

OPUS2

Grenfell Tower Inquiry

Day 117

April 20, 2021

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Tuesday, 20 April 2021

1
2 (10.00 am)
3 SIR MARTIN MOORE–BICK: Good morning, everyone. Welcome to
4 today’s hearing. We’re going to hear more evidence
5 today from various people who were involved in
6 complaints and relationships with the TMO and
7 the council.
8 I think, Mr Rawat, our first witness is Ms Kasote.
9 Is that right?
10 MR RAWAT: That’s right. Good morning, Mr Chairman. Good
11 morning, members of the panel. Our first witness who
12 I would like to call is Betty Kasote.
13 SIR MARTIN MOORE–BICK: Good, thank you very much.
14 MS BETTY KASOTE (sworn)
15 SIR MARTIN MOORE–BICK: Good.
16 Yes, Mr Rawat, when you’re ready.
17 MR RAWAT: Thank you, Mr Chairman.
18 Questions from COUNSEL TO THE INQUIRY
19 MR RAWAT: Good morning, Ms Kasote.
20 A. Good morning.
21 Q. Can I start by thanking you for coming to give evidence
22 to the Inquiry today.
23 A. Thank you.
24 Q. Your willingness to continue to assist with our
25 investigation is very much appreciated.

1

1 A. Thank you.
2 Q. My questions are intended to be short and simple, but if
3 you have any difficulty understanding a question or you
4 would like me to repeat it or rephrase it, then please
5 do just ask me.
6 Also, could I just ask you to remember to keep your
7 voice up --
8 A. Okay.
9 Q. -- and to speak slowly.
10 A. All right.
11 Q. The reason for that is that the transcriber, who you can
12 see over there, needs to be able to record your answers
13 clearly and accurately.
14 A. Okay.
15 Q. If at any time you would like a break, please let me
16 know.
17 A. I will do.
18 Q. Now, you’ve given two witness statements to the Inquiry.
19 They’re going to appear on the screen in front of you as
20 we go through your evidence today.
21 Could we just put up your first Inquiry statement,
22 which is {IWS00000768}. Now, that’s what we call your
23 Phase 1 witness statement. It’s already been put into
24 the Inquiry record, and it’s been published on our
25 website.

2

1 The second statement, which you’ve made for the
2 purposes of Phase 2, is at {IWS00001775}.
3 Now, can we deal with some formalities in relation
4 to that second statement. Could we go to page 9,
5 please. Can you confirm that that’s your signature
6 there, Ms Kasote?
7 A. That is, yes.
8 Q. Have you had a chance to read that statement recently?
9 A. I have done so.
10 Q. Can you confirm that its contents are true to the best
11 of your knowledge and belief?
12 A. I do.
13 Q. Now, everyone here will have had a chance to read your
14 two statements, and what I’d like to do today is to ask
15 you some additional questions about your experiences of
16 living in Grenfell Tower.
17 Could we start with some background: is it right
18 that you moved into the tower in 1996?
19 A. That is right.
20 Q. And you had a tenancy; was that with RBKC?
21 A. It was.
22 Q. Now, in your Phase 2 statement, you also refer to the
23 TMO. Before the events of 14 June 2017, what did you
24 understand to be the respective roles of RBKC and the
25 TMO in relation to the tower?

3

1 A. I understood they were the landlords.
2 Q. Which one of them was the landlord?
3 A. RBKC.
4 Q. And what did you think the job of the TMO was?
5 A. It was like a management board, that’s what I thought.
6 Q. You mentioned the phrase “management board”; did you
7 know that, as a tenant, you could become a member of the
8 TMO?
9 A. I wasn’t aware.
10 Q. Were you aware that the management board included
11 tenants and leaseholders amongst its membership?
12 A. I wasn’t aware.
13 Q. Now, we’ll be looking at your Phase 2 statement in more
14 detail as we go on, but what you do in that statement is
15 set out a number of concerns that you had over various
16 issues, such as repairs and the refurbishment.
17 When you raised your concerns, were you doing them
18 by yourself?
19 A. Yes, I was.
20 Q. So would it be right to say that you didn’t go through
21 any residents’ association or group?
22 A. Initially, no.
23 Q. Well, did there come a time when you did use
24 a residents’ group or association?
25 A. I did go and ask for advice at the end, yes.

4

1 Q. When you say "the end", when was that?
 2 A. It was after the boilers had been fitted.
 3 Q. So was that during the course of the refurbishment?
 4 A. Yes, it was.
 5 Q. And which resident group did you approach?
 6 A. It was the group that was dealing with the tenants.
 7 I can't remember what it was called, but it was dealing
 8 with tenants' complaints. It was a -- it was formed by
 9 a group of tenants living in Grenfell Tower.
 10 Q. Is the name Grenfell Compact familiar to you?
 11 A. It wasn't Grenfell Compact.
 12 Q. What about the Grenfell Action Group?
 13 A. It could have been the Grenfell Action Group.
 14 Q. Thank you.
 15 Were you ever aware of the Lancaster West
 16 Residents' Association?
 17 A. No, I don't remember that one.
 18 Q. Could I move on now just to ask you some questions about
 19 the ways that were used to give residents like yourself
 20 information about fire safety. We can start by looking
 21 at your first Phase 1 statement, which is
 22 {IWS00000768/5}, please. Could we expand paragraph 21.
 23 If I read out paragraph 21 to you, it Ms Kasote, you
 24 say there:
 25 "I do remember that the fire policy was to

5

1 'stay put' unless you see a fire or had been told to
 2 leave by a firefighter. I remember seeing a notice
 3 pinned up on a noticeboard by the lifts which said
 4 this."
 5 Do you remember when you first saw that notice by
 6 the lifts?
 7 A. It had been pinned on the noticeboard for a long -- for
 8 a while, I think. I can't exactly remember when I saw
 9 it.
 10 Q. If you take the time of the fire as a mark, which was
 11 June 2017, was it years before that or months before
 12 that?
 13 A. It was years before that.
 14 Q. So closer to that time, to the time of the fire, did you
 15 ever see a notice not pinned to a noticeboard but fixed
 16 by the lifts?
 17 A. There was a notice fixed by the lifts closer to the
 18 fire, yes.
 19 Q. Thank you.
 20 Now, the time when you saw this notice pinned up on
 21 a noticeboard, was that the first time that you became
 22 aware that the policy in the event of a fire was to
 23 stay put?
 24 A. Yes, it was.
 25 Q. And I appreciate time can be difficult, but --

6

1 A. Yeah.
 2 Q. -- just so that we can give it some context, you were
 3 aware of the stay-put policy some years before the fire
 4 happened; would that be fair to say?
 5 A. Yes, it is.
 6 Q. Now, I appreciate that you moved into your home in
 7 Grenfell Tower in 1996. Can you remember whether, when
 8 you moved into the flat, you were given any fire safety
 9 advice?
 10 A. No.
 11 Q. I want to just show you a document. If we could have,
 12 please, {TMO00870665}.
 13 If I explain to you, Ms Kasote, what this is, it's
 14 the draft of a letter from the TMO to residents living
 15 in its properties. As we can see at the top, it refers
 16 to fire safety.
 17 I don't need to go through the detail of it, but do
 18 you ever remember receiving a letter from the TMO about
 19 fire safety?
 20 A. I don't remember.
 21 Q. Did you ever visit the TMO's website?
 22 A. I don't think I did.
 23 Q. Did you know that they had a website?
 24 A. I knew they had a website, but I knew the website for
 25 complaints.

7

1 Q. Did anyone ever tell you that you could find advice
 2 about fire safety on the TMO's website?
 3 A. No.
 4 Q. I'd like to show you now another document, please, it's
 5 {IWS00001762/2}. Hopefully the fact that it's
 6 upside-down isn't going to be too much trouble,
 7 Ms Kasote, but can I just explain what it is. Now you
 8 can see it. You can see it's a headed tenancy handbook,
 9 and you can see that it's from the TMO, you can see
 10 Tenant Management Organisation there.
 11 This document has been provided to the Inquiry by
 12 another Grenfell Tower resident, Mohammed Rasoul. He
 13 lived with his family in flat 25 on the fifth floor and
 14 he moved into flat 25 in 1994. Mr Rasoul's recollection
 15 and his evidence is that he was provided with this
 16 handbook in or around 2004.
 17 Now, you obviously had been living in Grenfell Tower
 18 since 1996; did you at any time while living in the
 19 tower receive a handbook similar to this, or like this?
 20 A. I think I did.
 21 Q. Can you remember when you first saw a tenancy handbook?
 22 A. At the time I moved in Grenfell Tower, they did give me
 23 a handbook.
 24 Q. Did they ever provide you with an updated version of the
 25 handbook?

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1 A. I don't remember.
 2 Q. If we just go to page 28 in this document
 3 {IWS00001762/28}, please.
 4 Ms Kasote, can you see, there is a heading
 5 "Preventing Fires", which begins:
 6 "If you have a smoke detector in your home, you are
 7 responsible for testing it regularly to see that it
 8 works. If its battery—operated, you must replace the
 9 battery if it starts beeping irregularly ."
 10 Then it refers to putting out cigarettes , not drying
 11 clothes over heaters, don't leave the kitchen when using
 12 chip pans. So in this document that Mr Rasoul has
 13 provided, there is some fire safety advice.
 14 Thinking on it now, was that the sort of advice that
 15 you were given in your handbook?
 16 A. I do remember the advice on smoke detectors, and ...
 17 yeah, I think this is right.
 18 Q. Can you remember, sort of going back to when you were
 19 given the handbook, whether the handbook that you were
 20 given had any advice about whether you should stay put
 21 or whether you should leave the building in the event of
 22 a fire?
 23 A. I remember the stay—put policy on the noticeboard and by
 24 the lifts . I could have seen it in the handbook, but
 25 I don't remember, because when I read the handbook, it

1 probably — after reading it, I put it aside, and
 2 just ... the reminder was the one on the lift and on the
 3 noticeboard.
 4 Q. Can I try another document and show you a different
 5 document and ask you a question about it. It's
 6 {CST00006750}. Again, if I explain, you can see the LFB
 7 logo at the bottom right—hand corner of that document,
 8 and it's a leaflet that's titled "Home fire safety guide
 9 for purpose—built flats and maisonettes".
 10 What I'd like to ask you, please, Ms Kasote, is: do
 11 you ever remember receiving a leaflet like this through
 12 your door?
 13 A. No, I don't remember this one.
 14 Q. Do you ever remember seeing leaflets like this in the
 15 communal areas of Grenfell Tower?
 16 A. No, I don't remember.
 17 Q. Could we now have, please, {TMO00873549}. This is the
 18 front page of Link magazine, and it's from autumn/winter
 19 2015, described as a bumper issue. It's the magazine
 20 that the TMO would issue to residents.
 21 Do you remember receiving copies of Link magazine
 22 through your door?
 23 A. There were some Link magazines that came through my
 24 door, yes.
 25 Q. What did you do with them?

1 A. I could have read some articles in them, because it
 2 covered quite a broad number of articles, it covered —
 3 if it's the magazine I'm thinking about, it covered
 4 training as well, functions that were going on around in
 5 the estate.
 6 Q. Let's go to page 25 in this document {TMO00873549/25}.
 7 Now, you can see that there's an image there of a smoke
 8 alarm and heading, "What to do if a fire breaks out",
 9 and then there's subheadings of "In your home" and then
 10 "In your block but not inside your flat".
 11 Thinking back on it now, were you aware that advice
 12 about fire safety was being given through Link magazine?
 13 A. It wasn't always given.
 14 Q. But do you remember ever reading a copy of the magazine
 15 and seeing fire safety advice in it?
 16 A. No, I don't.
 17 Q. Putting the magazine aside, were you ever made aware
 18 that there might be information about fire safety in
 19 Link magazine?
 20 A. Sorry, can you repeat?
 21 Q. Did anybody ever tell you, "You ought to read
 22 Link magazine because it might have some advice about
 23 fire safety in it"?
 24 A. No.
 25 Q. If that had been said to you, would you have taken more

1 notice of the magazine?
 2 A. I probably would have, yes.
 3 Q. We're showing you quite a number of documents, but the
 4 next one I'd like to show you is {ART00002606}. Just to
 5 explain what this document is, it's the first page of
 6 a July 2014 edition of the Grenfell Tower Regeneration
 7 Newsletter. Can you see, Ms Kasote, that it's got the
 8 TMO's logo on it and Rydon's logo? Do you see that?
 9 A. I do.
 10 Q. Now, these were distributed during the course of the
 11 refurbishment. Do you remember receiving newsletters
 12 like this?
 13 A. I don't remember this one.
 14 Q. But leaving aside this one, in general, do you remember
 15 getting copies of the Grenfell Tower Regeneration
 16 Newsletter?
 17 A. I don't remember.
 18 Q. Thank you.
 19 If I could just bring it together a little bit,
 20 please, Ms Kasote, would it be fair to say that your
 21 understanding of what to do if there was a fire was to
 22 stay put?
 23 A. Yes.
 24 Q. Was that your understanding if there was a fire during
 25 the course of the refurbishment?

1 A. Yes. You were only allowed to leave the building if you
 2 saw the fire. That's what their advice was on the
 3 noticeboard: stay put unless you see the fire -- you see
 4 a fire or something like that.
 5 Q. And aside from the notice you saw pinned to the board,
 6 did your information about what to do if there was
 7 a fire in the building come from any other source?
 8 A. I could have discussed it with my neighbours.
 9 Q. Do you remember actually having conversations with your
 10 neighbours about fire safety?
 11 A. On ... I did, yes, because I think once when we had
 12 a fire, I could have spoken about the stay-put policy,
 13 that I wasn't very comfortable with. I don't remember
 14 exactly when, but I did speak about it.
 15 Q. Are you able just to sort of help us with when that fire
 16 was?
 17 A. It must have been the early fires that happened in the
 18 chute area.
 19 Q. Can you fix it to a year at all or a range of years?
 20 A. Erm ...
 21 (Pause)
 22 It was way before -- it was before the
 23 refurbishment, I should say. Yeah.
 24 Q. Thank you.
 25 Now, before we move on, just a couple of questions

13

1 about fire safety when the refurbishment was ongoing.
 2 During that period, were you ever provided with any
 3 updates about work to fire safety features in the
 4 building, such as the smoke ventilation system?
 5 A. No, I don't remember that.
 6 Q. Do you remember ever being told that a fire safety
 7 feature was not working?
 8 A. No, I don't remember that.
 9 Q. Do you ever remember being notified about whether any
 10 work would affect your access or egress from the central
 11 staircase?
 12 A. No.
 13 Q. I want to take you back to your Phase 2 statement.
 14 Could we look, please, at {IWS00001775/7}. If I draw
 15 your attention, please, Ms Kasote, just to paragraph 23.
 16 Do you have that?
 17 A. I do.
 18 Q. Thank you.
 19 What you say there is:
 20 "My front door was replaced around 2013. I remember
 21 that not long after it was installed -- a few weeks
 22 I think -- the door got jammed and would not shut.
 23 I called the TMO to report that my door was broken. It
 24 took around an hour for someone to arrive to fix it.
 25 The person that came adjusted the mechanism on the back

14

1 of the door which had previously made it close
 2 automatically, so that it no longer worked and my door
 3 remained open, not closing automatically. I remember
 4 asking whether this was a problem. The person that did
 5 the work told me it was not an issue and that it was
 6 'causing complications'. I did not really think about
 7 the significance of this at the time and I accepted what
 8 he said. I was more concerned at the time that my door
 9 could close so I could be safe in my flat."
 10 Now, you also said something about this in your
 11 first statement, and just so that we can have the full
 12 context, let's take a look at that. {IWS00000768/5},
 13 please. Let's look at paragraph 19. What you say
 14 there, Ms Kasote, is:
 15 "Before the electrics were changed, some years ago,
 16 our front doors were replaced. We were told that our
 17 doors were being replaced with fire doors. The new
 18 doors closed automatically. A few months after my door
 19 was replaced, it got stuck and would not shut. It was
 20 around 6pm in the evening and the TMO sent someone over
 21 to fix it. The person who came to fix it removed
 22 a piece of metal from the middle of the door so that it
 23 was not stuck anymore, but ever since then it did not
 24 shut automatically."
 25 I want to show you one last document before I ask

15

1 you some questions, and hopefully we'll be able to bring
 2 it up, it might be a bit tricky. Could we have, please,
 3 {RBK00053297}.
 4 (Pause)
 5 We need to scroll down, please, to row 1307.
 6 Thank you.
 7 Ms Kasote, if I could just explain to you that this
 8 is a spreadsheet that's maintained by the TMO. It shows
 9 repairs undertaken to flats. We see in that row
 10 a reference to your flat, flat 41, and the date is
 11 21 February 2014.
 12 If we look along that row, do you see a box which is
 13 recorded as "Special instructions"? What it says in
 14 that box is:
 15 "Locks and fittings: locks: broken or not working:
 16 front door. Front door lock broken, resident unable to
 17 close door."
 18 Now, we looked just a moment ago at your statement
 19 where you set out your recollection of the problems with
 20 your door. Obviously you didn't have this spreadsheet
 21 when you made those statements. But looking at this, do
 22 you think that what's written in that spreadsheet must
 23 refer to the issue that you reported in relation to your
 24 front door?
 25 A. It must, but it wasn't the lock, it was the door was

16

1 stuck. It wouldn't close.
 2 Q. It must have been in 2014, because that's the date that
 3 is written there. You would accept that, wouldn't you?
 4 A. It could be this one, yes.
 5 Q. Now, you have pointed out that it wasn't the lock. Can
 6 you tell us a bit more about the problem with the door?
 7 A. I got home one day and opened the door. Normally it
 8 shut automatically, but on that day the door just got
 9 stuck and it didn't move. I tried to push it, it
 10 wouldn't -- I couldn't push it closed, so it remained
 11 open. I called -- I phoned the TMO, and they sent
 12 somebody to come and fix the door.
 13 What he did, when he arrived, is he said it was the
 14 mechanism that was closing the door automatically that
 15 had jammed, and the mechanism was in the middle of the
 16 door, not at the top like the normal doors we know. So
 17 he pulled out a metal rod from inside the door and just
 18 gave it to me to keep aside. I asked if it was going to
 19 be a problem. He actually said, "It's causing more
 20 problems than it should", and left it there.
 21 Q. Was that the way your front door remained after that?
 22 A. It remained like that. Nobody ever came to fix it
 23 again.
 24 Q. Did anyone from the TMO ever make you aware at any point
 25 during your tenancy of the importance of these

1 mechanisms on your front door?
 2 A. Nobody made me aware, but I presumed as long as I kept
 3 it shut, it would be okay.
 4 Q. Were you aware of any other neighbours experiencing
 5 problems with their front doors getting stuck and not
 6 closing automatically?
 7 A. I wasn't aware, I was only aware because the man who
 8 came to fix the door mentioned that it had caused
 9 other -- it had caused problems in other flats.
 10 Q. In other flats?
 11 A. Yes.
 12 Q. Thank you.
 13 Did anyone acting on behalf of the TMO ever ask you
 14 for access to your flat so that they could inspect the
 15 front door?
 16 A. Nobody did.
 17 Q. Did anyone ever knock on your door and introduce
 18 themselves as a fire risk assessor working for the TMO?
 19 A. I don't remember anyone.
 20 Q. So is the position that after 2014 your front door
 21 wasn't closing automatically and that never changed; is
 22 that right?
 23 A. It didn't change.
 24 Q. Ms Kasote, I just want to move on to another topic now,
 25 and what I want to do is to ask you some questions about

1 how you as a resident were kept informed of the
 2 refurbishment process in Grenfell Tower.
 3 Can we go to your first statement again, it's
 4 {IWS00000768/2}, please. If you could expand
 5 paragraph 7, please.
 6 What you say there, Ms Kasote, is -- and it's under
 7 the heading "Refurbishment":
 8 "I remember getting a letter some months before the
 9 refurbishment from the TMO. I cannot remember exactly
 10 what it said but it just gave vague details about what
 11 work was going to be done and the details of the company
 12 that was carrying out the work."
 13 You then name the company, and you go on to say:
 14 "... there was another letter telling us that there
 15 was to be a different company to carry out the work
 16 called Rydon."
 17 Now, is it right that we should understand that
 18 paragraph to mean that these were letters that you
 19 received before the refurbishment actually started?
 20 A. Yes, it is.
 21 Q. Other than those two letters, did you receive any other
 22 letters about the refurbishment?
 23 A. There could have been some more letters, but I don't
 24 remember exactly. This one I remembered clearly because
 25 it mentioned costs and that they were changing the first

1 company to another company due to cost, so I remember
 2 this one clearly.
 3 Q. Let's keep with this statement, please, and go now to
 4 paragraph 15, which I hope is on page 4 {IWS00000768/4}.
 5 What you say there, Ms Kasote, is:
 6 "I remember being told by the TMO at a meeting for
 7 residents that they were going to bring the building
 8 into the 21st century and modernise. I cannot remember
 9 when this meeting was as I went to several. They told
 10 us that the change from one contractor to another was
 11 because it was cheaper to go with Rydon."
 12 Do you think that this meeting, because it refers to
 13 going with Rydon because it's cheaper, was that one that
 14 happened quite early on?
 15 A. It did happen quite early on.
 16 Q. But you went to several other meetings; is that right?
 17 A. I did, yes.
 18 Q. How did you learn about these meetings?
 19 A. There were leaflets that were dropped -- I think there
 20 were leaflets dropped through the door.
 21 Q. At any of the meetings that you attended, do you
 22 remember being asked to complete a questionnaire about
 23 the refurbishment?
 24 A. No, I don't.
 25 Q. Can you remember whether you were shown anything at the

1 meetings?
 2 A. There was a flat that was made into a demo flat, and we
 3 were shown how the — it was to do with boilers.
 4 I remember being shown that, yes.
 5 Q. What about something like window designs?
 6 A. Yes, I remember being shown window designs as well.
 7 Q. Did you see any samples of cladding, for example?
 8 A. No, I didn't.
 9 Q. Aside from these meetings, did you attend any TMO
 10 roadshows about the refurbishment?
 11 A. No, I didn't.
 12 Q. Is it right that the job that you do involves shift
 13 work, Ms Kasote?
 14 A. Yes, it is.
 15 Q. And you have said that you were able to go to several
 16 meetings, but stepping back from it all, did you feel
 17 that you had an opportunity to contribute to the
 18 building proposals for Grenfell Tower before the
 19 refurbishment began?
 20 A. No, I didn't feel like that.
 21 Q. Why didn't you feel like that?
 22 A. Because some residents had given their opinions and it
 23 wasn't taken on.
 24 Q. How did you come to know that —
 25 A. Because I —

21

1 Q. — the opinions of some residents were not being taken
 2 on?
 3 A. I had discussions with some of the residents on the
 4 floor.
 5 Q. Could you elaborate a little further about how those
 6 discussions arose?
 7 A. They arose because people were concerned about some of
 8 the refurbishments that were going to take place, so
 9 there were discussions on residents not — I mean, us
 10 residents not — avoiding to let the people doing the
 11 works to come into our flats until they were clear about
 12 what they were going to be doing, because some of the
 13 refurbishments were not made very clear. Like the
 14 boilers, they only had boilers for the bigger flats,
 15 they did not arrange for boilers for the smaller flats.
 16 So it was things like that that made residents a bit
 17 hesitant, and that's why we started talking about it.
 18 Q. Did you learn about the concerns of other residents
 19 through going to meetings for those residents or was it
 20 just through conversations with neighbours?
 21 A. It was conversations as well.
 22 Q. And did you actually attend some meetings that were
 23 residents alone?
 24 A. With residents I attended a few, yes.
 25 Q. Can you remember who organised those meetings?

