10 days notice of there being no communal power between 10 and 1 today, there being notices about this and texts from TMO, no one has taken it upon themselves to notify residents power is still off and the lifts and security door not working. Women, children and elderly residents are waiting in the cold for the lifts to start working - with shopping, bags, etc. The Rydon RLO knew nothing of the problem when phoned by residents, Rydon workers just said they know nothing or have told residents to walk up the stairs. Nothing has been heard from TMO.

Sent from my iPhone

INCOMING EMAIL

From: David Collins
 To: Judith Blakeman
 CC: Peter Maddison , Complaints , Cllr.Blakeman@rbkc.gov.uk , cllr.r.atkinson@rbkc.gov.uk
 Date: 26/01/2016 13:57:26
 Subject: ExternalRe: Grenfell Tower

Gary the manager has tried to argue with me about there being a problem here :-o. Rydon workers have come along with another manager and are helping some people with bags up stairs. A woman who often needs a wheelchair has been gotten a chair. Other residents who cannot walk the stairs are waiting. There is no heating. There is still no clarity about when things are going to work again. One resident went to the Lanc West TMO office and was told to speak to Lynda of Rydon (this was before Lynda came at 1327 and when she had no idea what was happening). There is still no sign of the TMO's Lancaster West Estate Manager.

Sent from my iPhone

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Sent from my iPhone

Dulce De Oliveira

From: David Collins <[REDACTED]>
Sent: 26 January 2016 13:30
To: Judith Blakeman
Cc: Peter Maddison; Complaints; Cllr.Blakeman@rbkc.gov.uk;
cllr.r.atkinson@rbkc.gov.uk
Subject: ExternalRe: Grenfell Tower

It would appear we may get power to the lifts soon. We rang the RLO five minutes ago, she thought the lifts were working. There are about 20 residents waiting in the cold now. The RLO doesn't know what is happening, there is no one from Rydon here. A workman happened to walk past and he is trying to turn the power on (no bib number). A Manager and the RLO have appeared (at 1327) in response to our phone calls. They say the lifts aren't working and they don't know when that will be.



Sent from my iPhone

On 26 Jan 2016, at 13:21, Judith Blakeman <[REDACTED]> wrote:

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Many thanks.

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Sent from my iPhone

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From: David Collins <[REDACTED]>
Sent: 26 January 2016 13:19
To: Peter Maddison
Cc: Complaints; <Cllr.Blakeman@rbkc.gov.uk>; cllr.r.atkinson@rbkc.gov.uk
Subject: ExternalRe: Waiting

A few of the 15 or so residents waiting...

There is no one here to let people know what is happening or when the lifts will be working again



Sent from my iPhone

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Sent from my iPhone

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To: Peter Maddison
CC: Complaints , , cllr.r.atkinson@rbkc.gov.uk
Date: 26/01/2016 13:42:26
Subject: ExternalRe: Complaint: Safety and Security at Grenfell Tower

Dear Mr Maddison,

Thank you for this report. Unfortunately it fails to deal with the issue.

Your consultant had carried out an analysis of the location of the HIU with respect to legislation and design standards. The consultant has not gone further to think about safer by design, or common sense. I have been working as a safety leadership consultant in the UK and overseas construction, oil and gas industry for over three years. During that time I have met people who have lost children and loved ones because a construction project was carried out to the existing standards, but those involved had failed to actually think through how people would use the things being built. In our situation, children in Grenfell Tower are banging their heads on HIUs in hallways - the standards are not sufficient to deliver a safe solution. Sticking to the standards does not a safe solution make; that involves some common sense and some leadership.

