



Grenfell Tower Inquiry

Day 118

April 21, 2021

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1 Wednesday, 21 April 2021
 2 (10.00 am)
 3 SIR MARTIN MOORE—BICK: Good morning, everyone. Welcome to
 4 today's hearing. Today we're going to hear evidence
 5 from another survivor of the fire, Mr Edward Daffarn.
 6 I think that's right, isn't it, Mr Millett?
 7 MR MILLETT: Yes, Mr Chairman. Good morning. It is. Can
 8 I call now Mr Daffarn, please.
 9 MR EDWARD DAFFARN (sworn)
 10 SIR MARTIN MOORE—BICK: Thank you very much. Now, sit down
 11 and make yourself comfortable.
 12 Right, yes, Mr Millett, when you're ready.
 13 Questions from COUNSEL TO THE INQUIRY
 14 MR MILLETT: Mr Chairman, thank you. Good morning,
 15 Mr Chairman and members of the panel.
 16 Good morning to you, Mr Daffarn. Can I start by
 17 thanking you very much for coming to the Inquiry today
 18 and assisting us with our investigations. We are
 19 extremely grateful to you.
 20 If you have any difficulty understanding my
 21 questions or you would like me to rephrase it, I can ask
 22 it again or put the question in a different way.
 23 Can I also ask you to keep your voice up, so that
 24 the transcriber, who is sitting to your right, can get
 25 down everything you're saying exactly right.

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1 Also, please don't nod or shake your head, because
 2 that doesn't go on the transcript. You need to say
 3 "yes" or "no" as the case may be.
 4 We will be taking breaks during the course of the
 5 day. We will have a mid-morning break at about 11.15
 6 and a mid-afternoon break at a suitable moment around
 7 about 3.15 or 3.20 or so. But if you need a break at
 8 any other time, then please of course just tell us, and
 9 we can take a short break, or as long a break as is
 10 needed.
 11 Now, you have provided two witness statements to
 12 the Inquiry, which you'll find coming up on the screen
 13 in front of you as we go through, as well as all the
 14 other documents that we're going to look at.
 15 Can I just show you, first of all, please, your
 16 first witness statement, which is at {IWS00000169}.
 17 That's dated 15 May 2018. Can I just show you your
 18 signature on page 30. You will see a signature there,
 19 above the date, 15 May 2018. Is that your signature?
 20 A. It is, yes.
 21 Q. Now, the second statement is at {IWS000002109}. Can we
 22 have that up, please. That should be the first page of
 23 your second statement. If we go to page 127, we can see
 24 at the end of that statement there is a date,
 25 6 May 2020, and a signature above it. Is that your

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1 signature?
 2 A. Yes, it is, yeah.
 3 Q. Have you read these two witness statements recently?
 4 A. I have, yes.
 5 Q. Can you confirm that their contents are true?
 6 A. I can, yes.
 7 Q. Thank you very much.
 8 Now, I'm going to ask you one or two background
 9 questions.
 10 It's right, I think, that you moved into flat 134 in
 11 Grenfell Tower in 2001?
 12 A. Correct.
 13 Q. Yes, and you lived there alone, did you?
 14 A. Correct.
 15 Q. Yes. Were you an RBKC tenant?
 16 A. Yes, I was.
 17 Q. Can I just ask you one or two general questions about
 18 your understanding of the roles of RBKC and the TMO.
 19 Before the fire of 14 June 2017, did you understand
 20 that RBKC was the owner of Grenfell Tower?
 21 A. I did, yes.
 22 Q. Yes, and effectively your landlord.
 23 A. Correct.
 24 Q. Legally your landlord.
 25 A. Absolutely.

3

1 Q. Yes.
 2 What did you understand RBKC's responsibilities to
 3 you personally to be, in very general terms?
 4 A. To me personally, I felt — well, because I was aware of
 5 the role of the TMO as their managing agent, for me the
 6 prime role that I saw of RBKC was to actually scrutinise
 7 what the TMO were doing as their managing agent. So,
 8 I mean, I saw them as the owners of the building, but
 9 I was aware that they'd kind of, you know, allocated the
 10 management of the building to the TMO, and so for me, my
 11 main focus on what RBKC's role was towards me was to
 12 scrutinise the KCTMO.
 13 Q. What did you understand the TMO's responsibilities to
 14 you personally to be?
 15 A. The management of the building. The safe management of
 16 the building. I felt that they had a duty to treat us
 17 with respect and to value us as their tenants, and,
 18 yeah, that we should be able to live in a safe, clean,
 19 healthy environment.
 20 Q. Yes.
 21 Now, I'm going to develop that a little bit and ask
 22 you some questions about the means available to
 23 residents such as you who wanted to engage with or about
 24 the management of the tower.
 25 First, can I ask you about the TMO board: did you