22

1 A. I can't remember his name.
 2 (Pause)
 3 I'm sorry, I can't remember his name, but there was
 4 somebody who organised the meetings.
 5 Q. Well —
 6 A. Sorry.
 7 Q. — don't worry about that. I'm going to ask you
 8 a question a little later on that may bring us back to
 9 that point.
 10 Just one further point about the meetings of
 11 residents: how many meetings do you remember going to
 12 yourself?
 13 A. Maybe just two.
 14 Q. And tell me if you can't help with this, but at those
 15 meetings, how well attended were the meetings?
 16 A. They were not very well attended. I think it's because
 17 of the times that the meetings were taking place, some
 18 people were at work.
 19 Q. When you say "not very well attended", do you remember
 20 how many people were in the room when residents were
 21 meeting to discuss their concerns together?
 22 A. The two that I went to, it could have been maybe ten
 23 people.
 24 Q. Could I have, please, another document on the screen
 25 which is {TMO00840364/30}, please. If we could expand

23

1 paragraph 170, please.
 2 Ms Kasote, I want to take you back to your evidence
 3 about attending several TMO meetings, and presumably
 4 when you went to those meetings, were other residents
 5 present at those meetings as well?
 6 A. Sorry, can you just say that again?
 7 Q. Yes. I'll go through this paragraph in a moment with
 8 you.
 9 A. Okay.
 10 Q. But a short while ago I was taking you through your own
 11 evidence that you attended several meetings organised by
 12 the TMO, and I just wanted to be clear that when you
 13 attended those meetings, there were other residents
 14 present?
 15 A. Sorry, did we say TMO or the residents, organised by us?
 16 Q. The TMO. Do you want me to show you your statement
 17 again, just so that we're clear?
 18 A. Okay.
 19 Q. Would that help?
 20 A. Yes, it will.
 21 Q. Right. Let's go back to {IWS00000768/4}, please. It's
 22 paragraph 15 that we looked at a few moments ago. What
 23 you said there, you talked about attending a meeting the
 24 TMO had for residents, and your second sentence was:
 25 "I cannot remember when this meeting was as I went

24

1 to several."

2 So I think your evidence so far is that you went to

3 meetings that the TMO organised for residents, and you

4 also went to other meetings which were just residents

5 alone.

6 So what I want to ask you about is the TMO meetings,

7 and I just wanted to be clear with you that all the

8 meetings that you attended that were organised by the

9 TMO, there were other residents there; is that right?

10 A. There were other residents there, yes.

11 Q. Thank you.

12 If we go back to the document we just had on the

13 screen again {TMO00840364/30}, please, if I explain,

14 Ms Kasote, what I'm showing you, it's a paragraph from

15 the statement of Claire Williams, who was a project

16 manager for the Grenfell Tower refurbishment, and what

17 she says there was:

18 "Whenever there were any public meetings involving

19 Grenfell Tower, the meetings could become difficult with

20 disruptive conduct from a small number of residents who

21 took over and dominated the meetings with their comments

22 to the exclusion of other residents who complained to me

23 about this. As a result, at the drop in session on

24 12 December 2013 we undertook a survey on how people

25 wanted to be consulted which showed the majority of

25

1 people did not want formal meetings. This was published

2 to residents in the January 2014 Newsletter ..."

3 She gives a reference there.

4 "This meant that subsequent consultation by largely

5 by drop-in sessions, Newsletters and on a one-to-one

6 basis wherever or whenever that could be achieved."

7 Now, we looked at your own evidence where you said

8 you had attended several meetings.

9 At the meetings that you attended, did you see any

10 residents behaving disruptively?

11 A. There were a few residents that wanted to give their

12 opinion and what they thought about the refurbishment.

13 Q. How did they give their opinion?

14 A. They -- it wasn't as disruptive as described here.

15 I don't remember something disruptive, unless there were

16 others that ended up like that, but the ones I attended

17 didn't end up disruptive.

18 Q. At the meetings that you did attend, did any residents

19 dominate those meetings to the exclusion of other

20 residents?

21 A. I don't remember that.

22 Q. Now, the passage I read out to you refers to a survey on

23 how people wanted to be consulted. Do you remember

24 being asked to complete a survey?

25 A. No, I don't.

26

1 Q. What Ms Williams also says is that subsequent

2 consultation from 2014 was by way of drop-in sessions,

3 newsletters and a one-to-one basis. Do you recall being

4 told that there were drop-in sessions?

5 A. I was told about the drop-in sessions, yes.

6 Q. Did you attend any of them?

7 A. I don't remember attending those.

8 Q. Would there have been any reason why it would have been

9 difficult for you to attend drop-in sessions?

10 A. It was the times they were arranged. I was probably

11 working and wouldn't be able to attend.

12 Q. Okay.

13 I'm sorry to jump around between documents, but

14 I want to take you back to your first statement again,

15 please, {IWS00000768/4} again. If we could look at

16 paragraph 17, you've said there, Ms Kasote:

17 "I remember that there was a resident who started

18 a blog saying that the place was a death trap and some

19 people brought this up during some of the meetings -- but

20 I cannot remember exactly what everyone said."

21 When you refer there to a blog, is that the blog

22 that was run by the Grenfell Action Group?

23 A. Yes, it could be the same one.

24 Q. The resident who set up the blog, was that also the

25 resident who organised the meetings of residents? Do

27

1 you remember you said you couldn't remember his name,

2 but was it the same person?

3 A. I think it was the same person who organised the

4 meetings, yes.

5 Q. Did you ever read the blog yourself?

6 A. No, I didn't.

7 Q. You say there that, you know, the suggestion that the

8 tower was a death trap was being brought up during

9 meetings. At the meetings, what was the TMO's response

10 to that?

11 A. The meetings where we discussed the -- with the

12 discussion about the place being a death trap wasn't

13 organised by the TMO, as far as I remember, it was

14 organised by the residents. So the TMO was not there at

15 this meeting.

16 Q. I see. Thank you very much for clearing that up.

17 Let's put the question a different way, then: when

18 you heard that, what did you think about that

19 allegation?

20 A. I was worried, obviously.

21 Q. Did you take any steps in relation to your concerns?

22 A. I don't think I personally took any steps, but I was

23 just following what other residents were saying and

24 putting across to everyone else.

25 Q. Okay.

28

1 I want to now go back to your Phase 2 statement --
 2 SIR MARTIN MOORE--BICK: Sorry, can you perhaps help us with
 3 this: did you have reason to think that what people were
 4 saying was true --
 5 A. I did have --
 6 SIR MARTIN MOORE--BICK: -- that it was dangerous?
 7 A. I did have reason to think, yeah, that what people were
 8 saying was true, yes.
 9 SIR MARTIN MOORE--BICK: And can you tell us what they were?
 10 A. It was the escape route, there was only one escape
 11 route, and I was just also worried about the stay-put
 12 policy. That was my main concerns -- those were my main
 13 concerns, the stay-put policy and the escape route.
 14 SIR MARTIN MOORE--BICK: Good. Yes, thank you.
 15 MR RAWAT: Thank you, Mr Chairman.
 16 If we go now, please, Ms Kasote, back to your
 17 Phase 2 statement, and it's {IWS00001775/5},
 18 paragraph 15, please. If I just read a portion of that
 19 paragraph out, you say there, Ms Kasote:
 20 "Generally, if I made a complaint to the TMO,
 21 sometimes I did not even hear back. Often I had to
 22 follow up a complaint I had made by email. I definitely
 23 noticed that when I first moved in, the TMO would
 24 respond much quicker and were generally nicer and more
 25 responsive. As time went on, I felt that interactions

29

1 with the TMO (not just for complaints) became much
 2 worse."
 3 Now, again, if you could help us just with the
 4 timeline for this. You say "as time went on", but was
 5 there sort of a year or a period or an event after which
 6 things did become worse in terms of how the TMO
 7 responded to you?
 8 A. It was when they moved the complaints office from the --
 9 from Grenfell Tower. When I moved into Grenfell Tower,
 10 we used to complain directly to Grenfell, in the
 11 complaints office at the bottom of the -- I mean, at the
 12 basement -- no, sorry, on the ground floor, there was
 13 an office where we went for any complaints, any repairs.
 14 But when they moved the office from there, we had to
 15 make phone calls to a central place, and at this time it
 16 used to take longer to respond to repairs or any
 17 complaints.
 18 Q. Now, taking that change, the move of the complaints
 19 office, as our starting point, you've said that you
 20 would have to make a phone call to a central office, and
 21 also, when I asked you earlier about the website, you
 22 said that you were aware of the website in relation to
 23 complaints. After the move, when the office had been
 24 moved from the ground floor, how did you usually make
 25 a complaint to the TMO?

30

1 A. After the move, it was by phone call, initial. For
 2 repairs, sorry, it was by phone call, and if any repairs
 3 or works were not completed or done, then I would make
 4 complaints on the website.
 5 Q. When you're referring to a complaint, is that what you
 6 mean, your definition of a complaint is when a repair
 7 hasn't been done?
 8 A. Yeah, there were delays in repairs sometimes.
 9 Q. And you say in this paragraph that you had to follow up
 10 by email. When you did that, did that make a difference
 11 to the response you received?
 12 A. Sometimes it did, sometimes it didn't.
 13 Q. Were you aware of the TMO's complaints policy?
 14 A. All I was aware was if I had a complaint I could --
 15 I should put it in writing on the website.
 16 Q. I want to just go to paragraph 18 of this statement, so
 17 it's again on page 5 {IWS00001775/5}, please.
 18 If we just take a quick look at paragraph 17, you're
 19 speaking there, Ms Kasote, about the boiler that was
 20 going to be installed in your flat, which you described
 21 as huge and looking far too big to fit into the hallway.
 22 But you go on in paragraph 18 to say that you were upset
 23 about the issue of the boiler, and after it was
 24 installed it did take up a lot of room and you hated the
 25 way it looked. You continue, "I complained to the TMO

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1 and to Rydon".
 2 We don't need to go into the detail about the
 3 placement of the boiler, but what you say in this
 4 paragraph was that you asked your local councillor,
 5 Judith Blakeman, for help. Why did you go to
 6 Councillor Blakeman?
 7 A. Because I wasn't getting the response I was expecting
 8 from TMO and Rydon.
 9 Q. And what was the response that you were actually
 10 expecting?
 11 A. I was hoping they would be able to fit a smaller boiler
 12 or move the position of the boiler into the place where
 13 the old boiler was.
 14 Q. Was there a difference in the response from the TMO once
 15 Councillor Blakeman became involved?
 16 A. I -- at the time I wasn't given, I think, all the
 17 feedback, but Councillor Blakeman did follow it up quite
 18 extensively.
 19 Q. If I put it a different way, earlier we'd looked at
 20 a part of your statement where you said that, as time
 21 went on, interactions with the TMO became much worse; in
 22 this situation, you've got the position where you have
 23 approached the TMO yourself and Rydon, and then you've
 24 involved your local councillor. Did the involvement of
 25 Councillor Blakeman improve the way the TMO responded to

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1 you?
 2 A. They did not respond.
 3 MR RAWAT: Mr Chairman, I've concluded all my questions for
 4 Ms Kasote.
 5 SIR MARTIN MOORE—BICK: Oh, right, yes.
 6 MR RAWAT: What I would like, I think, is if we could have
 7 the usual short break just to see if there are any more
 8 questions that I may be asked to put.
 9 SIR MARTIN MOORE—BICK: Yes.
 10 Well, Ms Kasote, we normally have a break when
 11 counsel gets to what he thinks is the end of his
 12 questions to give him a chance to just check that
 13 there's nothing he's overlooked, and also to give other
 14 people who are not physically present in the room the
 15 chance to suggest that there may be other points that
 16 we'd like your help on.
 17 So we'll have a short break now, I think we'll say
 18 until 11.05, although I make it clear that if anyone
 19 thinks more time is required, you can let us know. As
 20 I say, we will come back at 11.05, and at that point
 21 we'll see if there are any more questions we'd like your
 22 help on. All right?
 23 I say this to you, because I've said it to everybody
 24 else who has come to give evidence: please don't talk
 25 about your evidence to anyone while you're out of the

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1 room. All right?
 2 THE WITNESS: Okay.
 3 SIR MARTIN MOORE—BICK: Thank you very much. Would you like
 4 to go with the usher, please.
 5 (Pause)
 6 Right, well, I'll say 11.05. If more time is
 7 required, you can let me know.
 8 MR RAWAT: Thank you, Mr Chairman.
 9 SIR MARTIN MOORE—BICK: Thank you.
 10 (10.56 am)
 11 (A short break)
 12 (11.10 am)
 13 SIR MARTIN MOORE—BICK: All right, Ms Kasote. We will see
 14 if there are any more questions for you.
 15 THE WITNESS: Okay.
 16 SIR MARTIN MOORE—BICK: Yes, Mr Rawat.
 17 MR RAWAT: There are a very few questions for Ms Kasote.
 18 SIR MARTIN MOORE—BICK: All right.
 19 MR RAWAT: Ms Kasote, can I take you back to your first
 20 statement, which is {IWS00000768/5}, paragraph 21. This
 21 was the paragraph we looked at about the notice pinned
 22 up on the noticeboard by the lifts about the stay—put
 23 policy. Do you remember?
 24 A. Yes, I do.
 25 Q. Can you just help us with this: where was that

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1 noticeboard?
 2 A. The noticeboard was to your right at the lifts .
 3 Q. And on which floor?
 4 A. The ground floor.
 5 Q. Did you see a notice at all on your floor?
 6 A. There was no noticeboard on the floor, so there was no
 7 notice.
 8 Q. I just want to ask you if you can help with what the
 9 notice looked like , and I want to show you an image.
 10 It 's {INQ00000093}.
 11 Was this anything like the notice that you saw on
 12 that noticeboard?
 13 A. It looks familiar .
 14 Q. Do you think it's likely that the notice you remember
 15 seeing is likely to have looked like that one?
 16 A. It is, yes, it does look like that one.
 17 Q. Moving on to the next topic, do you remember that
 18 I asked you some questions about Link magazine?
 19 A. Yes, you did.
 20 Q. And I think your evidence was that it was something that
 21 you did receive and you would look at when you did get
 22 it .
 23 A. Yes, sometimes I did look at it , yes.
 24 Q. Do you remember seeing in Link magazine information
 25 inviting residents to become members of the TMO?

35

1 A. No, I don't.
 2 Q. The last matter I want to cover with you, please,
 3 Ms Kasote, is: if I were to ask you what a fire control
 4 switch is , is that something you would be able to
 5 answer?
 6 A. No, I wouldn't.
 7 Q. There was a switch on the wall at the top of the lift
 8 doors on the ground floor. Do you ever remember seeing
 9 a switch there?
 10 A. No.
 11 MR RAWAT: Mr Chairman, those are all the questions that
 12 I need to put to Ms Kasote, so all that remains for me
 13 to do is to thank her once again for coming to give
 14 evidence today.
 15 SIR MARTIN MOORE—BICK: Well, Ms Kasote, on behalf of the
 16 panel and myself, I would like to thank you very much
 17 indeed for coming to give your evidence. I hope it
 18 hasn't disrupted your arrangements too much, but it's
 19 been very helpful to hear from you, and good to see you,
 20 so thank you very much indeed.
 21 THE WITNESS: Thank you.
 22 SIR MARTIN MOORE—BICK: And now you're free to go.
 23 THE WITNESS: Thank you very much.
 24 SIR MARTIN MOORE—BICK: Thank you.
 25 (The witness withdrew)

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1 SIR MARTIN MOORE–BICK: Well, Mr Rawat, I know we've got
 2 another witness coming this morning, but I don't think
 3 he's here just yet. Is that right?
 4 MR RAWAT: We are due to start him in a little while, that's
 5 Mr Khalloud. Ms Sivakumaran will be asking questions of
 6 him.
 7 I wondered, Mr Chairman, if I could use the time
 8 that we have just to begin the reading in of some of the
 9 Phase 2 statements from the BSRs.
 10 SIR MARTIN MOORE–BICK: By all means.
 11 Can I just raise one question. We are going to have
 12 to have a short break for sanitising the witness box, so
 13 we can either take it now and then go straight into the
 14 witness when you have done the reading, or we can have
 15 a break after you have done the reading before we take
 16 the witness. I don't know which you would find better.
 17 MR RAWAT: If I could just perhaps read for about 15 or
 18 20 minutes and then we will take the break.
 19 SIR MARTIN MOORE–BICK: Yes, that's perfectly all right,
 20 yes. Thank you.
 21 MR RAWAT: Thank you.
 22 Mr Chairman, members of the panel, as I indicated
 23 a moment ago, what we're going to do now is to begin
 24 reading from Phase 2 statements provided by bereaved,
 25 survivors and residents.

1 The Inquiry has received 225 Phase 2 statements from
 2 the BSR community. While we will not be reading from
 3 every statement, what the Inquiry would like to do right
 4 now is to record our thanks to all of those who have
 5 provided their statements. The Inquiry team has
 6 reviewed every statement, it's informed our work on
 7 Module 3, and continues to do so.
 8 What we are going to do is to read extracts from
 9 some statements and those extracts go to the following
 10 Module 3 issues:
 11 (a) whether residents with particular
 12 vulnerabilities that affected their ability to evacuate
 13 were advised that they could request a personal
 14 emergency evacuation plan or about evacuation planning
 15 generally.
 16 (b) what fire safety advice residents received from
 17 the TMO.
 18 (c) how residents' complaints and repair requests
 19 were raised with the TMO. On this point, we will also
 20 refer to evidence about repair requests for self-closing
 21 devices on the front doors.
 22 While we are reading only relevant extracts, and
 23 only from a selection of statements, it is important to
 24 say from the outset that all the statements that we will
 25 be putting into evidence, which will be either by way of

1 reading them in or by list, will all be published on
 2 the Inquiry's website and will form part of the Inquiry
 3 record in their entirety.
 4 What I will do, Mr Chairman, is just begin by
 5 reading from statements of those residents who speak
 6 about having vulnerabilities that affected their ability
 7 to evacuate in an emergency.
 8 I want to start firstly with evidence from those who
 9 lived in the new flats. As the panel will be aware,
 10 nine new flats were built in Grenfell Tower as part of
 11 the refurbishment, and, as you heard in Module 1, some
 12 of these flats were expressly adapted for disabled
 13 residents. All of the residents placed in those flats
 14 moved into the tower in 2016, and at least one resident
 15 in each of these flats had some degree of mobility
 16 impairment.
 17 MS MARIKO TOYOSHIMA–LEWIS (evidence read into the record)
 18 MR RAWAT: One of the residents was Mariko Toyoshima–Lewis,
 19 and you will remember, Mr Chairman, that
 20 Ms Toyoshima–Lewis gave oral evidence during the course
 21 of the Phase 1 hearings. For the benefit of Ms Istephan
 22 and Mr Akbor, Ms Toyoshima–Lewis told you that she lived
 23 in flat 9 on the third floor of the Grenfell Tower with
 24 her three children and had lived there since July 2016.
 25 She is a wheelchair user, but her evidence was that the

1 flat was not suitable for her needs because she couldn't
 2 get her electric scooter into the flat and she
 3 encountered difficulties when navigating through it.
 4 If I could please have on the screen {IWS00001725}.
 5 This is the Phase 2 statement of Ms Toyoshima–Lewis. If
 6 we go, please, to page 76, we see there that it's dated
 7 28 February 2020 and signed with a statement of truth,
 8 so I ask at this stage that it be admitted into the
 9 record.
 10 If I can start in terms of my reading at page 16
 11 {IWS00001725/16} and paragraph 40.
 12 Ms Toyoshima–Lewis in this paragraph describes
 13 experiencing problems in respect of the lifts on
 14 numerous occasions. She was unable to leave the
 15 building if the lifts were not working and, as recorded
 16 in paragraph 42 on the next page {IWS00001725/17}, she
 17 says there that she reported her problems to the Latimer
 18 Office every time the lift was not working.
 19 If we go through, please, to page 20
 20 {IWS00001725/20}, and paragraph 59, here
 21 Ms Toyoshima–Lewis says:
 22 "I did have concerns about what would happen in the
 23 event of a fire in terms of me being able to escape and
 24 the additional problems due to my disability."
 25 If we could go to the next page, please

1 {IWS00001725/21}, and paragraph 63, what
 2 Ms Toyoshima—Lewis says at (ii) is:
 3 "One of the issues I did raise was regarding what
 4 would happen in terms of me escaping if there was
 5 a fire. I asked 'Rob' and the Neighbourhood Officer
 6 what would happen if there was a fire in relation to me
 7 escaping. I also asked the people working in the
 8 Latimer Road office, what would happen if there was
 9 a fire as I am in a wheelchair."
 10 If we move forward in the statement to paragraph 67,
 11 again at (ii), what Ms Toyoshima—Lewis explains there:
 12 "The response that I received in relation to what
 13 would happen if there was a fire and I am in
 14 a wheelchair was from Rob and the neighbourhood office
 15 was verbal where I was told that I am on the list for
 16 disabled people in the tower."
 17 It's useful, Mr Chairman, at this point just to go
 18 forward in the statement to page 29 {IWS00001725/29},
 19 please, paragraph 78. What Ms Toyoshima—Lewis says
 20 there is:
 21 "I asked the Estate Inspector of the Tower about how
 22 I would escape in the event of a fire. I cannot
 23 remember his name. He came and talked to me for
 24 three hours explaining about how the building was built
 25 and designed to contain a fire. He told me that there

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1 was very thick concrete (80cm) around the flat ensuring
 2 that the flat was completely safe in the event of
 3 a fire. He told me that because of this protection,
 4 I did not have to leave the flat in the event of a fire
 5 as it was safe to remain in the flat if the fire had not
 6 started in my flat."
 7 Just taking the panel back to paragraph 76, please.
 8 I think that's on page 24 {IWS00001725/24}. Just
 9 reading the first part of this paragraph, it begins:
 10 "I was limited in terms of fire exits because I am
 11 in a wheelchair so cannot run down the fire exit. The
 12 only way I felt I could get downstairs and escape if
 13 I was on my own was to go down on my bottom. Even on
 14 the night of the fire with the fire fighters in
 15 attendance, there clearly was no plan or specific route
 16 for a disabled person such as me. The best way to
 17 explain the escape routes is to describe the events of
 18 the night of the fire and how I escaped the fire."
 19 Ms Toyoshima—Lewis goes on there to refer to her
 20 Phase 1 statement, but I'll stop reading there. You
 21 will recall, Mr Chairman, that on the night of the fire,
 22 firefighters did indeed carry Ms Toyoshima—Lewis out of
 23 the tower.
 24 The final point to make in relation to her evidence
 25 is that her former husband, David Lewis, has also

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1 provided a Phase 2 statement. We don't need to bring it
 2 up, but for the record, its reference is {IWS00001629},
 3 and I ask at this stage that it be admitted to the
 4 record.
 5 MS MAHBOUBEH JAMALVATAN (evidence read into the record)
 6 MR RAWAT: I'd like now to turn, please, to the Phase 2
 7 statement of Mrs Mahboubeh Jamalvatan. That's at
 8 {IWS00001724}. The statement consists of eight pages,
 9 and if we go to page 8 we can see that it's there
 10 signed, dated 24 February 2020, and there is a statement
 11 of truth. I ask that it be admitted into the record.
 12 Mr Chairman, members of the panel, Mrs Jamalvatan
 13 lived in flat 10 on the third floor of Grenfell Tower
 14 with her two adult children, Sahar and Sajad. They had
 15 moved there in August 2016. Mrs Jamalvatan is disabled
 16 and her daughter Sahar was her carer.
 17 If I take you, please, to page 2 {IWS00001724/2},
 18 paragraph 5, what Mrs Jamalvatan says at that paragraph
 19 is:
 20 "I reported the problems about the lift to the TMO
 21 two or three times. There was a problem with the lift
 22 every month. One or other of them would always break
 23 down and it was a big problem for me due to my
 24 disability which causes me mobility problems. It would
 25 take me ages waiting for the lift, and getting down.

