

**GRENFELL TOWER INQUIRY**

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**WITNESS STATEMENT OF TERESA BROWN**

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- 1 I was employed by Royal Borough of Kensington and Chelsea Tenant Management Organisations Ltd (TMO) as Director of Housing from February 2014 and I left my employment in June 2018 shortly after transferring to the Royal Borough of Kensington and Chelsea Council (RBKC).
- 2 As Director of Housing I was responsible for managing Neighbourhood services and tenancy related matters including rent income collection, Estate services including, grounds maintenance and cleaning contracts, and the Customer Service Centre.
- 3 I have been asked by the Public Inquiry to make this statement recording my involvement within the police cordon at Grenfell Tower from 01:00 am to 08:00 am on 14 June 2017 and my interactions with the Emergency Services.
- 4 I cannot now be certain about all details and timings but at about 02.30 am on 14<sup>th</sup> June 2017 I received a telephone call from Nicola Bartholomew, TMO's Neighbourhood Team Leader Latimer to advise me of the fire at Grenfell Tower. At the same time I received a call from Chief Executive, Robert Black. He advised me that he was on his way to site and I said that I would join him there.
- 5 I left my [REDACTED] home shortly after to travel to site arriving there at about 03:50 where I met Chief Executive, Robert Black and Head of Housing Support Services, Hash Chamchoun who were standing outside the Fire Service Command Unit in front of Treadgold House.
- 6 Shortly after my arrival, three Team Leaders briefly joined us and were dispersed to the Rest Centres soon after their arrival. Team Leaders Angelique Noble and Mandy Warrier left with Hash Chamchoun to go to the Rest Centres and Team Leader Nicola Bartholomew and I went to St Clements Church leaving Robert Black at the Command Unit.
- 7 I spent most of my time throughout the day either at the Command Unit or the nearby St Clements Church Rest Centre co-ordinating matters.
- 8 I was at the Command Unit with Robert Black and Graham Webb when Robert Black left at about 09:00 am at which point he handed over the point of contact role to

Graham. I remained at the Unit with Graham for a short while before returning to St Clements Church.

- 9 While I alternated between St Clements Church and the Command Unit, Graham Webb maintained a continuous presence at the command unit. I left site that day at about 10.30 pm.
- 10 RBKC Emergency Planning process was in operation. A Borough Emergency Command Centre (BECC) commenced operation at the RBKC offices. Graham and I became the TMO liaison contact with the BECC. A Local Authority Liaison Officer (LALO) was located outside the Command Centre where he was the link between the BECC and the Command Unit. He along with the Fire Brigade and the Police made requests for information from TMO.
- 11 Our role at site was specifically to respond to requests for information from the police, LFB, LALO, BECC and RBKC and to co-ordinate matters at the rest centres.
- 12 I recall Information being requested by LFB about numbers of floors, numbers of flats, details of occupants and technical information such as presence of asbestos etc. I, together with my colleagues, liaised with various people and departments within TMO to obtain this information if we did not know it ourselves and in the early stages most of this information was relayed verbally.
- 13 I recall by way of example a senior fire officer asking Graham and myself if he came out of the stairs on the 11th floor and turned left what flat numbers would be there. I was able to telephone a TMO officer very familiar with the block and information was provided. I was not involved in or aware of any strategic Incident Command issues or decisions.
- 14 I recall that LFB was anxious to receive information about people who might be in the building. TMO was able to provide details of the registered tenants, leaseholders and household members but did not hold information on unknown occupants and visitors. Through the Rest Centres we took details of people who were reported in safe and details of those who were reported to be missing.
- 15 TMO staff were mobilised to the Rest Centres as they opened. Initially the three Team Leaders referred to above were in attendance, but more staff were allocated to the Rest Centres at Latimer Church, Portobello Rugby Club, Westway and St Clements Church as they arrived on site. In all, 41 TMO staff were deployed to the Rest Centres in the morning and the same number in the afternoon.
- 16 I asked the staff at the Centres to record details of tenants, leaseholders and household members and which flat they lived at within Grenfell Tower and to collect information on persons who were reported safe and those reported missing. We also collected details on tenants, leaseholders and household members in the Rest Centres who had been evacuated from the walkways and from Bramley and Treadgold House.

- 17 Initially, this information in respect of Grenfell residents was passed to the Fire Brigade on hand written sheets of paper which were photocopied by the Fire Brigade in the Command Unit and a copy given back to me. The information was constantly being updated as information became available. Later in the morning, we had a laptop on site and had a typed version of the list that we cross-referenced with our tenancy list. This was all captured on updated spreadsheets sent by email to the LFB and relevant parties and updated throughout the day
- 18 The key email contacts at the Fire Brigade were Chris Lines [REDACTED]@london-fire.gov.uk ; and Vincent Bell [REDACTED]@london-fire.gov.uk and Thomas Goodall [REDACTED]@london-fire.gov.uk and information was sent to them throughout the day but mostly after 08:00 am.
- 19 Throughout the day, Kiran Singh, Head of Neighbourhood Management North also copied the requested information to the BECC, the police Casualty Bureau and colleagues at RBKC including Laura and Amanda Johnson who were present at RBKC's emergency centre.
- 20 Throughout my time at site I made and received numerous telephone calls with the parties identified. I did not keep a record of them and they were too numerous to identify.

I confirm this statement to be true to the best of my knowledge and believe.

Signed: \_\_\_\_\_

*T. Goun*

Dated: \_\_\_\_\_

*21/08/2018*