

**Date:** 08/12/2015 13:10:08  
**From:** Dulce De Oliveira  
**To:** [REDACTED]  
**CC:** Janice Wray , Peter Maddison  
**Subject:** Councillor Blakeman re Health, Safety and Security at Grenfell Tower  
**Attachments:** [image001.jpg](#)

Dear Councillor Blakeman

Thank you for your email to Janice Wray and I apologise for the delayed acknowledgement.

We will reply by 15<sup>th</sup> December 2015.

Kind regards

**Dulce De Oliveira Watts**  
**Complaints Officer**

 Description: kctmo logo  
email

[REDACTED]  
[www.kctmo.org.uk](http://www.kctmo.org.uk)  
292a Kensal Road, London W10 5BE  
 Before printing, please think about the environment

---

**From:** Judith Blakeman [[mailto:\[REDACTED\]](mailto:[REDACTED])]  
**Sent:** 01 December 2015 12:13  
**To:** Complaints  
**Cc:** Janice Wray; Peter Maddison  
**Subject:** Health, Safety and Security at Grenfell Tower  
**Importance:** High

Dear Ms. Wray

In the event that one of the emergency services receives an urgent callout to attend to a problem in Grenfell Tower – such as a fire within a flat – how they will easily locate the address? There are no signs, either beside the lifts or in the lifts, to indicate the new floor numbers where the flats are located. The previous very sensible numbering system has as you know been changed, causing significant confusion, especially for visitors. If the emergency services had to attend a flat urgently, this is not helpful.

Please do not just put up a temporary piece of paper setting out the new floor numbers. Each time this has happened it has been removed.

I would appreciate a swift response.

Many thanks.

CLlr. Judith Blakeman