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1 I have a problem with my knees and my shoulder, and
 2 I walk with a stick. I am not able to use the stairs,
 3 but rely on the lift. I note that my complaints about
 4 the lifts breaking down were not recorded in the copy of
 5 the RBKC—TMO Housing File which was obtained by my legal
 6 representatives despite multiple requests for the
 7 relevant information."
 8 If we could move forward in the statement, please,
 9 to paragraph 12 on page 3 {IWS00001724/3}, this is in
 10 relation to fire safety information, and Mrs Jamalvatan
 11 says:
 12 "I refer to paragraphs 10 and 11 of my May 2018
 13 statement [that's her Phase 1 statement] which states
 14 that I was never given any instruction or advice about
 15 fire safety in the building in person or in writing, and
 16 I did not see anything, either in the communal areas or
 17 inside my flat, regarding what residents should do in
 18 the event of a fire."
 19 If we could go to the next page, please
 20 {IWS00001724/4}, and paragraph 15, what Mrs Jamalvatan
 21 says at that paragraph is:
 22 "I had never been made aware of any fire safety
 23 policy, or of the stay put policy."
 24 Finally, if we go, please, to paragraph 18, which is
 25 on the same page, and this is under the heading

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1 "Fire Safety complaints", Mrs Jamalvatan says:
 2 "As far as I was aware there were no special
 3 provisions that we were made aware of relating to people
 4 with special needs, including mobility issues , or
 5 language issues. I escaped down the stairs on the
 6 14th June by sitting on my bottom and going down the
 7 stairs that way as I was not able to walk all the way
 8 down the stairs. I just had to 'bump' my way down."
 9 If I could conclude Mrs Jamalvatan's evidence by
 10 explaining that her daughter Sahar has also provided
 11 a Phase 2 statement to the Inquiry, which speaks to the
 12 same issues. The reference for that -- again, we do not
 13 need to bring it up -- is {IWS00001704}, and I ask at
 14 this stage that Sahar Jamalvatan's statement be admitted
 15 into the record.
 16 Mr Chairman, I note the time. I think that's
 17 probably a good point to stop.
 18 SIR MARTIN MOORE--BICK: Yes.
 19 MR RAWAT: So we can then obviously get the witness seat
 20 ready for the next witness.
 21 SIR MARTIN MOORE--BICK: Yes. Well, it shouldn't take too
 22 long to do that, I hope, and then the next witness, who
 23 I think is Mr Khalloud.
 24 MR RAWAT: Youssef Khalloud.
 25 SIR MARTIN MOORE--BICK: Yes. If he is here and ready to

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1 give his evidence, we will get him in as soon as we can,
 2 shall we?
 3 MR RAWAT: Thank you, Mr Chairman.
 4 SIR MARTIN MOORE--BICK: We will rise for a moment while the
 5 witness box is cleaned for the next witness. Thank you.
 6 (11.28 am)
 7 (A short break)
 8 (11.43 am)
 9 SIR MARTIN MOORE--BICK: Yes, Ms Sivakumaran. Now, we've got
 10 another witness.
 11 MS SIVAKUMARAN: Yes. If we can call Mr Youssef Khalloud.
 12 SIR MARTIN MOORE--BICK: Good. Please, yes.
 13 MR YOUSSEF KHALLOU (sworn)
 14 SIR MARTIN MOORE--BICK: All right, off we go, then,
 15 Ms Sivakumaran.
 16 Questions from COUNSEL TO THE INQUIRY
 17 MS SIVAKUMARAN: Good morning.
 18 A. Good morning.
 19 Q. Mr Khalloud, can I begin by thanking you for coming to
 20 give evidence today, and also for assisting the Inquiry
 21 with our investigations. It is really very much
 22 appreciated.
 23 A. Thank you. You're welcome.
 24 Q. If you have difficulty understanding a question or you
 25 want me to repeat any questions or rephrase it, please

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1 do ask.
 2 A. I will .
 3 Q. I will also ask you -- I think you're very softly
 4 spoken --
 5 A. Yes.
 6 Q. -- but if you can keep your voice up and speak slowly
 7 for the transcriber , because they're going to be
 8 recording what you say, and if you can keep your answers
 9 clear .
 10 A. Sure.
 11 Q. Now, I just want to start with some preliminary matters.
 12 You have provided two witness statements to
 13 the Inquiry. I want to take you to those. They're
 14 going to appear on the screen before you.
 15 A. Yeah.
 16 Q. Turning to the first statement, {IWS00000473}, this is
 17 a statement that you provided to the Inquiry in Phase 1
 18 and has already been put into the Inquiry record and
 19 published on our website. You can see that before you?
 20 A. To be honest, I need my glasses, I leave them in my
 21 coat, but that's fine, I can --
 22 SIR MARTIN MOORE--BICK: Well, no, we might ask you to look
 23 at some documents, so would you like us to get your
 24 glasses or would you like to get them yourself?
 25 THE WITNESS: That's fine.

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1 SIR MARTIN MOORE--BICK: I think it would be better if you
 2 did get your glasses.
 3 A. Thank you, sorry about that.
 4 SIR MARTIN MOORE--BICK: Not a problem. We will sit here and
 5 wait for you, but there is no great urgency. The usher
 6 will come with you.
 7 (Pause)
 8 THE WITNESS: Thank you very much.
 9 SIR MARTIN MOORE--BICK: All right. Now you can probably
 10 read the document. I have the other problem where
 11 I have to take mine off to read the documents.
 12 THE WITNESS: Yes.
 13 SIR MARTIN MOORE--BICK: All right.
 14 MS SIVAKUMARAN: Okay, so you can see your Phase 1 witness
 15 statement before you at the moment; is that right?
 16 A. Yeah.
 17 Q. I would now like to take you to your Phase 2 statement,
 18 and this is reference {IWS00001754}. Can you see that
 19 before you?
 20 A. Yeah.
 21 Q. Then if we go to the last page, page 12, it appears to
 22 be signed. Is that your signature?
 23 A. Yes.
 24 Q. And it's dated 25 February 2020.
 25 A. Yeah.

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1 Q. Have you read both statements recently?
 2 A. I think I read one, not both.
 3 Q. Okay. Which statement have you read recently?
 4 A. The first one.
 5 Q. The first one?
 6 A. Yeah.
 7 Q. Okay. From your recollection of the first and the
 8 second one, can you confirm if their contents are true
 9 to the best of your knowledge and belief?
 10 A. Yes.
 11 Q. Now, everyone here has had a chance to read your
 12 statements and we've considered them carefully. I will
 13 be asking you some additional questions that arise from
 14 them. Okay?
 15 A. No problem.
 16 Q. Firstly, you moved into Grenfell Tower in June 2006; is
 17 that correct?
 18 A. Yes.
 19 Q. And you lived in flat 85 on floor 11.
 20 A. Yes.
 21 Q. You lived there with your wife and children; is that
 22 right?
 23 A. Yes.
 24 Q. And you were a tenant of RBKC.
 25 A. Yes.

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1 Q. I want to now ask you about the relationship between
 2 RBKC and TMO, at least your understanding of it.
 3 A. My relationship, it was -- to be honest, it was fine.
 4 I never have any arguments with them and I never have
 5 any problem with them. Well, the connection is going to
 6 be between me and them. The payment, I never been
 7 behind for the payment, and for repair, most of the job
 8 I used to do myself, I never called -- and I didn't call
 9 them very often, just if some big issue, like door
 10 broken or something. Just one time with my experience
 11 I have a sink blocked, that is one -- the time -- it
 12 wasn't an argument, but it was just misunderstood.
 13 I called them for one of the sinks, and he was blocked
 14 and he try his luck.
 15 Q. Now, Mr Khalloud, I'm just going to pause you there. We
 16 will take you through some aspects of your statement.
 17 A. Sure.
 18 Q. You have been referring to the different organisations.
 19 Now, to break them down, there is the TMO and RBKC.
 20 Starting firstly with the TMO, were you aware that the
 21 TMO is a separate organisation from RBKC?
 22 A. Yeah.
 23 Q. Okay. What was your understanding of the
 24 responsibilities of the TMO?
 25 A. The TMO's responsibility is the repair of the -- any

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1 repair on the flat.
 2 Q. Now, you mentioned that you reported several repairs;
 3 does that mean you would report them first to the TMO?
 4 A. Yes.
 5 Q. Okay.
 6 What did you understand were the responsibilities of
 7 RBKC in respect of Grenfell Tower?
 8 A. I don't know, to be honest.
 9 Q. Okay.
 10 Well, to go back to the TMO, you understand that
 11 they were managing the repairs. Did you know the TMO
 12 was managed by a board?
 13 A. No.
 14 Q. No?
 15 A. No.
 16 Q. Okay. Did you know that you could be a member of the
 17 TMO?
 18 A. No.
 19 Q. So you weren't aware that there was an annual general
 20 meeting for the TMO?
 21 A. No.
 22 Q. No, okay.
 23 Were you aware of any residents' associations for
 24 Grenfell Tower?
 25 A. No.

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1 Q. No, so the name Grenfell Compact, does that mean
 2 anything to you?
 3 A. Of course Grenfell -- I used to live in that tower.
 4 Q. So you were aware of Grenfell Compact?
 5 A. Yeah.
 6 Q. Okay, and what about Grenfell Action Group?
 7 A. I know this is -- too many ... what you call it ... I'm
 8 not sure about it, to be honest, but I know there is,
 9 after the fire, too many groups is coming up with
 10 supporting us, helping us and ...
 11 Q. Okay, so the name Grenfell Action Group, firstly, do you
 12 know that name?
 13 A. Yeah.
 14 Q. Yes, and were you aware of it after the fire or before
 15 the fire?
 16 A. No, after the fire.
 17 Q. After the fire only, okay.
 18 The final group that I want to ask you about is
 19 Lancaster West Residents' Association. Were you aware
 20 of this Residents' Association?
 21 A. No, to be honest.
 22 Q. Okay.
 23 I'm going to come back to ask you more about the
 24 residents' associations in Grenfell Tower, but I just
 25 now want to take you to what you have said about

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1 fire safety advice and ask you a few further questions
2 about that.

3 A. Sure.

4 Q. If we look at your first statement, {IWS00000473/2},
5 starting at paragraph 5, you have said:
6 "We were never given any advice on what to do in the
7 case of a fire when we signed our tenancy agreement and
8 moved into Grenfell Tower. We were not given a pack of
9 papers or any leaflets on this subject. We were also
10 given no verbal advice on what to do in the event of
11 a fire. I did not witness any fire alarm tests or fire
12 evacuation drills from the TMO, the council or the fire
13 brigade while I lived in Grenfell Tower."

14 I then want to move forward to page 3
15 {IWS00000473/3} and pick up your statement again at
16 paragraph 10. You returned to the subject of
17 fire safety advice, and at paragraph 10 you have
18 explained:
19 "No one has ever explained to me what to do if there
20 is a fire. We were never given any advice on what to do
21 in the case of a fire when we signed our tenancy
22 agreement and moved into Grenfell Tower. We were not
23 given a pack of papers or any leaflets on this subject.
24 We were also given no verbal advice on this. I had
25 never seen any notices in the hallway as to what to do

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1 in the case of a fire. I had never seen any such sign
2 in any floors."

3 Then you continue at paragraph 11:
4 "Before 14 June 2017 my belief was that I would have
5 to go out of the building for safety of me and my family
6 in the event of a fire. Even if someone had told me to
7 stay in put, I would leave."

8 Now, I just want to take you through what you have
9 said there, because you made it very clear that when you
10 first moved in, you weren't given any documents with
11 fire safety advice.

12 A. Yes.

13 Q. The Inquiry's been provided with some documents that
14 I would like to show you, and I would just like to ask
15 if you have seen those before.

16 A. Sure.

17 Q. The first one I'm going to take you to is a copy of the
18 tenancy handbook. The reference is {IWS00001762/2}. If
19 this can be turned around, we can see that's a handbook
20 called the tenancy handbook in blue. It's been provided
21 to the Inquiry by another resident of Grenfell Tower,
22 Mr Mohammed Rasoul, and he has explained in his
23 statement that he was provided this handbook in or
24 around 2004.

25 So my first question is: have you seen a copy of

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1 this handbook before, do you recognise it?

2 A. No.

3 Q. No. So you never received a copy, even after moving
4 into Grenfell Tower?

5 A. No.

6 Q. No.

7 I'd like to then take you to another document, this
8 is {CST00006750}. Now, this is a leaflet titled "Home
9 fire safety guide for purpose-built flats and
10 maisonettes", and we can see at the bottom that it's
11 produced by the LFB; can you see that?

12 A. Yeah.

13 Q. Have you ever seen a flyer like this before?

14 A. No.

15 Q. So you wouldn't have seen this flyer around
16 Grenfell Tower?

17 A. No, I can't remember seeing --

18 Q. It's not been posted in your flat?

19 A. No, I can't remember I see something like that before.

20 Q. Okay, thank you.

21 I'd now like to take you to another document.

22 A. Sure.

23 Q. Taking you through quite a few of the different
24 documents now.

25 A. Sure, no problem.

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1 Q. This is {TMO00873549}. Now, this is a copy of the
2 Link magazine.

3 Can I first ask: did you receive copies of
4 Link magazines?

5 A. No, very little, to be honest, no.

6 Q. No. Were you aware that they existed?

7 A. Yes.

8 Q. How were you aware that they existed, the
9 Link magazines?

10 A. It's not much, to be honest, but this -- I never
11 received anything like that, any magazines of -- at home
12 or something.

13 Q. Okay. So you never got them posted to your address?

14 A. No, no, to my address.

15 Q. But you knew that the TMO produced a magazine called
16 Link?

17 A. Sometime when I go to the office, it's -- in the
18 internal office downstairs to complain -- to report any
19 repair or something, I can see something on the board.
20 They've got a board in the office, I can see some -- at
21 the time when I'm waiting to see someone, that's the
22 time I can see some leaflet on the wall, but I never
23 receive anything at my flat.

24 Q. Okay. Was that a magazine posted to the board or --

25 A. Just leaflet. It's not magazine.

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1 Q. A leaflet?
 2 A. Yeah.
 3 Q. Can you describe what that leaflet said?
 4 A. Just some like pictures. It's like some -- the pictures
 5 you show me now, to be honest.
 6 Q. So pictures like this that would say Link?
 7 A. Yeah.
 8 Q. Did you see any copies of the magazines in the TMO
 9 offices?
 10 A. I can't remember, no.
 11 Q. Okay. So is it fair to say that you never read the
 12 Link magazines?
 13 A. No.
 14 Q. Now, the TMO also had a website. Did you know that the
 15 TMO had a website?
 16 A. No.
 17 Q. So can we take it, then, that nobody ever told you to
 18 visit the TMO website?
 19 A. No.
 20 Q. And you weren't aware that there was fire safety advice
 21 on the website?
 22 A. No.
 23 Q. Now, there is one last type of newsletter that I would
 24 like to show you, this is the Grenfell Tower
 25 Regeneration Newsletters, and if we can pull up

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1 {ART00002606}, we can see at the top it says Kensington
 2 and Chelsea TMO and Rydon; can you see that?
 3 A. Yeah.
 4 Q. And then the title of the newsletter is "Grenfell Tower
 5 Regeneration Newsletter", and this particular copy is
 6 dated July 2014.
 7 A. Yeah.
 8 Q. Have you ever seen this type of newsletter before?
 9 A. No.
 10 Q. No?
 11 A. No.
 12 Q. And you never received copies of these newsletters?
 13 A. No, to be honest.
 14 Q. Were you aware that the TMO and Rydon were distributing
 15 newsletters like this to residents?
 16 A. Should, but I didn't receive anything, to be honest,
 17 like that before.
 18 Q. Okay. So you don't know if your neighbours were
 19 receiving them?
 20 A. No.
 21 Q. Now, returning to your statement {IWS00000473/3}, we
 22 already read from paragraphs 10 and 11, and you said you
 23 had never seen any notices in the hallway and you hadn't
 24 seen any signs on the floors.
 25 I would just like to show you an image now,

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1 {INQ00000093}. This is a fire action notice that was
 2 posted next to the lifts in Grenfell Tower. Did you
 3 ever notice this image?
 4 A. No.
 5 Q. No. So to confirm, before June 2017, you were not aware
 6 of the stay-put policy?
 7 A. No, to be honest.
 8 Q. Now, you have also explained in your statement that even
 9 if you were aware of it, you still would have left the
 10 building.
 11 A. Yes.
 12 Q. Why would you not follow the stay-put policy?
 13 A. Which policy is the one?
 14 Q. Sorry?
 15 A. Which policy I have to follow up?
 16 Q. So if I can show you your statement again, it's
 17 {IWS00000473/3}.
 18 A. Yeah.
 19 Q. At paragraph 11 you said:
 20 "Before 14 June 2017 my belief was that I would have
 21 to go out of the building for safety of me and my family
 22 in the event of a fire. Even if someone had told me to
 23 stay in put, I would leave."
 24 So when you say this, are you aware that there is
 25 a stay-put policy?

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1 A. Yeah.
 2 Q. Yes.
 3 A. Yeah.
 4 Q. And you are saying that before June 2017, you weren't
 5 aware of that stay-put policy.
 6 A. Yes.
 7 Q. Yes. What I understand from your statement is you said
 8 even if you were aware of the stay-put policy before
 9 June 2017, you still would not have stayed in your flat,
 10 you would have left your flat in an emergency; is that
 11 right?
 12 A. Yes.
 13 Q. My question is: why would you have still left your flat?
 14 A. Why still I left my flat?
 15 Q. And not followed the stay put advice.
 16 A. Because I can't stay in the fire. If something
 17 emergency you have to go out, you have to go out,
 18 I cannot stay.
 19 SIR MARTIN MOORE-BICK: Can I just see if you can help with
 20 this: if you discovered in some way that there was
 21 a fire in a flat on a different floor from yours, would
 22 you think it necessary to leave or would you stay in
 23 your own flat?
 24 A. Yeah, I have to leave.
 25 SIR MARTIN MOORE-BICK: I think what you're being asked is:

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1 why would you leave in those circumstances?
 2 A. To leave, why ... sorry, can you repeat the question,
 3 please?
 4 SIR MARTIN MOORE—BICK: Yes. Why would you think it
 5 necessary to leave if there was a fire in a flat on
 6 a different floor?
 7 A. This is for my safety, and that's what we have been
 8 learning, that's what we have been ... as in my
 9 statement is where I said, I'm working in the hotel, we
 10 do testing in fire every six months, that's what we're
 11 learning. If any fire, you see fire or you heard alarm,
 12 drill and alarm constantly, it didn't stop, you should
 13 leave. It doesn't matter if you see the fire or didn't
 14 see the fire, you just need to leave if the alarm come
 15 off for long time. If the test, it's going to be
 16 stopped. If not, if it's constantly for less than --
 17 more than a minute or two, automatically you have to
 18 leave. You don't need to ask questions, you don't need
 19 to take anything with you.
 20 SIR MARTIN MOORE—BICK: And that was something you had
 21 learned at work?
 22 A. Yeah, that's what I did at work.
 23 SIR MARTIN MOORE—BICK: Thank you, I understand.
 24 MS SIVAKUMARAN: I'm now going to turn to a new subject, and
 25 that's about your door.

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1 Now, returning to your first statement, if we move
 2 down to page 4 {IWS00000473/4}, at paragraph 16 you have
 3 explained about your front door. You said:
 4 "Our front door had been there since 2014. The TMO
 5 had replaced everyone's doors in 2014 except if they
 6 were private owners. I think it was a wooden door
 7 before and they replaced it with a new wooden door. The
 8 old door was painted green and the new door was painted
 9 black. The door only has one lock. It does not lock
 10 automatically if you shut it behind you. On our front
 11 door there was nothing in the frame inside the door to
 12 pressure it to close if you left the door open. There
 13 used to be a door closer on the frame inside the old
 14 door, but it had been broken for a long time. It was
 15 making noise when you used the door. When they came to
 16 put in new doors during the renovation of the building,
 17 we just told the builders to take off the closer. They
 18 did not replace it."
 19 Now, firstly, I'm just going to take you to another
 20 document, this is {MAS00000003}. Now, this is
 21 a spreadsheet that the Inquiry's been provided showing
 22 all the doors that were replaced, the tenants' doors in
 23 Grenfell Tower. If we look at row 46, it's not very
 24 easy to read, but what it does say is that your door,
 25 for your flat, was replaced on 20 May 2011.