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Yours sincerely

Peter Maddison
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t: [REDACTED]

m: [REDACTED]

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

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In summary:

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Date: Tuesday, 8 December 2015 at 09:29
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Yours sincerely


Peter Maddison
Director of Assets and Regeneration

<001.jpg>

t: [REDACTED]

m: [REDACTED]

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

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From: David Collins <[REDACTED]>
Sent: 03 December 2015 06:49
To: Complaints
Cc: Peter Maddison; <Cllr.Blakeman@rbkc.gov.uk>; <cldr.r.atkinson@rbkc.gov.uk>; Clare Dewing
Subject: Complaint: Safety and Security at Grenfell Tower

Dear Mr Maddison,

On Saturday 11th July 2015 you agreed in the presence of Councillor Blakeman and Atkinson, to

commission an independent fire and safety investigation in to the risks of a HIU located in the hallway for both one and two bedroomed homes. As Chair of the Grenfell Tower Compact I know many residents have concerns about the location of a HIU so close to electrics and a fuse box, with both being located next to the only emergency exit from their home.

The promise made has been reneged upon; you have informed our Councillors and the Grenfell Tower Compact that Building Control will inspect the installations instead. This is not a satisfactory solution. An investigation (not an inspection) carried out by an independent organisation which specialises in fire and safety (which Building Control is not) was promised. Building control check for adherence to regulations, but are not guaranteed to assess if there is risk regardless of whether regulations have been met or not, whereas an independent safety specialist would. Only a full and proper investigation by independent specialists would provide clarity for all concerned. Irrespective of the argument, this is also simply a matter of keeping the initial promise.

I look forward to hearing when the independent investigation is going to happen. The Grenfell Tower Compact would also value being involved and consulted in the selection of the independent organisation, to help with the perception of the assessment being an independent one.

Yours sincerely,

David Collins

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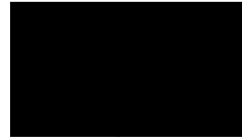
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<One BedGrenfell Tower HIUs Dec 2015.pdf>

C S Stokes and Associates Limited

Mr C Stokes



E Mail: carlstokes@firesafety-consultant.co.uk
<http://www.firesafety-consultant.co.uk>

Telephone:



16th December 2015

Mrs J Wray
TMO Health, Safety and Facilities Manager
The Network Hub
Kensington & Chelsea TMO
300 Kensal Road
London W10 5BE

Subject: HIU's within the hallways of some Grenfell Tower flats which are located on the existing electrical supply/distribution board cupboard.

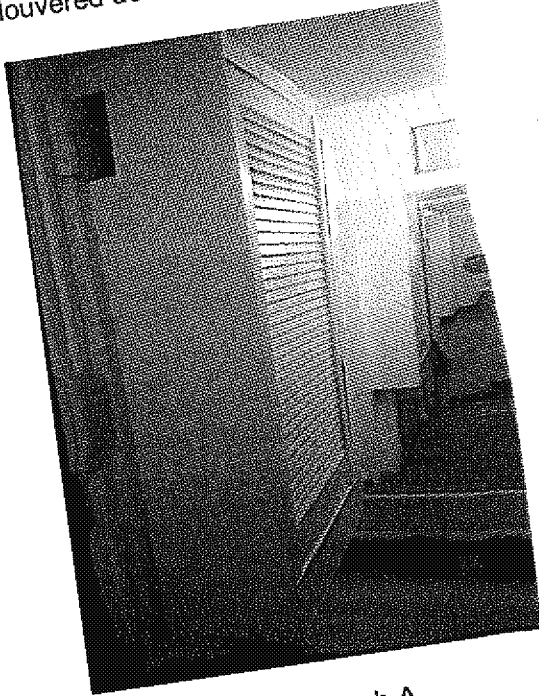
Dear Janice.

Thank you for asking me to comment on the positioning of the Heat Interface Unit (HIU) within the hallway areas of some of the individual apartment of this building, also the clear width of the hallway now left after the HIU and its cupboard has been fitted. The HIUs in question have been enclosed within a timber cupboard in the hallway of these specific flats, just inside the flat entrance door above and fixed to the top of the existing electrical supply/distribution board cupboard.

