

The second half of the agenda was a special purpose meeting for residents in the flats above the 10th floor of Grenfell Tower, regarding the power surges experienced in May 2013. Residents had several concerns, which were raised at the meeting:

- **Some residents had a significant amount of electrical equipment damaged and the £200 offer would not cover all their losses.**

Residents who have home contents insurance were encouraged to contact their insurer who will be able pursue further action on their behalf. Residents can also seek independent legal advice if they want to pursue this further. The TMO are also willing to meet with residents individually to discuss their claims and assist them in approaching Zurich to reconsider the decision made. We recognise that a group of residents was affected by the surges but it is not appropriate for us to talk about individual claims in a group so discussions will be entered into on a one to one basis.

- **Why were claims referred to Zurich and not dealt with directly by RBKC**

(this question was referred to the council)

The Council self-insures to a threshold (deductible) of £250,000 per claim for Public Liability. All losses above this are insured externally. Zurich Municipal (ZM) are the Council's Insurers and, as for many other Local Authorities, they also provide a claims handling service to the Council for losses within the deductible level. Zurich have been specifically selected to provide this service for the Council, with the overall claims decisions being made by dedicated claims handlers. All the selected claims handlers go through an accreditation that is recognised by the Chartered Institute of Insurance.

- **Accepting the disruption payment**

We can confirm that it is not our intention that acceptance of the disruption payment would preclude residents from seeking further legal advice or additional compensation. Should residents accept the payment they may still pursue further action.

- **Concerns about the amount of time taken to rectify the issue**

Investigations began immediately but isolating and identifying the source of the power surges took some time. The TMO worked with our contractors and UK Power Networks to eliminate possibilities and pinpoint the actual cause of the problem. We also worked with the Fire Brigade to undertake further checks and ensure residents were safe. The Health and Safety Executive was not contacted as there was no reason for them to be involved. KCTMO's Health and Safety team were informed.

We acknowledge that a lot of this work may not have been visible to residents. We will be working with residents to understand how we can improve our communication going forward.

- **Assurance that the power surges will not happen again**

Confirmation was given that the faulty electrical connection was renewed completely and a surge protection device has been installed at the base of the tower, which will stop any future external power surges. An isolated incident related to a light bulb in a resident's flat has been investigated and resolved. It was not in any way related to the power surge issue.

- **Are all electrical tests up-to-date and are RGE a competent contractor**

All statutory tests have been carried out to the communal supply at Grenfell Tower by the TMO's appointed contractor RGE who are qualified to carry out all works to current British standards. RGE are managed by the Contract Management Team within the TMO. To clarify, the power surge issues were not caused by a leak from the boiler.

Some residents have indicated that they will be pursuing further action on this matter.

The TMO is making itself available to assist residents who wish to do so and if you wish to discuss your individual claim please contact Kiran Singh, Head of Neighbourhoods for the TMO on [REDACTED]