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1 Now, in your statement, you have said that your door
 2 was replaced in 2014. Is it possible that your door was
 3 replaced in 2011 and not 2014?
 4 A. All the building doors has been changed in one time, to
 5 be honest. The date I can't remember, to be honest, but
 6 if it's been saying 2011, could be, but I'm not sure.
 7 But like I said, all building door has been changed in
 8 one time. It was like a project for them to be changed,
 9 all the building doors, and it starts floor by floor,
 10 door by door, whatever is available and needs doing.
 11 But the date -- maybe I said 2014, but if it's been done
 12 in 2011, this is the record about that.
 13 Q. Okay. So we can confirm it wasn't changed again after
 14 2011?
 15 A. No, it's only one time changed.
 16 Q. Okay.
 17 How long after the door was installed did that
 18 self-closing device break?
 19 A. Maybe a year, maybe six months, I'm not sure about the
 20 exact date, but ...
 21 Q. So it was quite soon after the door was installed?
 22 A. Yes.
 23 Q. And did you report that the self-closing device was
 24 broken to the TMO?
 25 A. Yes.

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1 Q. How did you report it?
 2 A. We called them. We just have the number, we call them.
 3 Q. What did they do in response?
 4 A. Well, he take a bit of time to come to see it, and
 5 I told them -- he bring another part, but it doesn't
 6 work as well, I just said to him, "Just take it off,
 7 it's not going to work", and he take it off. At least
 8 it can be easy to open the door, open and close it,
 9 because it was making some noise and it's difficult to
 10 close it as well.
 11 Q. Okay. So did they try to replace the self-closing
 12 device?
 13 A. Yes.
 14 Q. They did try?
 15 A. Yeah, he did, but he didn't replace it.
 16 Q. How many times did they come to repair your door?
 17 A. Once.
 18 Q. Once.
 19 Just returning to your statement, if we can look
 20 again at {IWS00000473/5}, you have said in the last
 21 line:
 22 "... we just told the builders to take off the
 23 closer. They did not replace it."
 24 When you say you told the builders to take off the
 25 closer, is that your reference to the TMO repairman?

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1 A. Yes.
 2 Q. Okay.
 3 A. Because at that time I believe it wasn't Rydon in the
 4 building, it was only TMO has been dealing with the
 5 doors. He was, I think -- I believe he was different
 6 company, he wasn't installed the doors, it's not TMO,
 7 but after when the company is finished, it's the TMO
 8 take it over, that's how it is, because I remember the
 9 day when the engineer coming to fix the door, it's not
 10 from TMO, there was just one person, he come in, take
 11 the door off, frame off, replace everything and go. But
 12 at the time he was -- the door-closer is not working,
 13 it's not the same person, but he is with the TMO badge
 14 and TMO logo as well.
 15 Q. So you knew he was working for the TMO?
 16 A. Yeah, because they've got uniforms.
 17 Q. Was he someone you recognised from the TMO?
 18 A. Not really, to be honest. There's too many of them,
 19 every time someone coming.
 20 Q. So it wasn't a handyman or an estate services assistant?
 21 A. Not sure.
 22 Q. Now, did the TMO make you aware at any point during your
 23 tenancy at Grenfell Tower about the importance of
 24 self-closing devices for your flat front door?
 25 A. No.

1 Q. Did anyone ever ask you for access to check your flat
 2 front door?
 3 A. No.
 4 Q. And no one inspected the self-closing device afterwards?
 5 A. No.
 6 Q. Okay, I now want to move on to another topic, and that's
 7 in respect of the refurbishment process.
 8 Now, if we can look at your Phase 2 statement at
 9 {IWS00001754/3}, at paragraph 12 you have said:
 10 "I stated at paragraph 24 of my Phase 1 statement
 11 that there was a refurbishment of the Tower in 2015.
 12 I do not recall there being a consultation with
 13 residents about the refurbishment. I think we just
 14 received letters from the TMO informing us it was going
 15 to happen."
 16 A. Yeah.
 17 Q. How many letters did you receive from the TMO?
 18 A. Could be one. I'm not sure, but mostly sometimes when
 19 you've got some work or some project, he send some
 20 letters, especially if there's going to be some lift
 21 broken or something inside, he inform you with the
 22 timing, because he is going to come to your house, he
 23 inform you with the timing and the date.
 24 Q. You said it could be one or it could be some; does that
 25 mean it was more than one letter?

1 A. Yeah, different time, different -- yeah, if you've got
 2 more work he is going to do, every time he send you
 3 something, especially if something is in your house, in
 4 your flat.
 5 Q. Okay. Did any of the letters invite a response from
 6 you?
 7 A. No.
 8 Q. Now, I want to show you a document which is a TMO
 9 summary of their consultations. It's {SEA00006003/14}.
 10 Now, this is a consultation summary, you might not have
 11 seen this before, but in this table the first column has
 12 the dates and the second column shows the types of
 13 consultation that the TMO said that they used. It
 14 continues on to the next page, but what we can see on
 15 this page is it says that there were roadshows in 2012,
 16 estate meetings, evening consultation meetings,
 17 newsletters. These are the consultations that took
 18 place in 2012.
 19 If you go on to the next page {SEA00006003/15}, we
 20 can see again that they're referring in July to evening
 21 consultation meetings and daytime drop-in sessions and
 22 newsletters, and those were held in July and August.
 23 Now, were you aware that there were roadshows
 24 ongoing in 2012 about the refurbishment?
 25 A. No.

1 Q. Were you aware that there were estate meetings?
 2 A. No, to be honest.
 3 Q. And evening consultation meetings?
 4 A. No.
 5 Q. So can I take it that you were not asked to complete
 6 a questionnaire about what you would like to happen in
 7 the refurbishment?
 8 A. Sorry, say again.
 9 Q. I'll put that a different way. Were you asked to
 10 complete any questionnaires about the refurbishment?
 11 A. From them?
 12 Q. From the TMO. Did the TMO send you a questionnaire?
 13 A. No.
 14 Q. No.
 15 Before the work in the refurbishment began, did you
 16 feel that you had any opportunities to contribute to the
 17 building proposals?
 18 A. No.
 19 Q. Now, I just want to show you another document. This is
 20 an email, and the reference is {TMO00846124}. Now, this
 21 is an email addressed to Mr Collins and Mr Daffarn.
 22 It's not one that you are copied in to, so you might not
 23 have seen it before, but Mr Collins and Mr Daffarn had
 24 asked for a meeting with the residents, and
 25 Claire Williams had responded and she set out

1 communication channels or consultation that the TMO had
 2 carried out with residents in 2013 and 2014. So this is
 3 the period after the document that I've just shown you.
 4 A. Okay, this is before the meeting — before the
 5 refurbishment?
 6 Q. This is during the refurbishment, this starts, so it's
 7 2013 into 2014, and the email itself is sent in
 8 April 2015.
 9 A. No, sorry, I never see that email.
 10 Q. Yes, of course. No, I understand you haven't seen the
 11 email, I want to ask you about the content of the email?
 12 A. No, I don't think so happened.
 13 Q. Okay. I understand that you haven't seen the email,
 14 what I want to ask you about is some of the types of
 15 consultation that Claire Williams said were arranged for
 16 residents.
 17 A. To be honest, during the refurbishment we'd been asking
 18 TMO to come to our meeting. We created residents'
 19 meetings sometimes, and never come to sit down with us,
 20 never. We asked them during the refurbishment to
 21 discuss with us at least what's going to be inside our
 22 flat, what it's going to do, but never come, until when
 23 contacted the councillor, and at that time, it forced
 24 them to come to sit down with us in the meeting. That's
 25 the time I saw TMO call us to sit down to have a meeting

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1 to discuss what it's going to do inside our flats. But
 2 whatever it's doing outdoor — out our door, will never
 3 talk to us at all. But inside our door, that's the time
 4 we told them to come, but never come to sit down with
 5 us, to be honest.
 6 Q. Okay. I'm going to ask you about those residents'
 7 meetings that you had.
 8 Before we come to them, were you aware that there
 9 were any drop-in sessions for residents with the TMO?
 10 A. No, to be honest, never come the TMO to talk to us.
 11 Q. Did you know that there was a respite flat that you
 12 could visit?
 13 A. Yes.
 14 Q. Did you ever visit that flat?
 15 A. Yes, a couple of times.
 16 Q. Okay. Did you have a chance to talk to the TMO on those
 17 visits?
 18 A. Yes, we talked to them, but ... yeah, we talked to them.
 19 They show us the flat, how it's going to be, but we told
 20 them about the — our concern was about the boiler,
 21 that's the main thing we've been talking about it, but
 22 never come to us to sit down to change the location of
 23 the boiler. That's the — most of the residents, that's
 24 that their issue was talking about it.
 25 Q. Okay. Well, if I can take you, then, to your statement

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1 where you have spoken about the residents' meetings.
 2 A. Yeah.
 3 Q. It's {IWS00001754/3}. At paragraph 17 you have spoken
 4 about these regular meetings that you have just
 5 mentioned —
 6 A. Yeah.
 7 Q. — and you have said, "We would meet once or twice
 8 a month". When did you start attending the residents'
 9 meetings?
 10 A. During the refurbishment.
 11 Q. Do you remember roughly what year it was, or ...?
 12 A. Not really, but during the refurbishment. The
 13 refurbishment, it was in 2014. That's the time we
 14 started doing the meetings. That's the reason why we're
 15 doing that meeting, just because of the refurbishment.
 16 We wasn't happy about what the TMO or Rydon is doing.
 17 Rydon just — he is doing what he has been told to do,
 18 to be honest, but the TMO, what he has been doing to our
 19 flats, we wasn't happy. All the residents, or most of
 20 us, we wasn't happy. That's why we start sit down doing
 21 a meeting and talk to them, to try to change something.
 22 Q. Okay, and were those discussions only about the heating
 23 interface unit or the boiler?
 24 A. Well, that's the big subject to be honest. Plus the
 25 pipe, the gas pipe, plus, you know, whatever is inside

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1 our flat.
 2 Q. Okay. So can you just summarise for us what your
 3 concerns were about the work that the TMO was doing?
 4 What were your main concerns about the refurbishment?
 5 A. Windows — but the windows was not a problem, but the
 6 big problem was the boiler. It was in the corridor and
 7 we wasn't happy about it, for the safety, for the
 8 location of it, it wasn't that good, to be honest.
 9 That's why we wasn't happy to put it in there, in the
 10 corridor.
 11 Q. You have also mentioned the gas pipes as well.
 12 A. Yeah, the gas pipe, it was outside the doors as well and
 13 coming in. It was quite a bit of risk for it to be
 14 outside like that.
 15 Q. Did you have any other fire safety concerns during the
 16 refurbishment?
 17 A. No.
 18 Q. Now, in your statement, I believe if we turn over to
 19 page 4 {IWS00001754/4}, paragraph 19, it says there:
 20 "We were calling on the TMO to come and sit down
 21 with us at our meetings and discuss our concerns, but no
 22 one attended for months. It was only when we called our
 23 local MP to attend one of our meetings that the TMO
 24 started to respond to our concerns."
 25 As you said, they only met with you after your MP

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1 met with you.
 2 A. Yeah.
 3 Q. Did you feel that the TMO responded to any of the
 4 concerns that you raised in those meetings?
 5 A. Yes.
 6 Q. You do feel that they responded to them?
 7 A. Yes, it's been forced them to do it, to be honest.
 8 Q. Why did you feel that they were forced?
 9 A. Well, because he don't want to listen to us before. If
 10 he's not been forced, he should listen to us when we
 11 told them the boiler shouldn't be in the corridor, it
 12 should be in the kitchen, where is the previous place,
 13 where is the other one. But he don't want to listen,
 14 and he done it for like 70% of the flats -- of the
 15 building, and for like the 25 or 30% left, we told them
 16 we're not going to let anyone to come to our place, our
 17 flat, to do it, and that's the time we forced them as
 18 well, because when we don't let the Rydon to come to do
 19 the work, that means it's going to be some delay of the
 20 project, and that's the time when we called the MP to
 21 come to sit down with us and to talk to us and she can
 22 talk to them. And the MP, that's what they told them.
 23 To be honest, I was in the meeting, and she -- it
 24 was like two questions or three questions for them. She
 25 told them, "Guys, he call us to come to sit down to talk

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1 about the boiler, can you change it from that place to
 2 that place", and he said to her, "Yes, he can be". He
 3 said to her, "Just do it, that's it". He said, "We're
 4 going to be a bit more time, the job's going to take
 5 more than two days, going to take like five days", and
 6 she told to us, ask us, "And you're happy, guys, to be
 7 work done more than two days, five days?" We said to
 8 her, "Yes, fine, just we need to be safe". That's it,
 9 and the job done. And the next day, they change it,
 10 starts putting them in the same place we want it.
 11 Q. Okay. Did that mean that all your concerns were
 12 addressed after they moved the boiler?
 13 A. Yeah.
 14 Q. Okay, and you didn't have any further fire safety
 15 concerns after this?
 16 A. Well, at least we moved the boiler from there just for
 17 our safety and the kids' safety, but the rest we cannot
 18 control it. For our house, we try to make everything
 19 safe for ourselves, but outside we cannot talk to them,
 20 to be honest, we cannot change anything.
 21 Q. When you say "off-site", what area are you describing?
 22 A. That means we're talking lift area, stairs and ...
 23 Q. Did you have any concerns about the safety of those
 24 communal areas, the lift areas and the stairs?
 25 A. No, to be honest.

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1 Q. No?
 2 A. No.
 3 MS SIVAKUMARAN: Okay.
 4 Mr Khalloud, thank you very much for your time,
 5 those are my questions. At this point I will need to
 6 just check if there are any other questions from any of
 7 the other core participants.
 8 SIR MARTIN MOORE-BICK: All right, thank you.
 9 Mr Khalloud, you may know this already, but when
 10 counsel gets to the end of what she thinks are her
 11 questions, we have a little break to ensure that nothing
 12 has been omitted --
 13 THE WITNESS: Sure.
 14 SIR MARTIN MOORE-BICK: -- and also to give other people
 15 a chance to suggest further questions.
 16 So we will break now until 12.30, and at 12.30 you
 17 will come back and we will see if there are any more
 18 questions we want to ask you. Is that all right?
 19 THE WITNESS: No problem.
 20 SIR MARTIN MOORE-BICK: So you go with the usher, and we'll
 21 see you a bit later on.
 22 I don't think you will have a chance to talk to
 23 anyone about your evidence, but if the chance does come,
 24 please don't take it. All right?
 25 THE WITNESS: Yeah.

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1 SIR MARTIN MOORE-BICK: Thank you very much.
 2 (Pause)
 3 Right, I will say 12.30. Again, if it turns out
 4 that more time is required, will you just let us know?
 5 Thank you.
 6 (12.21 pm)
 7 (A short break)
 8 (12.30 pm)
 9 SIR MARTIN MOORE-BICK: All right, Mr Khalloud, we will see
 10 if there are questions for you.
 11 THE WITNESS: No problem, sir.
 12 SIR MARTIN MOORE-BICK: Yes, Ms Sivakumaran.
 13 MS SIVAKUMARAN: I have two further questions.
 14 Firstly, if I can take you back to your statement
 15 again, Mr Khalloud, {IWS00001754/4}, at paragraph 17, at
 16 the top of the page. You have spoken about the meetings
 17 that you had with residents and you have explained that
 18 you attended some of them, and in the last line you say:
 19 "The most active resident in this group was
 20 Ed Daffarn. He was the point of contact between the
 21 group and the TMO."
 22 My question was: was he representative of the group?
 23 Was he a representative of the group?
 24 A. Ed, he is the one who organised most of the meetings and
 25 he talked to the residents, what time, he call us,

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1 sometime, and he was between us and the TMO or -- yeah,
2 he's the one who was representative.
3 Q. And was he representing your concerns?
4 A. Yes.
5 Q. Okay.
6 Then my final question is: during the sign-up with
7 the TMO -- so this is when you first moved into
8 Grenfell Tower -- do you recall receiving any documents
9 informing you that you could become a member of the TMO?
10 A. No.
11 MS SIVAKUMARAN: Those are my questions. Thank you very
12 much, Mr Khalloud.
13 THE WITNESS: Thank you.
14 SIR MARTIN MOORE--BICK: Well, Mr Khalloud, thank you very
15 much indeed for coming to give us your evidence. It's
16 been very good to hear from you.
17 THE WITNESS: Thank you, sir.
18 SIR MARTIN MOORE--BICK: And I think that's all we have for
19 you, so you're now free to go. Thank you.
20 THE WITNESS: Thank you, sir, bye bye.
21 (The witness withdrew)
22 SIR MARTIN MOORE--BICK: Well, we have a little more time
23 left this morning, so we're going to read some more
24 statements into the record, but before we do that, we'll
25 have a short interlude while we change over counsel so

1 that Mr Rawat can take over on the reading. The panel
2 will not retire, we will just wait until that's been
3 done.
4 If anyone else here does not wish to stay for the
5 reading of four statements, you're free to go, but
6 of course you're very welcome to stay.
7 (Pause)
8 Yes, Mr Rawat, when you're ready.
9 MR RAWAT: Thank you, Mr Chairman. Thank you, members of
10 the panel. I want to now continue reading statements
11 from residents with particular vulnerabilities. We are
12 moving on now to evidence from witnesses who lived in
13 the higher flats in Grenfell Tower.
14 Some of those residents reported their mobility
15 concerns to the TMO. None say that they were advised
16 about the possibility of having prepared a personal
17 emergency evacuation plan.
18 MS ALISON MOSES (evidence read into the record)
19 MR RAWAT: The first statement that we will go to is that
20 Alison Moses, and if we could have, please, on the
21 screen, {IWS00001281}.
22 Ms Moses lived alone in flat 11 on the fourth floor
23 of Grenfell Tower, and this is the first page of her
24 Phase 2 statement, which consists of 13 pages. Could we
25 go to page 13, please. Mr Chairman, we see that there

1 is a statement of truth, the statement is signed and
2 dated 14 February 2020, and I ask that it now be
3 formally admitted into the record.
4 In terms of reading, I would like to take the panel
5 take to page 3 {IWS00001281/3}, paragraph 13. Ms Moses
6 says there:
7 "I had informed RBKC/TMO of my health conditions
8 because they impacted my housing needs. Mobility
9 difficulties meant I would need a property that was
10 step-free and I had a wet room. My tenancy agreement
11 for Flat 11 Grenfell Tower notes that I have additional
12 needs ..."
13 She then gives the reference for that document.
14 If we move through the statement, please, to
15 paragraph 42, page 8 {IWS00001281/8}, under the heading
16 "Fire safety advice", Ms Moses says as follows:
17 "42. I do not remember being provided with any
18 fire safety advice after moving into the property.
19 "43. Although I was not provided with fire safety
20 advice, I knew what I would do in the event of a fire.
21 I knew I would get out. This was not based on anything
22 I had been told to do, but my own response to something
23 like that.
24 "45. I suffer from health problems which affect my
25 mobility. This means I cannot use stairs and I cannot

1 easily step in and out of the bath. RBKC and the TMO
2 were aware of these needs. My needs were also
3 recognised by Adult Social Care, which is part of RBKC,
4 as they installed a wet room in my flat."
5 I have finished reading from Ms Moses' statement at
6 that point.
7 MS MARYAM YUSUF ADAM (evidence read into the record)
8 MR RAWAT: If I could take the panel, please, to the
9 statement of Maryam Yusuf Adam, that is at
10 {IWS00001296}. This Phase 2 statement consists of seven
11 pages, and if we go again to the last page in the
12 statement, we see again that there is a statement of
13 truth, the statement is signed, dated 14 February 2020,
14 and again, Mr Chairman, I ask that it be put into the
15 record at this point.
16 For background, Ms Adam lived in flat 14 on the
17 fourth floor of Grenfell Tower with her husband,
18 Abdulwahab Abdulhamid, her brother Yasin Yusuf Adam, and
19 there was also a friend, Amna Yousif Mohammed, who
20 stayed with the family on occasion.
21 If we go, please, to page 3 in the statement
22 {IWS00001296/3}, and if we look at paragraph 11, this is
23 where in the statement Ms Adam begins to discuss
24 vulnerabilities, as well as her language needs. She
25 says at paragraph 11:

1 "11. I do not remember seeing a fire safety sign on
 2 my floor or on other floors. When I first moved in, the
 3 housing officer told me where I should go in the event
 4 of a fire, which was down the stairs. This is
 5 contradictory to the 'stay put' policy that I have now
 6 been made aware of.
 7 "12. I remember there was a green/white sign on the
 8 wall on my floor that showed the escape routes. I do
 9 not remember seeing any emergency lighting on my floor
 10 or any smoke control or ventilation systems."
 11 If we go on to paragraph 15 on the same page,
 12 Ms Adam continues at paragraph 15:
 13 "15. I was not aware of the 'stay put' policy
 14 before 14 June 2017. If the TMO did provide any
 15 information, I was not aware of this. Anything sent by
 16 the TMO was always in English, which is not my first
 17 language.
 18 "16. I was not aware of any special provisions made
 19 for those with language or other special needs. I also
 20 have mobility problems that make it difficult for me to
 21 walk and I don't remember RBKC or TMO providing any
 22 specific information about escape routes in an emergency
 23 for those with mobility issues.
 24 "I was told by the TMO when I moved in that in the
 25 event of a fire, I would have to use the lifts. They

1 advised me that if I could not use the lifts then
 2 I would have to use the stairs. They made no efforts to
 3 resolve this issue for me, given that they knew about my
 4 mobility issues."
 5 That's where I will conclude reading from that
 6 statement, but I would add that Ms Adam's brother,
 7 Yasin Yusuf Adam, has also provided a Phase 2 statement.
 8 That is under the reference {IWS00001301}. Her husband,
 9 Abdulwahab Abdulhamid, provided a Phase 2 statement
 10 under reference {IWS00001919}. These statements go to
 11 similar issues and I ask at this point that they be
 12 admitted into the record.
 13 MR MAHER KHOUDAIR (evidence read into the record)
 14 MR RAWAT: The next statement, Mr Chairman, I would like to
 15 turn to is that of Maher Khoudair, and you will
 16 remember, Mr Chairman, that Mr Khoudair gave oral
 17 evidence to you during Phase 1 of the Inquiry's
 18 hearings.
 19 If we could have, please, {IWS00001616} on the
 20 screen. This is the first page of Mr Khoudair's Phase 2
 21 statement. It consists of 16 pages, and again if we go
 22 to page 16, we see there a statement of truth which is
 23 signed and dated 24 February 2020.
 24 Again, for the panel by way of background -- and you
 25 will recall this was Mr Khoudair's evidence in Phase 1,

1 Mr Chairman -- he lived in flat 64 on the ninth floor of
 2 Grenfell Tower, and he was there at the time of the fire
 3 with his wife and three daughters.
 4 Mr Khoudair had polio in both of his legs since
 5 early childhood, and after an operation on his knees in
 6 2009, he had to use crutches. In his Phase 2 witness
 7 statement he says that his mobility issues meant that it
 8 was impracticable for him to use the stairs. He was
 9 therefore heavily reliant on the lifts. He also notes
 10 that there was no exit route with disabled access.
 11 If we go, please, to page 7 {IWS00001616/7}, and
 12 pick it up at paragraph 47, what Mr Khoudair says there
 13 was:
 14 "There was no fire exit route with disabled access
 15 at Grenfell Tower the only route I could take was the
 16 only flight of stairs. I did not understand why there
 17 was no escape route suitable for disabled people as
 18 I could not run or walk through the stairs as easily as
 19 other people, because of my mobility issues."
 20 If I move through the statement now to paragraph 55
 21 {IWS00001616/8}, please, and look at 55 to 58, under the
 22 heading "Fire safety advice" Mr Khoudair has said as
 23 follows:
 24 "55. When I moved to Grenfell Tower, nobody gave me
 25 any fire safety advice or explained to me what to do in