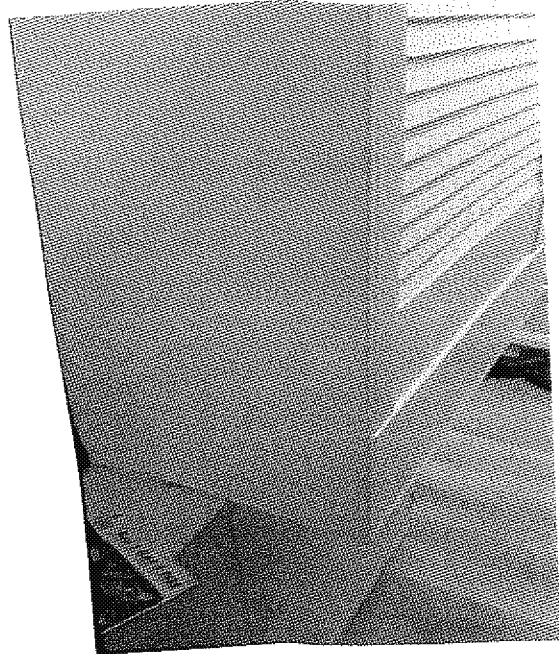
Please see a photograph on the left below, (A) this was taken on Tuesday the 15th December 2015 within one of the flats where the HIU is positioned on the wall just inside of the flat entrance door above the existing electrical cupboard. The local Authority Building Control Officer has agreed the location of this unit in the hallway of the flats concerned and this location complies with the requirements of the Building Regulations. This includes the Fire Safety aspects of the Regulations, so by complying with the requirements of the Fire Safety, Approved Document B of the Building Regulations the positioning also will comply with the requirements of the Regulatory Reform (Fire Safety) Order 2005.

The photograph on the right (B) below shows the overhang of the timber constructed cupboard with a louvered door containing the HIU in comparison to the existing electrical supply/distribution board cupboard. The width of the hallway is 1170mm, the existing electrical supply/distribution board cupboard comes out from the wall 180mm and the HIU cupboard comes out from the wall 330mm. There is a 150mm overhang by the HIU cupboard into the hallway more that the electrical cupboard.

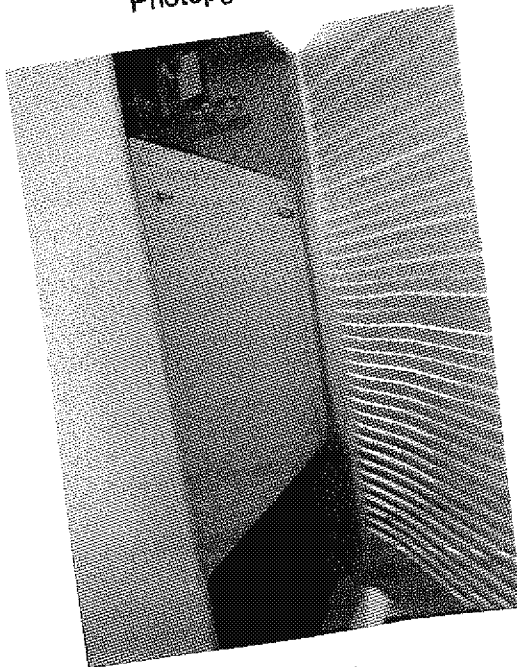
This leaves a clear width/gap of 840mm from the front face of the HIU cupboard to the other wall of the hallway. All of the above measurements were taken from one flat but the width of the hallways is the same within each dwelling and from what I have been told the HIUs have been positioned in similar locations. Photograph C below shows the HIU within the timber constructed cupboard with a louvered door open.



Photograph A



Photopgraph B



Photopgraph C

HIUs in flat hallways

In Approved Document M (ADM) of the Building Regulations, "Access and use of Buildings", which includes disabled access arrangements it states in item 6.23 that the requirements of Part M will be satisfied if an external door providing access for a disabled person, to a dwelling, has a minimum clear opening width of 775mm. The clear width of the hallway within the flat I looked at had a clear width of 840mm, this is greater than the minimum width required by ADM for the entrance door. Again if the requirements of ADM are complied with then the requirements of the Regulatory Reform (Fire Safety) Order 2005, The Disability Discrimination Act 2005 (DDA) and the Equality Act 2010 are also met.

For your information within the flat that I looked at yesterday there is an electrically powered /operated domestic smoke detector/sounder located in the hallway above the HIU, with an interlinked domestic heat detector/sounder in each kitchen. The flat is fire separated from the lift lobby area by a self closing 30 minute fire rated door.