1 case of fire.
 2 "56. The Council or the TMO did not give me any
 3 fire safety information. They simply showed me the
 4 flat, showed me where the kitchen was, where the bedroom
 5 was ...
 6 "57. The Council did not prepare any personal
 7 emergency evacuation plan for me as a disabled person on
 8 crutches to explain to me what I should do in case of
 9 emergency.
 10 "58. In case of fire, I did not know what to do."
 11 If we could move forward to paragraph 61, please,
 12 Mr Khoudair makes the point in this paragraph that the
 13 TMO and RBKC would have been aware of his disability, as
 14 he had gone to the Town Hall to make a complaint about
 15 access to the tower whilst the main entrance was closed.
 16 Mr Khoudair says that he informed them that they had to
 17 open the main entrance because the bridge was too
 18 dangerous for him given his disability.
 19 If we go on to the next page {IWS00001616/9} and
 20 paragraph 62, Mr Khoudair continues:
 21 "62. In approximately 2016, I complained about the
 22 bridge to Victoria [Borwick], who was the MP for
 23 Kensington & Chelsea at the time. She came to meet me
 24 and other residents of Grenfell Tower and people working
 25 from the TMO. She told people working for the TMO to

1 listen to me. A man working from the TMO asked me what
 2 I wanted, and I told him I could not use the bridge and
 3 the stairs at the end of the bridge because I am on
 4 crutches and I have severe mobility issues. Someone
 5 from TMO even promised the MP that the main entrance
 6 would be opened after two weeks, but it was re-opened
 7 after three months only.
 8 "63. I complained almost 20 times about the lifts
 9 not working, but nothing was done.
 10 "64. I am very disappointed at how I was treated."
 11 That's where I end reading from that statement,
 12 Mr Chairman.
 13 MS ROSITA BONIFACIO (evidence read into the record)
 14 MR RAWAT: If I could move on to the evidence of
 15 Rosita Bonifacio, please, and that is at {IWS00001887}.
 16 Mr Chairman, you will remember the Phase 1 evidence
 17 relating to Mr Elpidio Bonifacio, who was the last
 18 person to be rescued from Grenfell Tower on
 19 14 June 2017. He and his wife, Rosita, had lived in
 20 flat 83 on the 11th floor of the tower for 36 years.
 21 They have two sons who were born and grew up in
 22 Grenfell Tower before moving out as adults.
 23 As we see here, Rosita Bonifacio has provided
 24 a Phase 2 statement which consists of 11 pages. If we
 25 go to page 11, please, again it has a statement of

1 truth, it is signed, and it is dated 13 March 2020.
 2 If I could ask that we move back to page 3
 3 {IWS00001887/3}, please, and if we could expand around
 4 paragraph 17. This is under the heading "Fire safety
 5 signage and information". Mrs Bonifacio's statement
 6 continues:
 7 "17. I do not recall being given any information
 8 about fire safety by the TMO, RBKC or the London
 9 Fire Brigade.
 10 "18. I do not recall seeing any fire safety signage
 11 in Grenfell Tower, outlining what to do in the event of
 12 a fire. There was not a sign by or in the lifts stating
 13 that the lift should not be used in the event of
 14 a fire."
 15 If we go on down to paragraph 25 {IWS00001887/4},
 16 please, and again if we see the heading "Special needs
 17 or vulnerabilities relevant to fire safety", in this
 18 part of the statement Mrs Bonifacio is explaining why
 19 she thought that the TMO and RBKC were aware of her
 20 husband's disability.
 21 The statement reads from paragraph 25:
 22 "Shevanthie, my advisor at Kensington's Citizen's
 23 Advice Bureau, registered my husband's disability at the
 24 town hall, so RBKC and the TMO must have known about my
 25 husband's disabilities, namely he is partially sighted

1 and has mobility issues ... In addition, as I outlined
 2 previously, when the TMO initially refused to carry out
 3 repairs in our flat, I told them that my husband was
 4 disabled, and that we were both unable to carry out the
 5 repairs ourselves."
 6 In paragraph 26 the statement continues:
 7 "The TMO never spoke to me about moving to a lower
 8 floor in the Tower, despite the fact that my husband and
 9 I are both elderly. The TMO also did not offer to make
 10 adaptations to our flat to make it suitable for my
 11 husband and more accommodating for his disabilities.
 12 They never carried out any kind of assessment of our
 13 needs. It made me feel like they did not really care
 14 and that it was better not to go to them to complain
 15 about anything."
 16 The next paragraph reads as follows:
 17 "I did not contact the TMO about these issues or
 18 inform them that my husband required a special fire
 19 evacuation plan because of his disabilities, because
 20 I did not think that they would care. It was always
 21 a struggle to get them to respond to my complaints, so
 22 I felt that there was no point going to them for help."
 23 MS SHAKILA FLORA NEDA (evidence read into the record)
 24 MR RAWAT: Mr Chairman, I now want to go to another
 25 statement, and that is the statement of Shakila

1 Flora Neda. If we could have on the screen, please,
 2 {IWS00001272}. Again, Mr Chairman, you will remember
 3 Mrs Neda, she gave evidence during Phase 1, and on the
 4 same day as her son, Shekab Neda. Her Phase 2 statement
 5 consists of 13 pages, and if we could go to the last
 6 page, please, we see the statement of truth, the
 7 statement is signed, it's dated 2 March 2020, and again
 8 I ask that it be admitted into the record.
 9 Again, for background, Mrs Neda lived in flat 205 on
 10 the 23rd floor with her husband, Saber, and her son.
 11 The family had moved into Grenfell Tower on 17 May 1999.
 12 As everyone will know, Mr Neda died during the fire.
 13 In her Phase 2 evidence, Mrs Neda has described her
 14 reliance on the lifts in the tower, and she explains
 15 that when the lifts were out of service, she would go
 16 back into her flat and not go out for the day.
 17 Mrs Neda, however, had no choice but to take the stairs
 18 on occasions when she had medical appointments.
 19 If we go, please, to page 8 in the statement
 20 {IWS00001272/8}, and we look at paragraph 50, this is
 21 where Mrs Neda describes her medical conditions. The
 22 paragraph reads:
 23 "I suffer from Myasthenia Gravis, I was diagnosed
 24 with this in December 2008, which causes weakness in my
 25 muscles and I am easily fatigued. My TMO housing

1 officer , who I think was named Janice, was aware of
 2 this. She was a really good housing officer and
 3 I openly spoke with her about my condition. During this
 4 time, I was using a walking stick and she told me that
 5 she was sorry to hear about my diagnosis. The reception
 6 staff had also noticed that I had started to walk with
 7 a walking stick. Claire Williams was also aware of my
 8 medical condition. The RBKC was also aware as my social
 9 worker made arrangements for a carer for me and she came
 10 to the flat twice a week to help me with domestic
 11 chores."

12 I'm going to stop reading there, but if I ask that
 13 we go over to the next page {IWS00001272/9} and
 14 paragraph 51, what Mrs Neda says in that paragraph is:

15 "Neither RBKC nor the TMO never discussed
 16 fire safety with me after they became aware of my
 17 disability. They also did not discuss an escape route
 18 in the event of a fire. Although my health had
 19 deteriorated I never requested to be moved to a lower
 20 floor. I loved my flat and was very happy there and
 21 I did not want to move."

22 That's all I read from Mrs Neda's statement, but
 23 I add now that her son, Shekab, has also provided
 24 a Phase 2 statement where he gives further information
 25 on the same issues as his mother. The reference for

1 that is {IWS00001302}, and I ask that it be admitted
 2 into the record.
 3 MS SAWSON CHOUCAIR (evidence read into the record)
 4 MR RAWAT: Mr Chairman, if I could now turn to Phase 2
 5 statements that have been provided by bereaved witnesses
 6 who have given evidence in those statements about their
 7 loved ones who had vulnerabilities, and I would like to
 8 start with two statements from members of the Choucair
 9 family, Sawson and Hisam Choucair, who both speak about
 10 their mother, Mrs Sirria Choucair, who died in the fire.

11 As you will recall from Phase 1, Mr Chairman,
 12 Sawson Choucair lived in flat 191 on the 22nd floor with
 13 her mother, Sirria. Ms Choucair's sister, Nadia, lived
 14 on the same floor with her husband, Bassem, and their
 15 three children. The evidence was that they were
 16 a close-knit family who shared meals and valuable time
 17 with each other, and we know from Sawson Choucair's
 18 evidence that her mother loved living with her children
 19 and grandchildren and the view over London from her
 20 flat.

21 If we go, please, to {IWS00001799}, this is
 22 Sawson Choucair's Phase 2 statement consisting of
 23 22 pages. Please go to page 22. Again, we see
 24 a statement of truth, signed and dated 2 March 2020, and
 25 I ask that this statement be admitted into the record.

1 Can we go back, please, to page 9 {IWS00001799/9}
 2 and start at paragraph 9, please. Here, Ms Choucair
 3 speaks of her mother's mobility issues, and if I read
 4 from the middle section of the paragraph, it reads as
 5 follows:

6 "My mum with whom I lived with had difficulty
 7 walking due to her back. She could walk a bit but could
 8 not stand for long periods. In order to keep her
 9 balance, she had to use a walking stick. Due to her
 10 having to use a walking stick, it would have taken her
 11 a long time to get down the stairs and she would need
 12 help. This was a preexisting condition before she moved
 13 in.

14 "If both of the lifts were not working, she would
 15 not be able to leave the flat as it was a long way to
 16 walk down the stairs. I am not aware if RBKC had her
 17 recorded as disabled."

18 If we go now, please, to page 12 {IWS00001799/12},
 19 this is a continuation of paragraph 12 at the top of the
 20 page, but I just want to read that bit into the record:

21 "My mum suffered from a disability as set out above.
 22 I am not sure if RBKC knew about this but I know the
 23 benefits people did as she was assessed for fitness to
 24 work and was seen by a doctor. I am not sure of the
 25 result of this or whether that information was passed to

1 RBKC."
 2 MR HISAM CHOUCAIR (evidence read into the record)
 3 MR RAWAT: Could we have, please, now on the screen
 4 {IWS00001851}. This is the Phase 2 statement of
 5 Hisam Choucair, which consists of 31 pages. If we could
 6 go, please, to page 31, it is again accompanied by
 7 a statement of truth, signed, and is dated
 8 26 February 2020, so again I ask that that be formally
 9 admitted into the record.

10 Can we take it back, please, to page 2
 11 {IWS00001851/2}. At paragraph 8, Mr Choucair begins to
 12 describe and discuss his mother's health conditions, but
 13 if we pick it up at paragraph 10, what he says there is
 14 that:

15 "In my view, in the context of other housing needs,
 16 she was also vulnerable by virtue of the fact that she
 17 could not read or write in English and, although she
 18 could understand and speak limited conversational
 19 English, she would find it difficult to understand any
 20 unusual or technical terms, words or expressions."

21 If we could move forward in this statement to page 8
 22 {IWS00001851/8}, paragraph 42, there Mr Choucair states
 23 at paragraph 42:

24 "The apparent failure to prepare a Personal
 25 Emergency Evacuation Plan, or even properly record the

1 above information about the personal risk to my mother
2 in the event of a fire or to communicate it to others
3 (for example, the LFB) meant that there were no measures
4 in place to support her in the event of any evacuation.”

5 Could I ask that we move two pages down to
6 paragraph 56, please {IWS00001851/10}. This is about
7 the provision of fire safety information. At
8 paragraph 56, Mr Choucair records this:

9 “I think that my family were aware of the
10 fire safety advice. I remember my mother saying that
11 she had had someone from the TMO or RBKC visit her and
12 that they told her to ‘stay put’ if there was a fire.
13 I was not there at the time so I do not know if they
14 brought a translator with them, but even though she
15 remembered the words ‘stay put’, my impression was that
16 she did not understand what that meant.”

17 That is all I propose to read from Mr Choucair’s
18 statement, but the final point to make is that
19 Nabil Choucair, who is also a son of Sirria Choucair,
20 has also made a Phase 2 statement. That is under the
21 reference {IWS00002365}, and I ask at this point that
22 that be admitted into the record.

23 Mr Chairman, I note the time, and I would propose
24 that we stop at this point.

25 SIR MARTIN MOORE–BICK: Is that a convenient point?

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1 MR RAWAT: It is, thank you.
2 SIR MARTIN MOORE–BICK: Now, we have another witness coming
3 after the adjournment, is that right?

4 MR RAWAT: Yes, we have, at 2 o’clock.

5 SIR MARTIN MOORE–BICK: As far as we know, she’ll be ready
6 to start at 2 o’clock?

7 MR RAWAT: I hope so.

8 SIR MARTIN MOORE–BICK: Very good. All right. Well,
9 thank you.

10 We will break now, then, and resume at 2 o’clock.

11 Thank you very much.

12 (1.00 pm)

(The short adjournment)

14 (2.00 pm)

15 SIR MARTIN MOORE–BICK: Yes, Mr Rawat. Now, have we got
16 another witness?

17 MR RAWAT: We do, Mr Chairman, our next witness is
18 Emma O’Connor.

19 SIR MARTIN MOORE–BICK: Thank you.

20 MS EMMA O’CONNOR (affirmed)

21 SIR MARTIN MOORE–BICK: Before I invite Mr Rawat to start
22 putting questions to you, can I just say that

23 Ms Istephan hasn’t got the transcript running, for some
24 reason, but she tells me she can manage without it for
25 the time being. We will see how we get on, maybe sort

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1 it out at the next break.

2 MR RAWAT: Yes, thank you, Mr Chairman.

3 SIR MARTIN MOORE–BICK: I’m sorry about that.

4 Questions from COUNSEL TO THE INQUIRY

5 MR RAWAT: Good afternoon, Ms O’Connor.

6 A. Hi.

7 Q. Can I start, first of all, by expressing our thanks to
8 you for coming to give evidence today. Your help and
9 assistance for the Inquiry is much appreciated.

10 What I want to do today is ask you some additional
11 questions about your experience of living in
12 Grenfell Tower. Hopefully I will keep my questions
13 short and simple. But if at any time you don’t
14 understand a question or you would like me to repeat it
15 or put it in a different way, all you have to do is to
16 tell me.

17 A. Yeah.

18 Q. Can I also ask you just to try and keep your voice up.

19 A. Yes.

20 Q. I know it’s a bit of a big room, but it’s important that
21 we hear you, and it’s especially important that the
22 transcriber, who is just sitting to your right, can
23 record your answers clearly and accurately. So keep
24 your voice up and try and speak slowly.

25 You have given two witness statements to

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1 the Inquiry. I just want to take you to the first of
2 those. {IWS00000121}, please. This is the statement,
3 Ms O’Connor, that you made for Phase 1 of the Inquiry’s
4 proceedings, and it’s already part of the Inquiry
5 record, so I don’t need you to deal with any formalities
6 in relation to that statement. But we do need to do
7 that for your second Phase 2 statement.

8 A. Yes.

9 Q. If we bring that up, that’s at {IWS00001699}. That’s
10 the first page of the statement. If we go to the last
11 page, which is page 8, can you confirm for me that
12 that’s your signature there?

13 A. Yes, that’s my signature.

14 Q. We can see it’s dated 25 February 2020.

15 Have you had a chance to go through this statement
16 recently?

17 A. Sadly I haven’t.

18 Q. But do you remember making that statement?

19 A. Yes.

20 Q. Can you confirm that its contents are true to the best
21 of your knowledge and belief?

22 A. Yes, they are.

23 Q. Thank you.

24 Well, let’s start off by going back to your first
25 statement, {IWS00000121}, please. As I said, that’s

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1 your Phase 1 statement, but at the top you set out in
 2 paragraph 1 some background. I just want to ask you
 3 a little bit about that.
 4 So the position is that you and your partner,
 5 Luke Towner, lived in flat 171 in Grenfell Tower —
 6 A. Yes.
 7 Q. — under a joint tenancy; is that right?
 8 A. Yes.
 9 Q. And the flat was on the 17th floor, wasn't it?
 10 A. Originally, yes.
 11 Q. Was it in July 2012 that you moved into the tower?
 12 A. I believe so, yes.
 13 Q. As you say there, Luke was your full-time carer; is that
 14 right?
 15 A. Yes.
 16 Q. Okay.
 17 If you look at paragraph 3, you say:
 18 "I am disabled ... When Luke and I moved into
 19 Grenfell Tower, I needed to lean on a trolley for
 20 support and balance in order to walk."
 21 Now, before you moved into the tower, did you sign
 22 a tenancy agreement?
 23 A. Yes, we did.
 24 Q. And did you meet with someone from the TMO to sign that
 25 agreement?

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1 A. Yes.
 2 Q. Okay.
 3 Could we have on the screen, please, {TMOH00006021},
 4 please. Thank you. This is headed "Secure tenancy
 5 agreement", Ms O'Connor. If we go to page 7
 6 {TMOH00006021/7}, please, if we can make that as big as
 7 possible, you can see there that it carries your
 8 signature and also Luke's signature, doesn't it?
 9 A. Yes.
 10 Q. Could we go back to page 5 {TMOH00006021/5}, please.
 11 Now, if you see 1.12, it says:
 12 "The Disability Discrimination Act 1995 defines
 13 disability as 'a physical or message impairment which
 14 has a substantial and long term adverse effect on
 15 a person's ability to carry out normal day to day
 16 activities'."
 17 The question was asked:
 18 "Do you consider yourself to have a disability?"
 19 Now, it's been blanked out on this, but I hope you
 20 will take it from me, that the "you" — can you see the
 21 box —
 22 A. Yes.
 23 Q. — applied to you, and in relation to that you had
 24 ticked "Yes".
 25 A. Yes, I remember that.

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1 Q. Now, when you were completing this form, were you
 2 sitting down with someone from the TMO and going through
 3 it?
 4 A. I can't remember whether it was actually done in the
 5 flat or in the office that used to be downstairs.
 6 Q. But did you and Luke fill it in by yourselves and then
 7 return it to the TMO, or did someone from the TMO go
 8 through the form with you?
 9 A. I think it was done in the presence of Janice.
 10 Q. You say Janice; what's Janice's surname, do you
 11 remember?
 12 A. I believe it may be Janice Wray.
 13 Q. Okay.
 14 A. She was the one of them to show us around the flat on
 15 the viewing date.
 16 Q. So it was someone called Janice who showed you the flat?
 17 A. Yes.
 18 Q. Now, when you were looking at this form, was it ever
 19 explained to you why the question was being asked?
 20 A. Personally, I do not remember whether it was explained
 21 of why it was on the form.
 22 Q. But you've obviously ticked "Yes", as you told us.
 23 A. Yes.
 24 Q. At that time, was there any discussion between you and
 25 anybody from the TMO about providing support for you

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1 because of your mobility issues?
 2 A. No, not that I remember.
 3 Q. This is obviously in July 2012 when you're moving into
 4 the flat.
 5 A. Yes.
 6 Q. Do you remember whether there was any discussion about
 7 how you would evacuate?
 8 A. Absolutely none.
 9 Q. When you moved in, were you given any other advice about
 10 fire safety?
 11 A. No. I just remember seeing the signs on the — in the
 12 lift area.
 13 Q. Can I come back to the signs in a moment, please.
 14 A. Yeah.
 15 Q. I asked you about whether there was any discussion about
 16 evacuation and your answer was, "Absolutely none". Did
 17 you actually raise that with anybody at the time?
 18 A. At the time, no, I didn't — sorry, I'm trying to put it
 19 in a way to understand it. At the time we moved in,
 20 I felt that the building was safe, so it wouldn't need
 21 discussion at that point — at the moment in time of
 22 just signing it, because we hadn't actually moved in
 23 yet, at the moment of signing the document.
 24 Q. Can I show you another document, please. It's
 25 {TMO00870665}. Now, this, Ms O'Connor, if I explain,

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1 it's not a letter that's addressed to you, it's a draft
 2 letter, headed "Dear Resident", and you can see the
 3 heading is "Re: Fire Safety".
 4 A. Yes.
 5 Q. I don't want to or need to read out any bits of it to
 6 you. It contains obviously advice on fire safety.
 7 What my question is, and it goes to the time that
 8 you and Luke moved into your flat: at that time, do you
 9 remember receiving a letter like this or similar to it?
 10 A. No, I've only seen this since yesterday, when it was
 11 shown on the Inquiry.
 12 Q. Thank you.
 13 Do you remember at that time receiving any documents
 14 concerning fire safety?
 15 A. No.
 16 Q. Is that you don't remember or —
 17 A. We didn't receive any, apart from the refurbishment
 18 newsletters.
 19 Q. Well, can I come back to those in a moment.
 20 A. Yes, sorry.
 21 Q. That's all right.
 22 But just so that we're clear, at the time that you
 23 moved in, did you have any documents handed to you that
 24 contained advice about fire safety?
 25 A. Not regarding fire safety, no.