Please feel free to contact me if you require any further assistance,

Yours Sincerely

Carl Stokes

INCOMING EMAIL

From: Peter Maddison
To: 'David Collins', Complaints
CC: , cllr.r.atkinson@rbkc.gov.uk
Date: 21/01/2016 15:30:21
Subject: Internal KCTMO User - RE: Complaint: Safety and Security at Grenfell Tower

Attachments:
(1) One BedGrenfell Tower HIUs Dec 2015.pdf(143 B)
(2) image001.jpg(3 B)

Dear Mr Collins

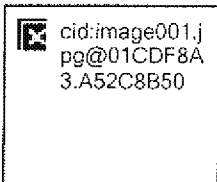
Please find attached a further report from our Fire Safety Consultant relating to the location of the HIU in the one bed flats.

In addition to this, our Clerk of Works inspects all installations to confirm quality of work and compliance with technical requirements.

I trust this answers your question.

Yours sincerely

Peter Maddison
Director of Assets and Regeneration



t: [REDACTED]
m: [REDACTED]
a: The Network Hub, 292a Kensal Road, London, W10 5BE
 Before printing, please think about the environment

From: David Collins [REDACTED]
Sent: 11 December 2015 08:22
To: Peter Maddison; Complaints
Cc: <Cllr.Blakeman@rbkc.gov.uk>; cllr.r.atkinson@rbkc.gov.uk
Subject: Re: Complaint: Safety and Security at Grenfell Tower

Dear Peter,

Thank you for the report. It is much appreciated.

As for the claim you have never implied the HIU could be directly above the fuse box, I have heard that many times from TMO and Rydon people.

In the report your specialist states, "The units do not protrude out into the hallway, they are contained within the cupboard space/area off the hallway". This is not correct for a number of flats. Please could you ask your specialist to re-look at his report in that light.

about:blank

05/05/2016
TMO10026298/33
TMO10026298_0000

In your response you do not comment on the safety of the HIUs being fitted directly above the fuse box. To clarify matters, please could you instruct your fire safety specialist to conclude on the safety of such a configuration, as he does not do so in his report.

If you would like me to investigate and report back to you on the flat(s) where the HIU is located above the fuse box (or to investigate and report back on other issues for you) then we would need to raise that as a commercial matter. My company could raise a proposal if you can raise a Purchase Order for the work – and I will check with the Compact about any conflict of interest. Otherwise, please could you ask your people to investigate, respond on the safety or otherwise of such a location, and report back.

Thank you for a copy of the report. I was very grateful to receive it. It is just a shame it was not shared sooner with the Grenfell Tower Compact, to build relationship and trust, or that it was not shared sooner to ensure it is accurate in its entirety.

There are many residents who remain concerned about the safety of the HIU location, so close to their door and their fuse box. Reading the report has given me more peace of mind about the matter, but even I remain cautious and skeptical about the real safety in the event of an unforeseen incident. I suggest the TMO find a way to communicate the safety of the installation to residents.

In summary:

1. Please ask your specialist to re-look at the report in the light of his statement on page 2 being inaccurate for some properties
2. Please ask your specialist to conclude on the safety of the configuration of the HIU directly above the fuse box
3. Please comment on the safety of the HIUs being fitted directly above the fuse box
4. If this location requires further investigation, please instruct your people to carry out such an investigation
5. Please reply with these responses to clarify the situation

Best Wishes,

David

From: Peter Maddison <pmaddison@kctmo.org.uk>

Date: Tuesday, 8 December 2015 at 09:29

To: David Collins <[REDACTED]>, Complaints <complaints@kctmo.org.uk>

Cc: "<Cllr.Blakeman@rbkc.gov.uk>" <Cllr.Blakeman@rbkc.gov.uk>, "<cldr.r.atkinson@rbkc.gov.uk>" <cldr.r.atkinson@rbkc.gov.uk>

Subject: RE: Complaint: Safety and Security at Grenfell Tower

Dear Mr Collins

Building Control is an organisation that is independent of KCTMO that checks to confirm that work carried out meets necessary regulations. They have checked the installation of the HIU and confirmed that they are satisfied with our approach.

In addition to this, I have asked our Fire Safety consultant to review the installation. Attached is a copy of his report which confirms that no fire risk has been identified in relation to the location of the HIU in the hallway.

You state in your subsequent e-mail that "There is at least one home where the HIU has been located in the front doorway, directly above the fuse box. This was something I was told by TMO / Rydon could never be done, because it would be unsafe."

I would clarify that I have never said that the HIU would not, or could not be located directly above the fuse box because "it would be unsafe". However, if you would provide me with the address where the HIU has been positioned in this way, and I will arrange for a review by a suitably qualified person.

Yours sincerely

Peter Maddison
Director of Assets and Regeneration



t: [REDACTED]
 m: [REDACTED]
 a: The Network Hub, 292a Kensal Road, London, W10 5BE

Before printing, please think about the environment

From: David Collins [REDACTED]
Sent: 03 December 2015 06:49
To: Complaints
Cc: Peter Maddison; <Cllr.Blakeman@rbkc.gov.uk>; cllr.r.atkinson@rbkc.gov.uk; Clare Dewing
Subject: Complaint: Safety and Security at Grenfell Tower

Dear Mr Maddison,

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I look forward to hearing when the independent investigation is going to happen. The Grenfell Tower Compact would also value being involved and consulted in the selection of the independent organisation, to help with the perception of the assessment being an independent one.

Yours sincerely,

David Collins

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INCOMING EMAIL

From: David Collins
 To: Peter Maddison , Complaints
 CC: , cllr.r.atkinson@rbkc.gov.uk
 Date: 11/12/2015 08:22:11
 Subject: Re: Complaint: Safety and Security at Grenfell Tower

Attachments:
 (1) image001.jpg(3 B)

Dear Peter,

Thank you for the report. It is much appreciated.

As for the claim you have never implied the HIU could be directly above the fuse box, I have heard that many times from TMO and Rydon people.

In the report your specialist states, "The units do not protrude out into the hallway, they are contained within the cupboard space/area off the hallway". This is not correct for a number of flats. Please could you ask your specialist to re-look at his report in that light.

In your response you do not comment on the safety of the HIUs being fitted directly above the fuse box. To clarify matters, please could you instruct your fire safety specialist to conclude on the safety of such a configuration, as he does not do so in his report.

If you would like me to investigate and report back to you on the flat(s) where the HIU is located above the fuse box (or to investigate and report back on other issues for you) then we would need to raise that as a commercial matter. My company could raise a proposal if you can raise a Purchase Order for the work – and I will check with the Compact about any conflict of interest. Otherwise, please could you ask your people to investigate, respond on the safety or otherwise of such a location, and report back.

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Best Wishes,

about:blank

05/05/2016

TMO10026298/37
 TMO10020290_0001

David

From: Peter Maddison <pmaddison@kctmo.org.uk>
Date: Tuesday, 8 December 2015 at 09:29
To: David Collins <[REDACTED]>, Complaints <complaints@kctmo.org.uk>
Cc: "<Cllr.Blakeman@rbkc.gov.uk>" <Cllr.Blakeman@rbkc.gov.uk>, "<cldr.r.atkinson@rbkc.gov.uk>" <cldr.r.atkinson@rbkc.gov.uk>
Subject: RE: Complaint: Safety and Security at Grenfell Tower

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You state in your subsequent e-mail that "There is at least one home where the HIU has been located in the front doorway, directly above the fuse box. This was something I was told by TMO / Rydon could never be done, because it would be unsafe."

I would clarify that I have never said that the HIU would not, or could not be located directly above the fuse box because "it would be unsafe". However, if you would provide me with the address where the HIU has been positioned in this way, and I will arrange for a review by a suitably qualified person.