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1 Q. Now, I told you we would come back to the question of
 2 the fire notice, because you mentioned that a few
 3 moments ago. Could we have, please, {IWS00001699/3}.
 4 If we could expand paragraph 15, please. I'm just going
 5 to read this out to you, Ms O'Connor, if I may.
 6 A. Yeah.
 7 Q. Under the heading "Fire safety signage", your statement
 8 says:
 9 "There was a fire safety sign by the lift. This
 10 sign told us to stay put in the event of a fire.
 11 I always thought that I would not stay put as I could
 12 only exit the building by the lift due to my mobility
 13 issues."
 14 If we go down to the next page {IWS00001699/4} and
 15 look at paragraph 23, what you say there is:
 16 "The only fire safety advice I was aware of was
 17 stay put. I was aware of this because of the sign next
 18 to the lift and Janice also informed us."
 19 Janice was the person who showed you the view; is
 20 that right?
 21 A. Yes.
 22 Q. Right.
 23 A. I'm sorry, I didn't remember that bit, that Janice had
 24 informed us that it was a stay-put policy.
 25 Q. Okay. If I also draw your attention to paragraph 26

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1 whilst we've got it on the screen, what you say is:
 2 "I did not think what would happen if there was
 3 a fire in the building. I always assumed I would be
 4 able to use the lift. There was no emergency evacuation
 5 procedure discussed with us and no one from the TMO
 6 visited us about it."
 7 Going back to the notice, I just want to show you
 8 a photograph. Can we have {INQ00000093} on the screen,
 9 please.
 10 Now, does that look like the fire notice that you
 11 saw by the lift, the sign that you saw by the lift?
 12 A. Yes, it was only put there once the refurbishment took
 13 place.
 14 Q. So before that, were there any signs?
 15 A. Not in the lift lobbies on the individual floors, just
 16 in the — I believe the noticeboard, when you come
 17 through the first door, before you get into the lift
 18 area.
 19 Q. So if we can break that down a little, please.
 20 A. Sorry.
 21 Q. So before the refurbishment there was a noticeboard?
 22 A. Yes.
 23 Q. And there was a sign on that noticeboard; is that right?
 24 A. Yes.
 25 Q. And then after the refurbishment, these signs appeared

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1 by the lift?
 2 A. Yes.
 3 Q. Which floors did you see these signs on?
 4 A. Mostly ours, which was originally the 17th but then
 5 changed to the 20th, and if I accidentally got out of —
 6 at the wrong floor, then I would see them, because I'd
 7 have to press the button and they were where the button
 8 was to call the lifts.
 9 Q. Thank you.
 10 Now, you've made clear in your statements that you
 11 were aware of the stay-put policy.
 12 A. Yes.
 13 Q. Why was it your plan to leave via the lift in the event
 14 of an emergency?
 15 A. Well, we — thinking of it, and I know it's not a smart
 16 idea to use the lift in that situation, but it would
 17 have been my only means of escape, because travelling
 18 down the stairs when everyone's panicking, it's not
 19 really — it wouldn't — it would usually take me about
 20 half an hour to get down the stairs, and maybe even
 21 longer to get up.
 22 Q. But in both of your statements, and I can take you to
 23 the paragraphs if you want —
 24 A. Yeah.
 25 Q. — you make mention of the lift being broken —

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1 A. Yes.
 2 Q. -- and making complaints about the lifts. So if there
 3 had been an emergency and the lift wasn't working, how
 4 did you think you were going to be able to leave the
 5 building?
 6 A. It would depend on whether I was out at present, when
 7 the lift broke down. For example, one of the times
 8 I had to -- I was visiting my mum's place and the lift
 9 was broken, so I had to stay with her until they sorted
 10 the lift out.
 11 Q. Thank you.
 12 Can I show you another document, please. Could we
 13 have {IWS00001762/2}.
 14 A. It's upside-down.
 15 Q. Yes. That's been sorted for us.
 16 This is a document headed, as you can see,
 17 Ms O'Connor, "Tenancy Handbook", and it's from the TMO.
 18 If I explain how it came to the Inquiry, it's been
 19 provided to us as an exhibit to the Phase 2 witness
 20 statement of another Grenfell Tower resident called
 21 Mohammed Rasoul.
 22 Now, when you moved into your flat in 2012, do you
 23 remember being given a tenancy handbook?
 24 A. No.
 25 Q. Do you remember receiving a tenancy handbook at any time

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1 after moving in?
 2 A. No. This is the first time that I've seen it.
 3 Q. Right. So just so that we're clear again, is it that at
 4 no point from the time moving in onwards were you given
 5 a tenancy handbook?
 6 A. No, no handbook was given to us at this -- of this form.
 7 No form of handbook was ever given to us.
 8 Q. Thank you.
 9 Did you know that the TMO had a website?
 10 A. Yes.
 11 Q. Did you ever visit the website or use it in any way?
 12 A. Constantly to make complaints.
 13 Q. When you were using the website, did you notice whether
 14 or not it had advice about fire safety on it?
 15 A. No, there was no links to view fire safety. It was just
 16 their home page that -- with -- I believe it said "Make
 17 a complaint", and it had other options to click on it,
 18 whether to pay your rent online, as well, but never
 19 anything regarding fire safety.
 20 Q. You say there were no links on it.
 21 A. Yeah.
 22 Q. Did you actually go and visit the website to see if
 23 there was any fire safety advice on it?
 24 A. No, because I wasn't informed that there was any
 25 fire safety advice on their website.

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1 Q. So nobody had told you that you could find fire safety
 2 advice on that website?
 3 A. No, no, they haven't -- they hadn't.
 4 Q. When you visited it, you couldn't see any links to that
 5 advice?
 6 A. Yes, I saw zero links to any fire safety advice.
 7 Q. I want to just show you another document, please,
 8 {CST00006750}. If I just explain what this is,
 9 Ms O'Connor, can you see at the bottom that there is
 10 an LFB logo on the page?
 11 A. Yes.
 12 Q. And the page is titled "Home fire safety guide for
 13 purpose--built flats and maisonettes", and what it says,
 14 you can see the heading, is, "If you have a fire, do you
 15 know your plan?"
 16 Did you ever receive a copy of this leaflet posted
 17 through your flat door?
 18 A. No.
 19 Q. Did you ever come across leaflets like this in the
 20 communal areas of Grenfell Tower?
 21 A. Not that I remember.
 22 Q. You may have, if you were following the Inquiry's
 23 evidence yesterday, heard of Link magazine. Did you
 24 know about Link magazine when you were living in
 25 Grenfell Tower?

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1 A. Only because my mum lives in sheltered accommodation run
 2 by TMO, so I saw the Link magazines only there, never in
 3 the tower.
 4 Q. So no Link magazines came through your front door?
 5 A. No.
 6 Q. When you visited your mother and saw the magazine there,
 7 did you ever read it?
 8 A. Not always. It's mainly -- from what I understood
 9 Link magazine to have was just about their more elderly
 10 residents and the association -- not associations, the
 11 parties that they used to do. So they would sometimes
 12 put pictures of the residents and people that were on
 13 the Residents' Association would sometimes have pictures
 14 in there.
 15 Q. Did anybody tell you that you could find fire safety
 16 advice in Link magazine?
 17 A. No.
 18 Q. Can we have on the screen, please, {ART00002606}. Now,
 19 this is an example from July 2014 of the Grenfell Tower
 20 Regeneration Newsletter, and you can see that it's got
 21 the logo for the TMO and the logo for Rydon on it.
 22 A. Yes.
 23 Q. So this newsletter was distributed to residents during
 24 the course of the refurbishment.
 25 Do you remember receiving leaflets headed

108

1 "Grenfell Tower Regeneration Newsletter"?

2 A. Sadly, yes.

3 Q. And how did they come to reach you?

4 A. They just pushed it through the letterbox.

5 Q. When they dropped through the letterbox, would you read

6 them?

7 A. Occasionally, it would take a few days to read it fully,

8 but we'd always glance through it.

9 Q. What was your understanding of the purpose of these

10 newsletters?

11 A. For them to supposedly keep everyone updated on certain

12 aspects of the refurbishment, only the bits that they

13 wanted to share with us.

14 Q. Well, if we go to page 2 of this document

15 {ART00002606/2}, please, and under the bottom there, the

16 last heading we have is "Emergency fire arrangements",

17 if we could just expand that --

18 A. Sorry, one second. Is there any chance we could blank

19 out one of the pictures? I have a lot of anger

20 towards --

21 Q. Okay, I don't think we need to show it to you.

22 A. Sorry about that.

23 Q. No, not at all. I just wanted to draw your attention to

24 the heading "Emergency fire arrangements".

25 A. Yes.

109

1 Q. Now, that newsletter, which was in July 2014, is one of

2 two such newsletters that contained fire safety advice.

3 I'm just going to bring up the second one for you.

4 A. Yes.

5 Q. If you feel uncomfortable looking at it, just tell me

6 and we'll deal with it in a different way. All right?

7 A. Yes.

8 Q. Let's bring up {JRP00000028}, please. This is headed

9 May 2016. If we could go to page 4 {JRP00000028/4},

10 please, and can you see that there is an arrow pointing

11 to "The 'stay put' policy"?

12 A. Yes.

13 Q. It says:

14 "The smoke detection systems have been upgraded and

15 extended. The Fire Brigade has asked us to reinforce

16 the message that if there is a fire which is not inside

17 your own home, you are generally safest to stay put in

18 your home to begin with; the Fire Brigade will arrive

19 very quickly if a fire is reported."

20 I don't think I need to read any more, but you have

21 two newsletters there, one from 2014, one from 2016.

22 Were you aware that the newsletters did contain

23 advice about fire safety?

24 A. I probably skipped that bit, because I was aware that it

25 was always put in there, but it never -- it was just --

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1 it felt a copy and paste situation, that they would

2 always put that in the guide -- the newsletter.

3 Q. Would it be fair to say that for you, Ms O'Connor, your

4 understanding about what the policy was if there was

5 a fire in the tower came from those notices on the

6 noticeboard and by the lifts?

7 A. Yes.

8 Q. And so it was that source of information that made you

9 aware of the stay-put policy?

10 A. Yes.

11 Q. Can I move to a different topic but just take you back

12 to your witness statement, please, your first witness

13 statement, {IWS000000121/2}, please, and look at

14 paragraph 9.

15 Sorry, if I could just have a moment.

16 (Pause)

17 Sorry, I think I've given the wrong reference, but

18 there is a part of your statement where you discuss

19 visits by the firefighters coming to check your smoke

20 alarms. Do you remember that?

21 A. Yes.

22 Q. Now, what you said -- and we'll bring it up if you want

23 me to -- is:

24 "London Fire Brigade came to our flat a few times

25 over the period I lived at Grenfell to check that our

111

1 smoke alarms were working. I think they were just doing

2 their rounds; we didn't call and ask them to come. From

3 what I can remember, they only came round before the

4 refurbishment, not afterwards."

5 Now, can you remember how many times the

6 firefighters turned up outside your door?

7 A. It must have been once or twice.

8 Q. Did they limit themselves to just checking your smoke

9 alarms or did they ask you about anything else?

10 A. It was mainly just limited to the smoke alarms, because

11 when they came round, my crutches weren't visible, so

12 they weren't aware of my disabilities, and I didn't see

13 fit to explain to them.

14 Q. Was there any reason why you didn't see fit to explain

15 to the firefighters about your disability?

16 A. Because this was before the refurbishment and I felt

17 that it was safe because it was bricks.

18 Q. And your recollection is that after the refurbishment

19 happened, there wasn't one of these visits?

20 A. No, not that I remember.

21 Q. Let's just move on to a different topic.

22 In your two statements, you refer both to RBKC and

23 to the TMO. Did you know that they were two separate

24 organisations?

25 A. Yes.

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1 Q. What did you understand the role of the TMO was in
 2 relation to Grenfell Tower?
 3 A. That they took our rent and was aware -- sorry, was the
 4 people to go to for repairs and complaints.
 5 Q. What was the responsibility of RBKC, then?
 6 A. To put us in touch with TMO to be housed under them.
 7 Q. Did anyone ever explain to you or Luke how the TMO
 8 operated?
 9 A. Not that I can remember.
 10 Q. So either at the time that you moved in or subsequently,
 11 were you ever given information that the TMO was managed
 12 by a board which included tenants and leaseholders?
 13 A. With our -- because the tower wasn't our first property
 14 with TMO, no, no one explained that the first time.
 15 Q. Did you ever get any information coming through your
 16 door explaining how you could become involved in the
 17 TMO?
 18 A. No, only in the tower.
 19 Q. What was that information then?
 20 A. It was that I could join the -- be a member of TMO.
 21 Q. Did you in fact join the TMO?
 22 A. No.
 23 Q. Was there any reason why you didn't want to become
 24 involved?
 25 A. I felt that I wouldn't have been taken seriously.

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1 Q. Why didn't you think you would be taken seriously?
 2 A. Because of -- when I put in complaints, they wouldn't
 3 take them seriously, and it was a lot -- I was more --
 4 I was still shy of joining, I like to keep myself to
 5 myself.
 6 Q. You mentioned that when you put in complaints, they
 7 wouldn't take them seriously.
 8 A. Yes.
 9 Q. Could you expand on that a little, please? In what way
 10 were your complaints not being taken seriously?
 11 A. It was always on occasions when you had antisocial
 12 behaviour complaints or noise complaints, they would
 13 always say, "Write this down on a piece of paper", or,
 14 "We'll send you incident diaries", and they didn't
 15 really like coming out to you. And on the phone as
 16 well, they were quite rude sometimes. I even got
 17 accused of being Luke's grandmother, because I needed to
 18 have -- I needed to know when the lift would be fixed,
 19 so I could get back up to the house.
 20 Q. Can I ask you some questions about something you've
 21 written in your police statement. Can we have
 22 {MET00007357}, please, on the screen.
 23 So this is, Ms O'Connor, a statement that you've
 24 made to the police. If we go to the second page
 25 {MET00007357/2}, please, and we look at the

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1 second--to--last paragraph, what you say is:
 2 "No one from TMO updated us with regards to the
 3 renovations and I recall receiving letters from the
 4 residents association expressing concern over the works
 5 both at the beginning and during, but neither I nor Luke
 6 attended any of the meetings."
 7 So you said that no one from TMO updated you with
 8 regards to the renovations; were you aware of meetings
 9 that the TMO were holding with residents?
 10 A. Only the ones that were put in the regeneration
 11 newsletters.
 12 Q. Did you attend any of those meetings?
 13 A. No, because I was far too shy and with other
 14 difficulties in attending.
 15 Q. Were you ever asked to complete a questionnaire about
 16 the refurbishment?
 17 A. I think on their workmanship, but that was about it.
 18 Q. The TMO held a number of drop-in sessions during the
 19 course of the refurbishment. Did you ever attend those
 20 drop-in sessions?
 21 A. I only knew about the ones in the meeting room and the
 22 show flat, but no, we didn't attend.
 23 Q. Did anybody ever come and visit you from the TMO to
 24 discuss the refurbishment with just you and Luke in your
 25 flat?

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1 A. No.
 2 Q. Did you ever ask if someone could come along and speak
 3 to you?
 4 A. No, not with the regeneration ... not before that. But
 5 they did come a lot of the time unannounced. It was
 6 like they would come and knock on your door, and check
 7 if everything was all right, which I felt was a bit ...
 8 I don't know how to explain it. It wasn't exactly nice
 9 for people that don't like to be disturbed, like, we
 10 just wanted to -- if a problem arose, then we would
 11 bring it up with them, but to just be disturbed on the
 12 off chance that we're in was a bit rude and a bit needy.
 13 Q. Did anyone from the TMO ever ask you what your preferred
 14 way of being consulted was?
 15 A. No.
 16 Q. Now, you also mention in the passage I read out about
 17 getting letters from the Residents' Association. Which
 18 Residents' Association are you referring to there?
 19 A. I believe that was the one that was created by Ed.
 20 Q. So is that the Grenfell Compact?
 21 A. I think so. I remember him coming to our door to raise
 22 a few issues and get our opinion of the issues raised.
 23 Q. There was a Residents' Association called the
 24 Lancaster West Residents' Association. Did you ever
 25 hear of them?

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1 A. Not to my knowledge when we were in the tower, but it's
2 recently come to light of, like, hearing about the
3 groups through the Inquiry.
4 Q. But at the time that you were living there, they weren't
5 a group that you knew of?
6 A. No, we didn't really go out or socialise much, we had --
7 we just socialised with people with dogs, because we
8 used to take our dog for a walk.
9 Q. If we go back, then, to your first Inquiry statement,
10 {IWS00000121/3}, please. If we look at paragraph 15,
11 five lines down there is a sentence that begins
12 "Accessing the building", and you say there,
13 Ms O'Connor:
14 "Accessing the building was more difficult for us
15 during the refurbishment. The builders built
16 a temporary entrance near the ambulance loading bay
17 which was accessible only via stairs. That 'temporary'
18 entrance was in place for nearly 3 years. I complained
19 to the TMO but they said they couldn't do anything about
20 it. It concerned me given my health and mobility
21 problems because in the event of an emergency, it would
22 be more difficult for me to get in and out of the
23 building to the ambulance loading bay."
24 Now, you mentioned then that access was only via
25 stairs.

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1 A. Yes.
2 Q. Given your health difficulties, how were you able to
3 manage -- or were you able to manage those stairs?
4 A. Very difficultly. I was -- I'd have to go step by step,
5 and when you've got patient transport waiting down in
6 the bays, it's not very helpful, because occasionally --
7 some drivers are calm and relaxed and others are really,
8 really pushed to the limits and want you there
9 immediately.
10 Q. And because of the need to make sure you were down in
11 time for the driver, was that the reason why you were
12 needing to get down to the ambulance loading bay?
13 A. Yes.
14 Q. Now, you explain in that paragraph that you complained
15 to the TMO. Who did you complain to?
16 A. I believe it was their complaints system. I did do
17 phone calls as well as completing the online form.
18 Q. So was that the two ways you used to make a complaint?
19 A. Yes.
20 Q. Either a phone call or an online form?
21 A. Yes.
22 Q. Sticking with this statement, can we just go back a page
23 {IWS00000121/3} and look at paragraph 12, please.
24 Because what you say there, Ms O'Connor, is:
25 "Our front door was not changed in the time that we

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1 lived in the flat. It did not close automatically."
2 Just so that we're clear, from the time that you
3 moved into the flat in July 2012, was your door always
4 like that, that is it did not close automatically?
5 A. Yes, it was always like that.
6 Q. Did anyone from the TMO or elsewhere tell you that your
7 front door should be able to close automatically?
8 A. No. Not that I'm -- not that I can remember.
9 Q. And did you know at the time, that is before the fire,
10 that your front door was supposed to have a device so
11 that it would shut automatically?
12 A. No, I wasn't aware of those details.
13 Q. Did anyone tell you that if your door didn't shut
14 automatically it was something you had to report to the
15 TMO?
16 A. No.
17 Q. Did anyone ever come to your flat and ask to access your
18 flat so that they could inspect the flat front door?
19 A. No, there was never an inspection of the front door.
20 Q. So did anybody ever knock on your door and introduce
21 themselves as a fire risk assessor?
22 A. No, never.
23 MR RAWAT: Thank you.
24 Mr Chairman, those are all the questions I want to
25 put to Ms O'Connor.

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1 SIR MARTIN MOORE-BICK: Right.
2 MR RAWAT: But if I could ask for a short break so we can
3 see if there are any other questions, please.
4 SIR MARTIN MOORE-BICK: The usual break, yes.
5 Well, Ms O'Connor, Mr Rawat thinks he has reached
6 the end of his questions, but he needs a chance just to
7 check that, and we also need to provide an opportunity
8 for other people who are not here to suggest questions.
9 So we will take a break now. We'll come back at 2.55,
10 if that's all right.
11 THE WITNESS: Yes, that's fine.
12 SIR MARTIN MOORE-BICK: Then at that stage we will see if
13 there are any more questions we would like to put to
14 you.
15 THE WITNESS: Okay.
16 SIR MARTIN MOORE-BICK: All right? So if you would like to
17 go with the usher -- you can take your time, there's no
18 rush -- we will see you at 2.55.
19 THE WITNESS: Okay. Thank you.
20 (Pause)
21 SIR MARTIN MOORE-BICK: While we're out of the room, could
22 I put in a plea to someone on the technical side,
23 please, to get Ms Istephan's transcript running.
24 Good, thank you.
25 2.55, then, please. Thank you.

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1 (2.43 pm)
 2 (A short break)
 3 (2.55 pm)
 4 SIR MARTIN MOORE—BICK: All right?
 5 THE WITNESS: Yes.
 6 SIR MARTIN MOORE—BICK: Now, let's see if there are any more
 7 questions for you.
 8 Yes, Mr Rawat.
 9 MR RAWAT: Two short matters, I hope, Mr Chairman.
 10 Could we have on the screen, please,
 11 {IWS00001707/2}. Ms O'Connor, this is a letter that
 12 you've exhibited to your witness statement.
 13 A. Yes.
 14 Q. It's dated 11 January 2012 and it's headed, "Housing
 15 Application — Health and Disability Assessment". So
 16 it's before you moved into Grenfell Tower.
 17 If we go to the bottom, what it says is:
 18 "Your case has been referred to a Senior Manager in
 19 relation to the current level of support needs
 20 presenting. Your total housing points will be confirmed
 21 when your case has been discussed in full by a Senior
 22 Manager."
 23 Then you're told if you have any questions to
 24 contact the Common Housing Register Team by calling, and
 25 you're given a number.

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1 Now, in relation to this, I asked you earlier about
 2 the support that TMO might have given you because of
 3 your disability. Looking at that, off the back of this
 4 letter, did any senior manager come back to you or was
 5 there any change in the level of support that you were
 6 given?
 7 A. Once we'd accepted the property, there was no additional
 8 support that I remember receiving.
 9 Q. Thank you.
 10 The second matter, do you remember you mention in
 11 your statement a Janice?
 12 A. Yes.
 13 Q. And when I asked you, you said you thought it might be
 14 Janice Wray.
 15 A. Yes.
 16 Q. Is it possible it could have been Janice Jones, who was
 17 a neighbourhood officer at Grenfell Tower?
 18 A. If there was two Janices, then yes, it could be
 19 a possibility.
 20 Q. But when I say Janice Jones, does that ring a bell with
 21 you at all?
 22 A. I just remember her as Janice. I honestly cannot
 23 remember her second name. I could identify her by
 24 a picture, but that's all that I can do.
 25 MR RAWAT: We can leave it there, Ms O'Connor.

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1 Thank you very much, and thank you again for coming
 2 to give evidence today, it's been very helpful.
 3 Sir, I've no further questions.
 4 SIR MARTIN MOORE—BICK: I ought to thank you as well,
 5 Ms O'Connor, on behalf of the panel and myself for
 6 coming to give evidence, making yourself available to do
 7 that. It's been very helpful to hear from you.
 8 THE WITNESS: Thank you.
 9 SIR MARTIN MOORE—BICK: And we're grateful to you for
 10 coming. Thank you.
 11 THE WITNESS: Could I add one thing, sorry?
 12 SIR MARTIN MOORE—BICK: Yes.
 13 THE WITNESS: I don't think it's fair that we were
 14 allowed — not we, that all these corporate companies
 15 were allowed to be given the choice to choose what the
 16 price tag on our lives should be. I just lost the
 17 possessions, thankfully not my life, but my heart goes
 18 out to my fellow neighbours and bereaved. We fight this
 19 together, and we've got so much support, and thank you
 20 for the opportunity to speak. I have been meaning to
 21 say that since Phase 1, so thank you.
 22 SIR MARTIN MOORE—BICK: Well, well done. Thank you for
 23 coming to talk to us. It's been helpful, as we say,
 24 very helpful, and I hope you feel a little bit better
 25 for having had the opportunity to say all that.