Yours sincerely

Peter Maddison
Director of Assets and Regeneration



t: [REDACTED]
m: [REDACTED]
a: The Network Hub, 292a Kensal Road, London, W10 5BE

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Sent: 03 December 2015 06:49
To: Complaints
Cc: Peter Maddison; <Cllr.Blakeman@rbkc.gov.uk>; <cldr.r.atkinson@rbkc.gov.uk>; Clare Dewing
Subject: Complaint: Safety and Security at Grenfell Tower

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David Collins

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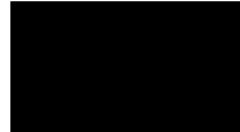
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C S Stokes and Associates Limited

Mr C Stokes



E Mail: carlstokes@firesafety-consultant.co.uk
<http://www.firesafety-consultant.co.uk>

Telephone:



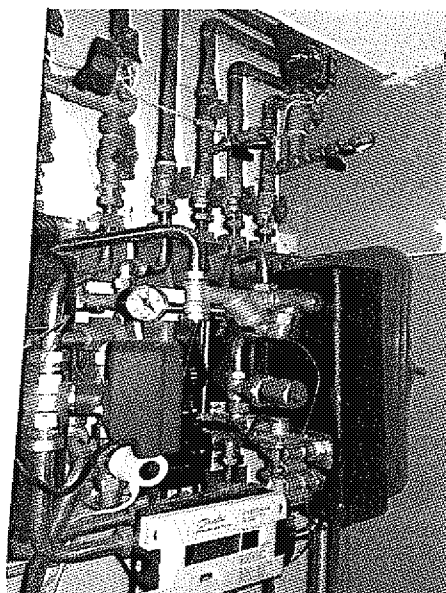
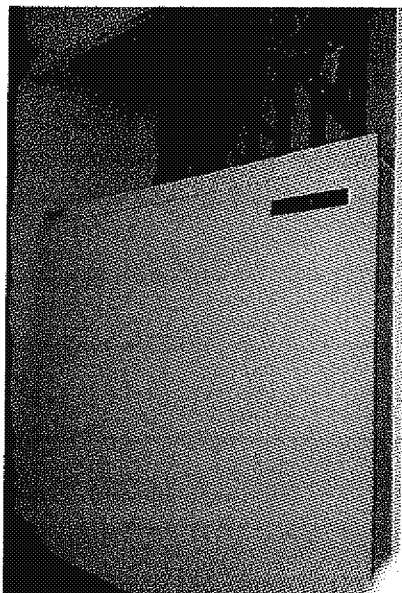
14th October 2015

Mrs J Wray
TMO Health, Safety and Facilities Manager
The Network Hub
Kensington & Chelsea TMO
292A Kensal Road
London W10 5BE

Subject: HIU's within the flats of Grenfell Tower

Dear Janice,

Thank you for asking me to comment on the positioning of the Heat Interface Unit (HIU) within the individual dwellings of this building, the unit, please see a photograph below with the cover on and with it off, are mostly located in the hallway of each individual flat/dwelling. The locations can be seen in a typical flat layout drawing in Appendix A, position A is the hallway location and position B is the kitchen location.

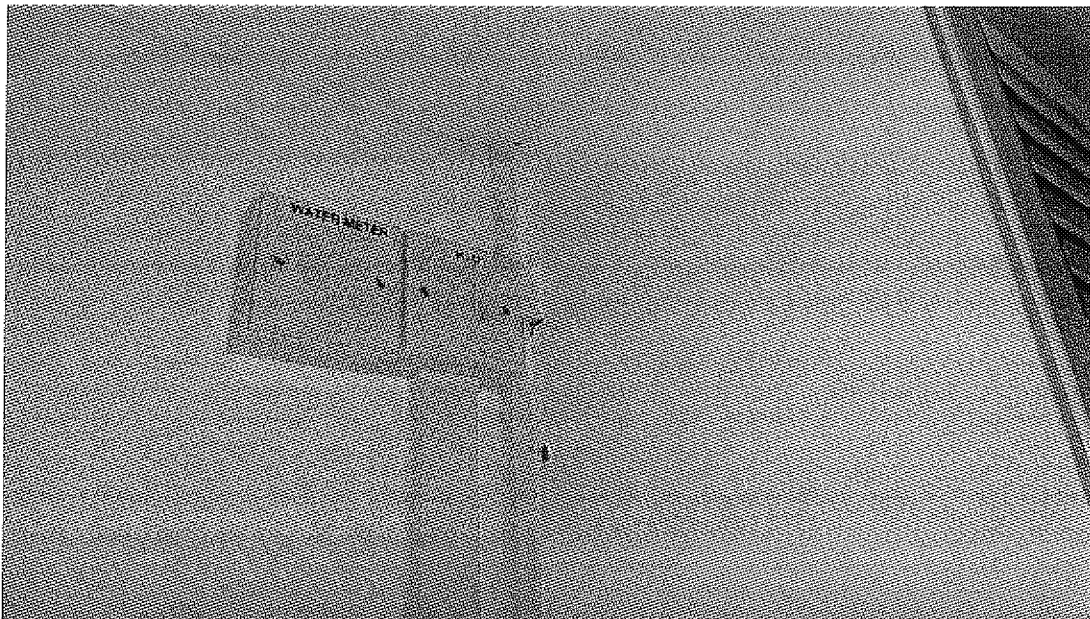


The Building Control Officer has agreed that both locations, the hallway and the kitchen ones, both comply with the requirements of the Building Regulations.

I visited Grenfell Tower yesterday, Tuesday 13th October to look at the units in situ within three dwellings, I have no adverse comments to make about the positioning of the units as far as any fire safety aspects are concerned.

For your information within the three flats looked at, each flat is fire separated from the lift lobby area by a self closing 30 minute fire rated door and there is an electrical powered /operated domestic smoke detector/sounder located in the hallway of each flat by the HIU's, with an interlinked domestic heat detector/sounder in each kitchen.

The HIU's are electrically powered/operated with the fused spur located at high level on the hallway wall next to the units, please see the photograph below. The units do not protrude out into the hallway, they are contained within the cupboard space/area off the hallway. In the flats that I looked at yesterday the fire stopping of the pipes and any cabling through the any walls etc had been undertaken. I was told that the area above the unit, where the pipes are located in the 1st photograph will be covered over by a louvered door, as seen in the photograph below, top left hand side.