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1 THE WITNESS: Absolutely. I did have more to say, but
 2 I didn't want to take up much more time.
 3 SIR MARTIN MOORE—BICK: No, that's all right. Thank you
 4 very much indeed.
 5 Well, we don't have any more questions, so you're
 6 free to go, if you would like to.
 7 THE WITNESS: Thank you.
 8 SIR MARTIN MOORE—BICK: If you go with the usher, she'll
 9 look after you, but you can take your time.
 10 THE WITNESS: Thank you. Have a good day.
 11 SIR MARTIN MOORE—BICK: Thank you very much.
 12 (The witness withdrew)
 13 SIR MARTIN MOORE—BICK: Now, Mr Rawat, I understand that it
 14 would be convenient to read some more evidence into the
 15 record before we come to our last witness. Is that
 16 right?
 17 MR RAWAT: Yes, we have a little bit of time, Mr Chairman,
 18 before the next and last witness, so I would like, if
 19 I may, to continue reading. This is again Phase 2
 20 evidence from bereaved relatives.
 21 SIR MARTIN MOORE—BICK: Yes.
 22 MR AHMED ELGWAHRY (evidence read into the record)
 23 MR RAWAT: If I could please have on the screen
 24 {IWS00001757}. This is the Phase 2 witness statement of
 25 Ahmed Elgwahry. If I take it to page 13, please, the

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1 statement is dated 27 February 2020, it is signed with
 2 a statement of truth, and so I ask that it be admitted
 3 into the record.
 4 Mr Chairman, as you will remember from Phase 1,
 5 Mr Elgwahry’s mother Elsay, and his sister, Mariem,
 6 lived in flat 196 on the 22nd floor of Grenfell Tower,
 7 and they both died on the night of the fire. The family
 8 had lived in the tower for almost 30 years, and
 9 Mr Elgwahry’s sister was 27 years old and she had lived
 10 there all of her life.
 11 In his Phase 2 statement, Mr Elgwahry speaks of his
 12 mother’s health problems, and if we could look, please,
 13 at page 7 {IWS00001757/7}, and just expand paragraphs 19
 14 and 20, what Mr Elgwahry says there is:
 15 "19. My mother, Elsay Elgwahry, had a complex range
 16 of health problems which resulted in difficulty walking
 17 and an inability to climb a high number of stairs
 18 without assistance and her hands were also affected,
 19 resulting in a lack of dexterity. Neurological problems
 20 meant she could not carry anything but light bags and
 21 would have to place a heavier bag on her wrist or
 22 forearm in order to carry it. The difficulties my
 23 mother experienced as a result of her disability were
 24 known by the TMO and a 'tenancy information' form dated
 25 24 June 2015 (so just before the works got underway I

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1 believe) which I exhibit herein [and the reference is
 2 then given]. This records that my mother had a physical
 3 disability ; had support needs; and Mariem was her
 4 primary carer. It would have been evident that she
 5 could not climb stairs in the event of a fire. It
 6 appears that my mother was present when this form was
 7 filled in (see box 1 on page 2). As I have mentioned,
 8 my mother was a proud woman, who did not like talking
 9 about her disabilities and what she could not do. She
 10 does not appear to have said that she can only get to
 11 the upper floors if there was a lift , or at any rate the
 12 form has not been filled in that respect. She would
 13 have needed to use the lift , and I believe that must
 14 have been clear to the person completing the form.
 15 "20. She lived on the 22nd floor and liked doing
 16 so, but relied on the lift . If this was out of order
 17 she was trapped in the flat . At no point did anyone
 18 talk to my mother about what she should do or where she
 19 should go in the event of a fire . No plans appear to
 20 have been made."
 21 If I can stop reading there.
 22 MS NOHA EL BAGHDADY (evidence read into the record)
 23 MR RAWAT: I turn now to evidence concerning Hesham Rahman.
 24 Hesham Rahman had moved into Grenfell Tower in 2012.
 25 He lived alone in flat 204 on the 23rd floor. Family

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1 members lived close by on the Lancaster West Estate.
 2 His cousin Noha El Baghdady provided the Inquiry
 3 with a Phase 1 witness statement and she has provided
 4 a second witness statement for Phase 2. I want to just
 5 read the section from that statement which deals
 6 specifically with Mr Rahman’s vulnerabilities.
 7 If I could have, please, {IWS00001535}. If we could
 8 go to the last page of that statement, it’s a 14–page
 9 statement, we see that it’s dated 17 February 2020, it’s
 10 signed and it carries a statement of truth, and I ask
 11 that it be admitted into the record.
 12 If I could take us back to page 2 {IWS00001535/2}
 13 and paragraph 7, please, paragraph 7 starts:
 14 "Hesham had diabetes and he had serious mobility
 15 problems because of this. This was the case before he
 16 moved into Grenfell Tower, although it worsened over the
 17 years. It would have been obvious to someone meeting
 18 him that he had mobility problems. I remember being
 19 concerned about him being on the top floor of the Tower.
 20 I remember he said that the flat had an amazing view
 21 from there. I think that he shouldn’t have been offered
 22 a flat on the top floor given his health. I don’t
 23 remember Hesham telling me that his health had been
 24 assessed in any kind of way by RBKC before he moved into
 25 the flat . I don’t think they asked him about his health

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1 or considered that he would be reliant on the lifts
 2 because Hesham never mentioned to me that they had
 3 before he moved in and if he had told me then either
 4 I or another family member would have been involved with
 5 this. He would always involve me or other family
 6 members in meetings like these and if a meeting with
 7 RBKC or the TMO had taken place I expect he would have
 8 asked someone from the family to attend with him. As
 9 far as I am aware, no one ever asked him if his flat was
 10 suitable for his health needs."
 11 If we could move forward in the statement, please,
 12 to paragraph 10 {IWS00001535/3}, that reads:
 13 "Knowing Hesham, he would have been happy to talk
 14 about his health problems with RBKC or the TMO. He was
 15 open about his struggles with pain and the difficulties
 16 he had walking up stairs. I am sure he would have
 17 explained what his health was like had he been given the
 18 opportunity. Anyone meeting Hesham would have been
 19 aware that he had health problems and this affected his
 20 mobility because you could see this."
 21 Again, if we could just move forward to
 22 paragraph 13, please:
 23 "RBKC and the TMO did know, or should have known,
 24 that Hesham had a disability, that he had mobility
 25 problems. Some thought should have been given as to how

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1 he would get down and exit the Tower from the 23rd floor
2 in the event of an emergency."

3 If we could go to the next page {IWS00001535/4},
4 paragraph 14, please. That paragraph reads:

5 "If the lifts in Grenfell Tower were both out of
6 order, which would happen on occasions, then Hesham
7 would not be able to leave his flat because he found
8 walking down the stairs was too much for him. If he did
9 not have to walk down the stairs, he would have to do so
10 very slowly and he would shake. Walking up to the
11 23rd floor was too much for him and he couldn't do
12 that."

13 That is all I propose to read from that statement,
14 but could I finally just mention Phase 2 statements
15 provided by other family members of Hesham Rahman, and
16 the first of those is at -- we don't need to bring these
17 up -- {IWS00001536}, and that is the Phase 2 statement
18 of Hesham's uncle, Mohammed Ragab.

19 We also have at {IWS00001937} the Phase 2 statement
20 of Shafika Ragab, who was Hesham's aunt and the person
21 who raised him after the death of his own mother.

22 At {IWS00001783} we find the Phase 2 statement of
23 Karim Mussilhy, Hesham's nephew, who was often looked
24 after by his uncle as a boy.

25 Finally, at {IWS00001750} is the Phase 2 statement

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1 of Hesham's cousin, Nashwa Abdel-Kader, who describes
2 Hesham as being like a brother to her.

3 Those are statements of family members, and I would
4 ask at this point that they are all admitted into the
5 record.

6 Mr Chairman, that's all I would propose to read at
7 this point, and I would ask, perhaps, if we could just
8 take a break now so we can make arrangements for the
9 next witness.

10 SIR MARTIN MOORE-BICK: That would be a good time to do
11 that, wouldn't it? If we said 3.25, will that --

12 MR RAWAT: That should do, yes.

13 SIR MARTIN MOORE-BICK: That shouldn't inconvenience the
14 next witness, should it?

15 MR RAWAT: No.

16 SIR MARTIN MOORE-BICK: All right. Thank you.

17 We will rise now, then, and break until 3.25.

18 Thank you.

19 (3.10 pm)

(A short break)

20 (3.25 pm)

21 SIR MARTIN MOORE-BICK: Yes, Mr Rawat. Now, we've got our
22 last witness for the day, is it?

23 MR RAWAT: Yes, Mr Chairman. Our last witness is
24 Corinne Jones.

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1 SIR MARTIN MOORE-BICK: Good, thank you.

2 MS CORINNE JONES (affirmed)

3 SIR MARTIN MOORE-BICK: Thank you.

4 Yes, when you're ready, Mr Rawat.

5 MR RAWAT: Thank you, Mr Chairman.

6 Questions from COUNSEL TO THE INQUIRY

7 MR RAWAT: Good afternoon, Ms Jones.

8 A. Good afternoon.

9 Q. Could I start first of all by thanking you for coming to
10 the Inquiry to give evidence today and for assisting us
11 with our investigations. Your contribution is very much
12 appreciated.

13 A. No problem.

14 Q. What I hope to do as I start to ask you questions is to
15 keep my questions short and simple, but if at any time
16 you have any difficulty understanding a question or you
17 would like me to repeat it or rephrase it in a different
18 way, then do ask me and I will do so. If you feel at
19 any time that you need a break, please let me know.

20 A. Okay.

21 Q. Can I also just ask you, however, to remember to keep
22 your voice up and to speak slowly. The reason for that
23 is if you can just see to your right there is the
24 transcriber, and she has to record your answers clearly
25 and accurately.

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1 A. Okay.

2 Q. We just need to deal with some formalities before we get
3 into the questions, and the first thing I want to do is
4 to just bring up the first page of your first witness
5 statement to this Inquiry, which is at {IWS00000033}.
6 This is the statement you gave for the purpose of
7 Phase 1 of the Inquiry, and it's already gone into
8 the Inquiry record, it's been published on its website,
9 but if I show you now your second statement, the one
10 that you've made for Phase 2, that's at {IWS00001548},
11 please. If we could go to the last page of that, which
12 is page 23, Ms Jones, could you confirm that that is
13 your signature, please?

14 A. Yes, that's my signature.

15 Q. And have you had a chance to read this statement
16 recently?

17 A. Yes.

18 Q. Can you confirm that its contents are true to the best
19 of your knowledge and belief?

20 A. Yes, it's true.

21 Q. What I would say to begin with is that everyone has had
22 a chance to read your statements, and so what I hope to
23 do today is just to ask you some additional questions
24 about your experience of living in Grenfell Tower.

25 If we could just start perhaps with some background:

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1 in June 2017, you were living in flat 145 of
 2 Grenfell Tower, weren't you?
 3 A. I was, yes.
 4 Q. And what floor was that on?
 5 A. The 17th.
 6 Q. You had moved into that flat in July 2016.
 7 A. Yeah, correct.
 8 Q. And you lived there with your partner and your two sons.
 9 A. I did, yes.
 10 Q. Now, just before we carry on, I just want to clarify one
 11 thing with you, and that is we may need to refer to your
 12 two sons, but I'm not going to refer to them by name,
 13 but instead as "elder son" and "middle son".
 14 A. Okay.
 15 Q. Now, if I just bring up, please, the second page of your
 16 Phase 2 witness statement, which is {IWS00001548/2}, and
 17 if we look particularly at paragraphs 6 and 7, please.
 18 You have explained in paragraph 6 and 7 how you came to
 19 live in Grenfell Tower, and if we look at paragraph 7,
 20 you say that you received a call on 26 May 2016 from
 21 Nana Kaku Turkson, a housing officer at RBKC, and you
 22 were made a direct offer of a flat in Grenfell Tower.
 23 Now, again, just to be clear, I'm not going to ask
 24 you about how you came to be allocated a flat in
 25 Grenfell Tower, but what I want to do is to ask you some

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1 questions about the concerns that you raised at the time
 2 about your middle son.
 3 If we look, please, now at paragraph 8 and 9, if we
 4 look at the first line of paragraph 8, you say there
 5 that you viewed the flat with someone called
 6 Moira MacDonald, who was from RBKC Housing, and if we go
 7 on to paragraph 9, you say this:
 8 "At the time of this viewing, my middle son was
 9 having mobility difficulties and his joints would swell
 10 when walking. My son's consultant sent an email to the
 11 council to explain my son's difficulties. I also
 12 emailed Nana and the housing nominations team on 30 May
 13 2016. I exhibit to this statement at CJ/1, the email
 14 I sent which confirms my son's mobility difficulties and
 15 my concerns regarding the lifts. Nana got back to me to
 16 say there are two working lifts in the building. He
 17 stated there would always be a working lift available."
 18 Before I ask you any questions, can we look at the
 19 email that you sent in May 2016, and that is at
 20 {IWS00001543/2}.
 21 So we can see, Ms Jones, it's dated Monday,
 22 30 May 2016, and you say:
 23 "As per my telephone conversation with Amy on Friday
 24 27th May [2016], and in support of being reconsidered
 25 for an alternative and suitable housing offer, please

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1 find attached a letter from [Moorfields] Eye Hospital
 2 provisionally diagnosing my youngest son ... with
 3 Sjogren Syndrome. On Wednesday 25th May he was referred
 4 to a Sjogren Specialist at Great [Ormond] Street
 5 Hospital requested by Dr Man, a paediatrician at Chase
 6 Farm Hospital. In addition we have an appointment at
 7 [Moorfields] Eye Hospital ..."
 8 You then go on in the next paragraph:
 9 "Two symptoms of Sjogren syndrome are joint pain and
 10 muscle weakness, my son has suffered with joint pain to
 11 a point of being unable to walk. Living in a high rise
 12 building with the [undeniable] possibility of the lifts
 13 breaking down from time to time and having to climb 17
 14 would not be [conducive] to ... health."
 15 You then say:
 16 "This is something that we are still uncovering as
 17 [and you refer to your son] had only started presenting
 18 with these symptoms since March 2016."
 19 You say about the syndrome that it's very rare in
 20 children and typically can take an average of
 21 seven years to diagnose.
 22 So at that time, there was just a provisional
 23 diagnosis?
 24 A. Yes.
 25 Q. But your son was already experiencing symptoms that

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1 meant he had difficulty walking?
 2 A. He was, yes.
 3 Q. Now, if we go back to your statement and let's look at
 4 paragraphs 8 and 9 again, please {IWS00001548/2}.
 5 Now, we've seen what you communicated to the housing
 6 officer at RBKC, we've seen your email. At the time
 7 that you were raising these concerns about your son's
 8 mobility, did anyone at RBKC mention to you that you
 9 could ask the TMO to prepare a personal emergency
 10 evacuation plan for your middle son?
 11 A. No.
 12 Q. Just one point, going back to Moira MacDonald, what was
 13 it that made you think she worked for RBKC Housing?
 14 A. I don't know, to be honest. I can't actually say.
 15 I don't know.
 16 Q. I think the information we have is that she actually
 17 worked for the TMO.
 18 A. Okay.
 19 Q. Is that a possibility, that --
 20 A. Yeah, it's most probably just a mistake on my behalf.
 21 Q. Thank you.
 22 A. Because I spoke -- sorry.
 23 Q. Go ahead.
 24 A. Because I spoke with RBKC as well as TMO, and obviously
 25 this was before I moved in, sometimes I was confused as

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1 to who worked for who.
 2 Q. So at the time and before you moved in, were you
 3 communicating your concerns about your son's mobility
 4 both to RBKC and to TMO?
 5 A. No, it was just RBKC.
 6 Q. Thank you.
 7 Now, when Moira MacDonald carried out the viewing,
 8 did she at that time provide you with any documents?
 9 A. No.
 10 Q. Did she have any discussion with you about your concerns
 11 over access in Grenfell Tower?
 12 A. No.
 13 Q. If I could just show you another document, and it's
 14 {TMO00865707}. This isn't a letter that's addressed to
 15 you, Ms Jones, but it's dated May 2013 and you will see
 16 at the top that it's headed "Fire Safety in your home".
 17 If we go to the next page {TMO00865707/2}, you will see
 18 at the bottom that it's signed off by Janice Wray, TMO
 19 health, safety and facilities manager.
 20 Now, at any time, either at the time that you were
 21 moving into your flat or subsequent to that move, did
 22 you ever receive a letter from the TMO about
 23 fire safety?
 24 A. No.
 25 Q. Can I show you another document, please.

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1 A. Yeah.
 2 Q. {TMO00900066}, please.
 3 (Pause)
 4 I think there is a problem bringing up the
 5 reference, so I'll just move on and we can come back to
 6 that point.
 7 If we could have Ms Jones' statement back on the
 8 screen, can we go to page 5 {IWS00001548/5}, please. If
 9 we just go to the bottom of the page, paragraph 24, and
 10 then we'll go over to the next page as I read it out.
 11 What you've said, and this is now about your
 12 experience after you've moved into the building, but you
 13 say there, Ms Jones:
 14 "24. One thing I never liked was how long it took
 15 us to get out of the tower. The lifts were very busy in
 16 the mornings and it could take up to seven minutes to
 17 get out of the Tower as most of the times the lift was
 18 packed to capacity which meant waiting for the lift to
 19 go to the ground and come back up, or wait for the other
 20 lift. Most of the time we would go down by the stairs
 21 because it would take so long by lift.
 22 "25. I had issues living in the 17th floor because
 23 of this. I was concerned because of the time it took us
 24 to get out of the flat given the issues with the lift
 25 and my son's condition. The joints in his leg would

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1 sometimes get stiff and I would have to carry him when
 2 we used the stairs. I sent an email to housing
 3 nominations at RBKC about this. They did not raise this
 4 as an issue that would affect our ability to escape in
 5 a fire."
 6 Now, again, just to be clear, the email that you're
 7 referring to there, is that the same as the email we
 8 just looked at a few moments ago?
 9 A. Correct, yes.
 10 Q. So the position was -- and correct me if I'm wrong --
 11 your son had been given a provisional diagnosis which
 12 affected his mobility.
 13 A. Yeah.
 14 Q. That was there when you viewed the flat.
 15 A. Yes.
 16 Q. You then moved into the flat, and you had, as you set
 17 out there, difficulties with the lifts.
 18 A. I did, yes.
 19 Q. Did you at any time after moving in contact anyone at
 20 the TMO about the difficulties your family was
 21 experiencing?
 22 A. I did not, no.
 23 Q. Did you contact anyone at RBKC?
 24 A. No, not after I moved in.
 25 Q. Was there any reason that you decided not to do that?

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1 A. I just didn't think it would make a difference, to be
 2 honest. It's not that I couldn't be asked or, you know,
 3 just didn't want to do it, it's just that every time
 4 I spoke with the council about issues, and I'd spoken to
 5 the council about many issues over the years, nothing
 6 was done. They seemed to be very insensitive. So
 7 I just didn't think that anything would change if I was
 8 to update them and let them know that I'm still having
 9 issues, because I'm in the tower now, what is the
 10 chances of me being rehoused in the situation? In my
 11 personal opinion, I think it was pretty slim.
 12 Q. And so does it come down to you just did not think it
 13 was worthwhile --
 14 A. Yeah.
 15 Q. -- to raise the issue?
 16 A. I just didn't think that they would have responded in
 17 a way that I would have liked.
 18 Q. So we looked earlier at the exchange that you had with
 19 Nana, the housing officer, about the issues of working
 20 lifts. The paragraphs that we're looking at now is your
 21 recollection of problems with the lifts. So on a daily
 22 basis, given those problems, how were you coping with
 23 your middle son and his mobility issues?
 24 A. Most of the time I lived in the tower he was okay.
 25 I mean, he has an autoimmune disease, so he usually only

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1 presents symptoms when he is having a flare-up, so the
 2 majority of the time he was okay, but there was a few
 3 occasions where he did have subtle stiffness in his
 4 joints, and those times, you know, we had to take it
 5 a bit more careful.
 6 Sometimes, as I've put in my statement, the lifts
 7 weren't working, so we would go down the stairs, and
 8 I would just put him on my back.
 9 Q. You said that Moira MacDonald didn't provide you with
 10 any documents, but from the time that you moved into the
 11 tower, did anybody from either RBKC or the TMO come to
 12 discuss or seek to discuss with you a personal
 13 evacuation plan for your son?
 14 A. No, not once.
 15 Q. Can I now take you back to your first statement, please,
 16 and that's {IWS00000033/2}. I want to just direct your
 17 attention to paragraph 4, where you speak about signing
 18 the tenancy agreement, and you describe that you signed
 19 it with Janice Jones on 21 July 2016. What you say is:
 20 "After signing, they simply gave us the keys and
 21 a KCTMO welcome pack – I remember there was information
 22 about KCTMO, what to do for repairs, contact numbers.
 23 I don't remember any information about what to do in
 24 case of emergency, health and safety, local
 25 hospitals ..."

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1 To the best of your recollection, did that welcome
 2 pack include any information about fire safety?
 3 A. No.
 4 Q. So is it that you don't remember whether or not it did
 5 include any information, or can you say that it didn't
 6 include information?
 7 A. It didn't.
 8 Q. Could we have on the screen, please, {TMOH00006553}. We
 9 will see in a moment, Ms Jones, that this is your
 10 tenancy agreement. If we go to the last page, which is
 11 page 16 {TMOH00006553/16}, at the bottom there, can you
 12 see that it's signed by yourself, and you were the sole
 13 tenant, weren't you?
 14 A. I was, yes.
 15 Q. And it's also signed by someone called N Bartholomew,
 16 I think that's Nichola Bartholomew.
 17 When you were completing this form, your tenancy
 18 agreement, did either Nichola Bartholomew or
 19 Janice Jones take you through it?
 20 A. I can't remember, if I'm honest. I remember being in
 21 the office, I remember going there that day, but I don't
 22 remember if they took me through it.
 23 Q. So is the possibility that you could have sat down with
 24 someone and filled it in with them, or just sat by
 25 yourself and filled it in by yourself?