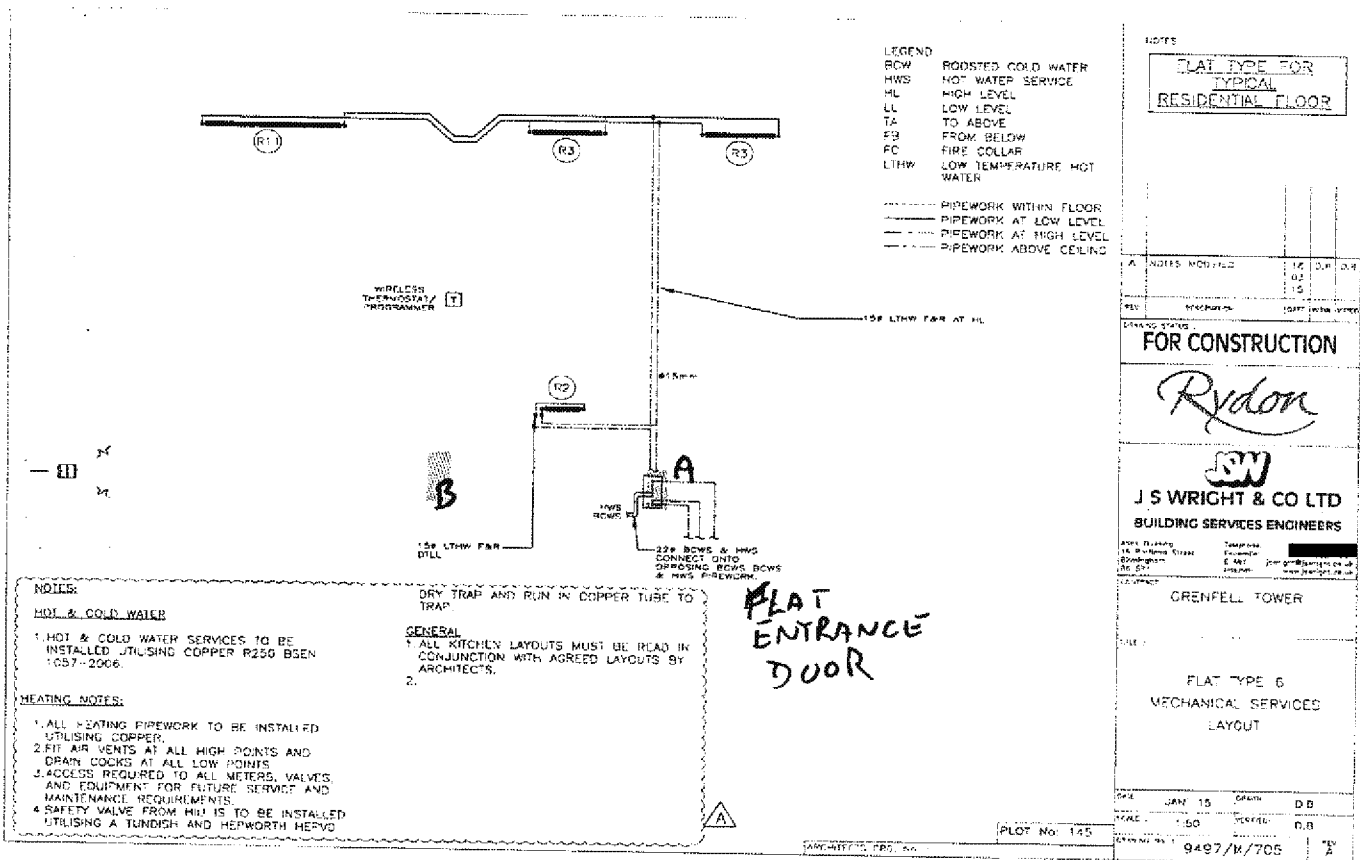


If a HIU is to be installed in the kitchen area of a flat it will be located in the position of the existing HIU, which will be removed, the kitchen located is behind a door in the wall or a panel which can easily be removed.

Please feel free to contact me if you require any further assistance on any of the comments that I have made,

Yours Sincerely

Carl Stokes



INCOMING EMAIL

From: Peter Maddison
 To: 'David Collins', Complaints
 CC: , cllr.r.atkinson@rbkc.gov.uk
 Date: 08/12/2015 09:29:08
 Subject: Internal KCTMO User - RE: Complaint: Safety and Security at Grenfell Tower

Attachments:

- (1) image001.jpg(3 B)
- (2) Grenfell Tower HIU's Carl Stokes 2015.pdf(644 B)

Dear Mr Collins

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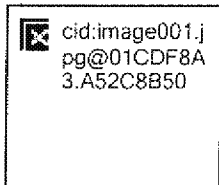
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You state in your subsequent e-mail that "There is at least one home where the HIU has been located in the front doorway, directly above the fuse box. This was something I was told by TMO / Rydon could never be done, because it would be unsafe."

I would clarify that I have never said that the HIU would not, or could not be located directly above the fuse box because "it would be unsafe". However, if you would provide me with the address where the HIU has been positioned in this way, and I will arrange for a review by a suitably qualified person.

Yours sincerely

Peter Maddison
Director of Assets and Regeneration



t: [REDACTED]
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I look forward to hearing when the independent investigation is going to happen. The Grenfell Tower Compact would also value being involved and consulted in the selection of the independent organisation, to help with the perception of the assessment being an independent one.

Yours sincerely,

David Collins

From: David Collins [REDACTED]
Sent: 03 December 2015 06:52
To: Complaints
Cc: Peter Maddison; <Cllr.Blakeman@rbkc.gov.uk>; cllr.r.atkinson@rbkc.gov.uk; Clare Dewing
Subject: HIU Interface location

Dear Mr Maddison,

Further to my last email. There is at least one home where the HIU has been located in the front doorway, directly above the fuse box. This was something I was told by TMO / Rydon could never be done, because it would be unsafe.

Yours,

David Collins