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1 A. Well, it was an appointment, so it was like a one-to-one
 2 appointment and I was given forms to fill in.
 3 Q. Can I show you page 6 of this document {TMOH00006553/6},
 4 please. Can you see the bit that says 1.13? It refers
 5 to the Equality Act and asks the question, "Do you
 6 consider yourself to have a disability?" Unfortunately
 7 it's been blanked out, but there's a box there that says
 8 "Mobility (difficulty getting around)", and that on the
 9 original was ticked "No", so it seems that at the time
 10 you didn't indicate that there was a family member with
 11 a disability issue.
 12 But do you remember being asked at the time about
 13 your middle son's condition when you were filling in
 14 this form?
 15 A. No, we didn't speak about that.
 16 Q. Do you recall mentioning to either Janice Jones or
 17 Nichola Bartholomew that your middle son was
 18 experiencing difficulties with mobility?
 19 A. No, I didn't.
 20 Q. Can I show you another form now, please, it's
 21 {TMOH00006560}. This is headed "Tenancy Information",
 22 and again it relates to your home, flat 145, because if
 23 we go to page 3 {TMOH00006560/3}, we see again that it's
 24 signed by yourself, signed by N Bartholomew.
 25 Can you remember at all how this form came to be

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1 completed?
 2 A. Could I see the first page?
 3 Q. Yes, let's go to the first page {TMOH00006560/1}.
 4 A. And, sorry, what was the question you asked?
 5 Q. Can you remember how this form came to be completed?
 6 A. No, I can't remember.
 7 Q. Do you think you would have filled it in at the same
 8 time as you were filling in that tenancy agreement that
 9 we just looked at?
 10 A. Yeah, most probably, yeah.
 11 Q. At the bottom there, can you see that there is a box
 12 under "Family Members":
 13 "Does the tenant or anyone in the household have
 14 additional support needs? Please specify and give
 15 details of agency and contacts in place."
 16 And you have put there "None".
 17 A. That's not my handwriting.
 18 Q. First question from me then: was the phrase "additional
 19 support needs" explained to you, do you remember?
 20 A. I can't remember. I can't even remember this form, if
 21 I'm honest.
 22 Q. Well, if you can't remember, you must say so. But if
 23 you look back and think back to kind of when you were
 24 filling in the form before you took over the flat, aside
 25 from the email exchange that we looked at with Nana, was

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1 there anybody else in RBKC that you told about your
 2 son's difficulties ?
 3 A. No.
 4 SIR MARTIN MOORE—BICK: Can you just help me with this: you
 5 say that the word "None" isn't in your handwriting;
 6 whose handwriting is in the boxes further up the page?
 7 Is it yours?
 8 A. My handwriting, yes.
 9 SIR MARTIN MOORE—BICK: So you filled in most of the form.
 10 A. It looks like , yeah.
 11 SIR MARTIN MOORE—BICK: Presumably in the course of
 12 a meeting with someone from the TMO.
 13 A. Yes.
 14 SIR MARTIN MOORE—BICK: Yes, okay, thank you very much.
 15 MR RAWAT: During the process of signing up to the tenancy,
 16 do you remember if you were given any verbal advice
 17 about fire safety?
 18 A. When I signed up?
 19 Q. Yes.
 20 A. No.
 21 Q. So is the position you didn't receive any documents that
 22 covered fire safety?
 23 A. No.
 24 Q. Did anyone give you any advice about fire safety?
 25 A. No.

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1 Q. Were you told about how you could raise concerns or make
 2 enquiries about fire safety?
 3 A. No.
 4 Q. Were you told about the self-closing device on your flat
 5 door?
 6 A. I didn't have a self-closing device.
 7 Q. Right. Can we just explore that a little bit more.
 8 A. Yeah.
 9 Q. Tell us a bit about -- why do you think you didn't have
 10 a self-closing device on your flat door?
 11 A. Because it didn't automatically close.
 12 Q. And was it like that from the time that you took over
 13 the flat?
 14 A. It was, yes.
 15 Q. Did you know at the time that it was a problem with the
 16 door, that it wasn't automatically closing?
 17 A. I knew it was a problem, because I was in temporary
 18 accommodation before I moved into Grenfell Tower, and in
 19 the flats that I lived in, they were doing a refurb as
 20 well, and they changed the doors, the front doors. So
 21 when I moved into Grenfell Tower, the door looked
 22 exactly like the one I had in temporary accommodation,
 23 but the only difference was it seemed like a cheaper
 24 version of the door, and also it didn't have
 25 an automatic closing part on it, and because I was there

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1 at the time in my temporary accommodation when they did
 2 the refurbishment, I knew that they put this on for
 3 fire safety.
 4 Q. Did you raise that with anybody once you had moved into
 5 flat 145?
 6 A. I can't remember.
 7 Q. If you had wanted to raise it, did you know how you
 8 would go about doing that?
 9 A. Most probably just through the repairs line. Yeah.
 10 Q. I think we've still got the tenancy information form on
 11 the page. If we could go just to page 2
 12 {TMOH00006560/2}, please, can you see at the bottom
 13 there it says "TMO Membership", if we could expand that,
 14 please. There is a tick:
 15 "Have the benefits of becoming a TMO member been
 16 explained to the tenant?"
 17 Were the benefits of being a TMO member explained to
 18 you?
 19 A. No. No. I received a booklet that had -- I remember at
 20 the back it may have had like something that you could
 21 sign and send off to become a member, but if anybody
 22 verbally explained it, no, I don't remember that.
 23 Q. Did you look at the booklet at all at any time?
 24 A. Yeah, I did.
 25 Q. And did you apply to become a TMO member?

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1 A. No. I mean, I received it the day I signed the tenancy
 2 agreement. I wouldn't have signed up on that day.
 3 Q. But subsequent to that, did you think about becoming
 4 a member?
 5 A. I did, because it was the first permanent property I had
 6 lived in and I thought it might be beneficial, but at
 7 the time of moving in, it wasn't something I was going
 8 to sign up to.
 9 Q. Were you given any information at the time about how the
 10 TMO was organised?
 11 A. In regards to?
 12 Q. Well, did anyone, for example, tell you that it was
 13 managed by a board that included tenants and
 14 leaseholders amongst its membership?
 15 A. No.
 16 Q. Were you told that residents could be elected to be
 17 members of that board?
 18 A. I don't know. It could have said it in the leaflet
 19 where it was speaking about it, but I can't remember.
 20 Q. Did you understand that RBKC and the TMO were separate
 21 organisations?
 22 A. Yes.
 23 Q. What was your understanding of their responsibilities,
 24 then, in relation to Grenfell Tower?
 25 A. Well, RBKC were the people that I was in contact with in

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1 regards to moving into the property and them offering
 2 properties, so they were the landlord, essentially, and
 3 KCTMO were the organisation that looked after the
 4 day-to-day runnings of the tower.
 5 Q. As a tenant living in Grenfell Tower, do you remember
 6 receiving copies of a magazine called Link?
 7 A. I can't remember.
 8 Q. Would it help if I showed you an example?
 9 A. Yeah.
 10 Q. Could we have, please, {TMO00873549}.
 11 Now, this would be before you moved in to your flat,
 12 Ms Jones, but we can see there that it's a magazine,
 13 this one is from autumn/winter 2015 but that's the front
 14 piece and it's called Link. Does that help you at all?
 15 Did you receive magazines like this through your
 16 letterbox?
 17 A. I — the front of it doesn't look familiar, but if the
 18 back — I remember the back of the booklet, if it is
 19 a booklet, where it had some information about, like,
 20 repairs and how well they were doing with repairs, the
 21 response times, et cetera. I don't know if it was this
 22 booklet, but I remember seeing something like that where
 23 on the back page it had that information.
 24 Q. Let me put it this way: did anyone ever make you aware
 25 that Link magazine would sometimes contain fire safety

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1 advice?
 2 A. No.
 3 Q. So in terms of the information that you had about
 4 fire safety in Grenfell Tower, where was that coming
 5 from?
 6 A. Just when I had the conversation with the two
 7 firefighters that came to my house, that was the only
 8 time I spoke to anybody about fire safety in the tower.
 9 Q. Can we just look at that conversation, please. It's
 10 dealt with in your first statement, so {IWS00000033/2},
 11 paragraph 7. So this is a visit on Saturday,
 12 10 June 2017 by two firefighters to carry out
 13 a fire safety check. You say:
 14 "They said they were having a fire safety day, and
 15 were going around knocking on doors to check people's
 16 alarms. I didn't know about the inspection prior to
 17 them arriving. They pressed the button on both our fire
 18 alarms to check they were working."
 19 Then you continue to say {IWS00000033/3}:
 20 "I was worried about our front door as it didn't
 21 automatically close."
 22 Which is something you have already told us about.
 23 You say:
 24 "I wanted to know why there wasn't an automatic shut
 25 on the door and I also asked whether the doors in our

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1 flat were fire resistant. They reassured me that they
 2 did not need to automatically close, it only depended on
 3 the material the doors were made from. He tested the
 4 doors by banging on them and told me that the front door
 5 and the doors to the master bedroom, the children's
 6 room, the kitchen and living room (which had double
 7 sliding doors with glass) were all fire resistant and
 8 would hold for 30 minutes. Only the toilet and bathroom
 9 doors were not resistant ..."
 10 Now, you have said that you were aware from your
 11 previous accommodation about the importance of doors
 12 having an automatic shut, and from what we've just
 13 looked at, did you raise that with those two
 14 firefighters?
 15 A. I did, yes.
 16 Q. And you've said:
 17 "They reassured me they did not need to
 18 automatically close ..."
 19 Is that what you felt at the end of that
 20 conversation, that you didn't need to be concerned about
 21 having an automatic shut on your door?
 22 A. That's how they kind of made it sound, yeah.
 23 Q. Why were you concerned that the flat front door wasn't
 24 fire resistant?
 25 A. Because, as I said, I was in a temporary accommodation

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1 before that and the doors had recently been changed, and
 2 that door was solid and felt very heavy compared to the
 3 door that I had in Grenfell Tower.
 4 Q. So how did that door in Grenfell Tower feel to you,
 5 then?
 6 A. It just felt very light. So, for example, if you opened
 7 the door and closed the door, you know, if you pushed it
 8 backwards and forwards, you can, you know, get a feel of
 9 how heavy the door was, how solid it was.
 10 Q. So that visit is on 10 June 2017. Following that visit,
 11 what was your impression about the fire safety measures
 12 in your own flat?
 13 A. I just thought they were ridiculous. I just thought
 14 that: okay, if this is what the standard is, it's not
 15 really good, especially being so high up in a tower.
 16 Q. Now, when you say you thought they were ridiculous, who
 17 is the "they" you were referring to?
 18 A. Just the actual — just what the firefighters had told
 19 me.
 20 Q. So that's the measures themselves you thought were
 21 ridiculous?
 22 A. Yeah, the measures, yeah. I think 30 doors
 23 fire resistance — sorry, 30 minutes for a door to hold
 24 a fire on the 17th floor is ridiculous because, I mean,
 25 it could take the firefighters 30 minutes just to get to

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1 my floor, or even to the tenth floor, I don't know.
 2 It's not like we were on a row -- on a road, sorry,
 3 where it's a row of houses. This is a tower and you've
 4 got to keep on climbing up. So 30 minutes to me just
 5 doesn't sound like enough time.
 6 Q. What about what they said about the door not needing to
 7 be an automatic closer?
 8 A. Yeah, I just thought: okay, he's obviously not
 9 talking -- or not giving me the best advice, yeah,
 10 because, as I said, I came from a house where it had
 11 an automatic closer on the door, and it was a new door,
 12 and Grenfell Tower had recently been refurbished, so
 13 I would expect that if they've changed the doors,
 14 I would have something equivalent.
 15 Q. If you look at paragraph 8 of that statement
 16 {IWS00000033/3}, what you say there is:
 17 "The fire officers said if there was ever a fire,
 18 stay put, don't leave your flat, we will always come to
 19 you. They also said to put a wet towel at the bottom of
 20 the door."
 21 Now, you have just described the measures as
 22 ridiculous, and that you're given advice about staying
 23 put.
 24 Given what you thought about the measures in your
 25 flat, what did you think about the advice to stay put?

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1 A. I wouldn't listen to stay put. Not on the 17th floor.
 2 Prior to moving to Grenfell Tower, one of my worst
 3 nightmares was to be trapped high up, so if I had ever
 4 thought or, you know, indicated that there was a fire in
 5 the building, I'm not going to stay put and rely on
 6 anybody to save my life or my children's life, I'm going
 7 to take that into my own hands.
 8 Q. Was that a view that you held from the moment you moved
 9 into Grenfell Tower?
 10 A. Yeah.
 11 Q. So if there had been a fire, your view was that what you
 12 were going to do was you were going to leave?
 13 A. Yes, 100%, definitely.
 14 Q. Even if that meant that there wasn't a lift for your
 15 son?
 16 A. Absolutely, yeah.
 17 Q. Did you, when those firefighters came, discuss your
 18 son's mobility issues with them at all?
 19 A. No, I didn't.
 20 Q. Did either of the firefighters raise with you or mention
 21 to you evacuation plans?
 22 A. In what sense?
 23 Q. Well, a plan so that if you needed to be evacuated from
 24 your home -- did either of them raise that or use the
 25 term "evacuation plan"?

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1 A. No. No.
 2 Q. If we look in the same statement at paragraph 10
 3 {IWS00000033/3}, please. You start that paragraph by
 4 referring to "This occasion", and that's the visit of
 5 the two firefighters, and you say:
 6 "... was the only time that we had been told
 7 anything about what to do in case of fire ... They
 8 didn't even have signs up when we first moved in, this
 9 came 3 or 4 months after we moved into the property."
 10 You go on to say that you saw a small sign about
 11 fires by the lifts, that was around autumn/winter 2016,
 12 and it said:
 13 "In the event of a fire, stay put, call 999, don't
 14 use the lifts, if your house was on fire, close doors
 15 and leave the building via stairs."
 16 So apart from the advice you had received from the
 17 firefighters, was this the only information you had had
 18 as to what to do in a fire?
 19 A. Yes.
 20 Q. Can I take you to your second statement now, please,
 21 it's {IWS00001548/4}, paragraph 15. If I just read that
 22 out to you, Ms Jones, you say:
 23 "During my time living in Grenfell Tower, I would
 24 report any problems with the flat by contacting the
 25 KCTMO through their 'repairs line'. In my experience,

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1 I did not usually have any significant issues with the
 2 TMO taking a long time to get back to me.
 3 Claire Williams of the TMO was also someone who I could
 4 contact about problems with the flat."
 5 So the first question is: what kind of problems did
 6 you report to the repairs lines?
 7 A. I had an issue with the lock on the front door. That
 8 would have been one of the first things I would have
 9 reported. I had a light in the passage area where the
 10 actual fitting was slightly to the left, so they had to
 11 centralise it. I had issues with my bathroom as well.
 12 Q. And were the responses that you had to those queries,
 13 did the responses come in good time?
 14 A. They did, yeah, because I believe they told me, like,
 15 within the first six weeks of me moving in, if there's
 16 any issues, just to report them and they will sort them
 17 out. So that was within the six weeks of me moving into
 18 the property.
 19 Q. Now, you say there was an issue with the lock on the
 20 front door.
 21 A. Yeah.
 22 Q. That's the front door that you thought was a bit
 23 strange --
 24 A. Yes.
 25 Q. -- because it didn't have an automatic closer on it.

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1 A. Yes.
 2 Q. So did someone come along to fix the lock?
 3 A. Yeah, I think they replaced the whole lock and handle.
 4 It was a bit of an odd one because the actual handle
 5 looked like a back garden door handle, and, yeah, it was
 6 busted from when we viewed the property up until
 7 I reported it and they came and fixed it.
 8 Q. Did anyone mention the fact that the door wasn't closing
 9 automatically to you?
 10 A. No.
 11 Q. Now, you mention Claire Williams there. What kind of
 12 problems did you report to Claire Williams?
 13 A. I had an issue with something called a Mobix machine,
 14 which indicated how much I think it was electric we had,
 15 it was like an electric meter, a mobile one. I was
 16 supposed to be given that when I moved into the
 17 property. I wasn't given that for about seven months,
 18 so for seven months I wasn't sure when my electric was
 19 running out, so that was an issue I had.
 20 I also had a problem with getting information on how
 21 I could pay my rent. For months I requested information
 22 on a sort -- or account number so I could pay my rent,
 23 and it took a long time. It took for me to get a letter
 24 from the council where they said that I had missed my
 25 rent payments for them to actually give me the details

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1 so that I could pay my rent.
 2 Q. Were these problems you were raising in the first
 3 instance with Claire Williams?
 4 A. Yes.
 5 Q. What was her response like?
 6 A. In regards to the Mobix machine, it just seemed to go on
 7 forever. They were getting a new batch in at some
 8 point, they were going to reset the one that I had -- so
 9 when I moved in initially I had a Mobix machine, but it
 10 didn't actually work, so she said that they were going
 11 to reset it, try and reboot it and sort it out. That
 12 didn't work. They were going to be getting some more
 13 batches in a few weeks or a month and I would get one of
 14 those. Yeah. It was just a lot of back and forth.
 15 MR RAWAT: Mr Chairman, I have concluded all my questions
 16 for Ms Jones, and so I'd ask for the usual short break
 17 so that we can see if there are any other questions that
 18 I may be asked to put to her.
 19 SIR MARTIN MOORE-BICK: Yes, all right.
 20 Ms Jones, you may know this, but when counsel gets
 21 to the end of his questions, we need to have a break so
 22 that he can just take stock and make sure he has not
 23 overlooked anything, and also to allow other people who
 24 are not here to suggest questions that perhaps we ought
 25 to ask you.

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1 So we will have a short break now until 4.20,
 2 please, and then we will see if there are any more
 3 questions for you at that stage. Is that all right?
 4 THE WITNESS: Thank you.
 5 SIR MARTIN MOORE-BICK: Please don't talk to anyone about
 6 your evidence while you're out of the room. We say that
 7 to all witnesses, just to make sure that things are in
 8 good shape. All right?
 9 Good, thank you. Would you like to go with the
 10 usher, please.
 11 THE WITNESS: Thanks.
 12 (Pause)
 13 SIR MARTIN MOORE-BICK: Right. 4.20, then, please.
 14 Thank you.
 15 (4.08 pm)
 16 (A short break)
 17 (4.25 pm)
 18 SIR MARTIN MOORE-BICK: All right, Ms Jones, I'm sorry we
 19 kept you waiting a bit longer than I suggested, but
 20 I think we are ready now to find out if there are any
 21 more questions for you.
 22 Yes, Mr Rawat.
 23 MR RAWAT: There are a couple of questions, please.
 24 Could I have {TMO00899748} up, please.
 25 Ms Jones, do you remember earlier we took you to

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1 your statement where you said that you had been given
 2 a KCTMO welcome pack when you signed the tenancy, and
 3 you have also spoken about a booklet which had
 4 information, for example, about repairs on the back of
 5 it?
 6 A. Mm--hm.
 7 Q. If you look at that document, this says "Welcome to your
 8 home". If we go to the next page {TMO00899748/2},
 9 please, it's got information about what happens next,
 10 managing your tenancy, useful contacts. Is that
 11 a booklet that you've seen before?
 12 A. No. It wasn't this one.
 13 Q. What did the one that you remember look like?
 14 A. It definitely didn't have 11 pages, it was just
 15 a very -- maybe about four pages maximum.
 16 Q. All right, thank you.
 17 If we could just have now {TMOH00006560}. This is
 18 the tenancy information form we were looking at earlier.
 19 I'll take you to it if you want to see it, but it's
 20 dated 21 July 2016.
 21 Now, do you remember I showed you -- and we can see
 22 it at the bottom -- where there's the box that's about
 23 additional support needs, and somebody has written in
 24 "None" into the box, do you see that?
 25 A. Yeah.

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1 Q. And that's not your handwriting, is it?
 2 A. It's not, no.
 3 Q. You had emailed RBKC, as we looked at earlier, on
 4 30 May --
 5 A. Yes.
 6 Q. -- in which you had spoken about your son's health.
 7 Given that email, do you find it surprising that
 8 this information sheet dated 21 July 2016 has that
 9 "None" written in it?
 10 A. Yes, I'm surprised.
 11 Q. I mean, the email, as we discussed, is addressed to
 12 RBKC.
 13 A. Yes.
 14 Q. Do you remember at the time of you signing up discussing
 15 your son's conditions with anyone from TMO?
 16 A. No, I didn't discuss it with anybody from TMO, and that
 17 was just because I was dealing with it with RBKC, so
 18 I didn't involve TMO.
 19 MR RAWAT: Right, okay.
 20 Mr Chairman, I've no further questions, so for my
 21 part all that remains is for me to once again thank
 22 Ms Jones for coming to give evidence to us today.
 23 SIR MARTIN MOORE--BICK: Right, thank you.
 24 Mr Rawat, I wonder whether we ought to ask Ms Jones
 25 whether she has seen the tenants' handbook.

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1 MR RAWAT: I will just bring a reference up for it.
 2 SIR MARTIN MOORE--BICK: Could you?
 3 MR RAWAT: Yes.
 4 SIR MARTIN MOORE--BICK: Thank you.
 5 (Pause)
 6 MR RAWAT: Yes, I'll do that.
 7 SIR MARTIN MOORE--BICK: Sorry.
 8 MR RAWAT: No.
 9 SIR MARTIN MOORE--BICK: I'm not sure I can put my hand on
 10 the reference myself.
 11 MR RAWAT: Is that the one that's exhibited to Mr Rasoul's
 12 statement?
 13 SIR MARTIN MOORE--BICK: Yes. {IWS00001762}, exhibit MR6.
 14 That's the one. It always comes up upside--down.
 15 Do you want to ask the question or shall I?
 16 MR RAWAT: I can ask it.
 17 If I explain to Ms Jones: this is the front cover or
 18 the first page, at least, and the back page probably, of
 19 a tenancy handbook, and the Inquiry's been provided it
 20 by Mohammed Rasoul, who was another Grenfell Tower
 21 resident. He had lived in flat 25 since 1994, and his
 22 recollection is that he was provided with this handbook
 23 in or around 2004.
 24 Do you remember, when you moved in, being given
 25 something called a tenancy handbook?

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1 A. I was given something, I don't know if it was called
 2 a tenancy handbook.
 3 SIR MARTIN MOORE--BICK: The reason I asked that we show this
 4 to you is because you obviously seem to recall receiving
 5 something.
 6 A. Yes.
 7 SIR MARTIN MOORE--BICK: It wasn't the last one we showed
 8 you.
 9 A. Yes.
 10 SIR MARTIN MOORE--BICK: I wondered whether it might be
 11 something looking like this.
 12 A. No, it didn't look like this either, no. There was no
 13 bold colours on there, like blues, no.
 14 SIR MARTIN MOORE--BICK: No, all right.
 15 A. It was more of a white booklet.
 16 SIR MARTIN MOORE--BICK: Okay, thank you very much.
 17 MR RAWAT: Thank you.
 18 SIR MARTIN MOORE--BICK: Nothing else to follow up on?
 19 MR RAWAT: No.
 20 SIR MARTIN MOORE--BICK: Well, Ms Jones, I think it only
 21 remains for me to thank you on behalf of the panel as
 22 a whole for coming to give your evidence this afternoon.
 23 It's been very good to hear from you, and very helpful
 24 to hear what you have to tell us. So thank you very
 25 much indeed, and you're now free to go.

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1 THE WITNESS: Thank you very much.
 2 SIR MARTIN MOORE--BICK: Good, thank you.
 3 Right, if you would like to go with the usher,
 4 she'll look after you.
 5 THE WITNESS: Thanks.
 6 (The witness withdrew)
 7 SIR MARTIN MOORE--BICK: Thank you, Mr Rawat. Well, that is
 8 the point at which we should be stopping for the day.
 9 MR RAWAT: Yes. There will be another witness tomorrow.
 10 SIR MARTIN MOORE--BICK: Another witness tomorrow, all right.
 11 Well, thank you very much. 10 o'clock tomorrow,
 12 then, please. Thank you.
 13 (4.30 pm)
 14 (The hearing adjourned until 10 am
 15 on Wednesday, 21 April 2021)
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