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1 know that the TMO was managed by a formal board?
 2 A. I did, yes.
 3 Q. Yes. Were you aware of the requirement that the Chair
 4 of the TMO board had to be a tenant or a leaseholder?
 5 A. Yes, I was aware of that, yeah.
 6 Q. Were you aware that you yourself could become a member
 7 of the TMO board?
 8 A. I was aware of that, and in fact I had considered
 9 becoming a board member on a number of occasions.
 10 Q. Why did you not?
 11 A. The truth is that it just made me feel physically ill to
 12 think that I would have to get that close to the centre
 13 of what was going on.
 14 Q. Was that always the case?
 15 A. It's not always the case, because my kind of souring of
 16 my relationship with the TMO didn't really occur until
 17 about 2012, and particularly around when we first
 18 applied to become a residents' association, and we met
 19 with these kind of duplicitous answers around — I don't
 20 know if we're going to go into that later, but that was
 21 kind of the — I mean, I'd heard from people in my role
 22 on the EMB board and working with different groups
 23 around the KALC project kind of quite a lot of stories
 24 about the TMO. But my own deterioration in my
 25 relationship only really started occurring around the

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1 request to form a residents' association, and then
 2 subsequently how our initial concerns around fire safety
 3 were dealt with, which initially were around vehicles
 4 parked in the emergency bays underneath the tower.
 5 Then the real kind of catalyst for things going kind
 6 of in a downward direction was the power surges that
 7 occurred in May 2013, and, you know, that was a big
 8 wake-up call for myself and I think for many residents
 9 above the 10th floor that were affected by what happened
 10 then.
 11 Q. Was there a time before 2012 or perhaps 2013, before
 12 your relationship with the TMO soured, as you put it,
 13 when you were nevertheless interested enough in the
 14 management of the building to want to become a member of
 15 the TMO?
 16 A. So until around sort of 2009 until 2010, I was extremely
 17 busy with university and social working and stuff like
 18 that. I took over a caring role about 2009/2010, and it
 19 was around that time that I actually began to focus
 20 a little bit more on kind of issues closer to home.
 21 I don't remember in that time actually considering
 22 joining the TMO board at that point, but it was maybe
 23 a bit later on when I kind of felt, you know — I felt
 24 almost like a duty to enter the belly of the beast, but
 25 it made me feel so ill that I couldn't do it.

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1 Q. Right, I see. Okay. Well, we'll develop that a little
 2 bit as we go, and we'll come back to some of the things
 3 you've mentioned in your answer just now —
 4 A. Sure.
 5 Q. — about particularly things like vehicular access.
 6 Before we do, can I just ask you about your
 7 membership of the EMB, the Estate Management Board.
 8 A. Yeah.
 9 Q. Now, we know — and correct me if this is wrong,
 10 Mr Daffarn — before 2014, the EMB, or Estate Management
 11 Board, was responsible for the Lancaster West Estate,
 12 including Grenfell Tower, wasn't it?
 13 A. So my understanding of the EMB, and I believe that
 14 I joined EMB — I was given a pack when I first became
 15 a tenant in Grenfell Tower, but my understanding of the
 16 EMB is that it was quite a kind of like fast — quite
 17 a novel and exciting idea that tenants should run their
 18 own estates, and it was set up by some people that were
 19 truly motivated to do that, and for a long period of
 20 time it existed with, you know, people like
 21 Lucy Daniels, Francis O'Connor, really putting in a lot
 22 of time and effort and running the estate.
 23 By the time that I think I became kind of aware of
 24 the EMB, that had changed, and I think the significant
 25 thing is that there was no management agreement in place

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1 between the EMB, the TMO and RBKC. The management
 2 agreement that was in place was between RBKC and the
 3 KCTMO, so that the EMB really didn't have any power and
 4 any voice.
 5 I joined the EMB board for a period of about a year.
 6 A neighbour of mine, Bernard Shaw, had encouraged me to
 7 join the EMB board, and it was very, very frustrating,
 8 because we were sitting there but without any power, and
 9 we were trying to get the Chair of the EMB to push
 10 forward to get the modular management agreement in
 11 place, but the whole time that I was on the board that
 12 didn't happen, so we had no power.
 13 Q. Okay. Let me just break all that down a little bit into
 14 a number of subordinate questions.
 15 A. Sure.
 16 Q. First, when did you join the EMB? We know you were
 17 a member by May 2012, but when did you join, do you
 18 remember?
 19 A. So, look, I think I was an EMB board member for about
 20 a year. So I couldn't tell you exactly, but maybe early
 21 2011 through to sometime in 2012.
 22 Q. Right. When did you step down from the EMB board, do
 23 you remember that?
 24 A. I don't remember the date.
 25 Q. Right.

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1 A. I mean, I think — my best information I can give you is
 2 I was a member for approximately about a year.
 3 Q. Right. And why did you step down?
 4 A. I think just the frustration around having absolutely no
 5 power, having to sit in a lot of meetings with the TMO
 6 running —
 7 Q. Right.
 8 A. Okay.
 9 Q. Right.
 10 While you were a board member of the EMB, what role,
 11 in brief terms if you can describe it, did the EMB play
 12 in the management of Grenfell Tower particularly?
 13 A. So they played no role in the management of
 14 Grenfell Tower. They played no role in the management
 15 of anything because they didn't have any power.
 16 Q. Right. Did it have any active role?
 17 A. We were there to kind of listen to the KPIs that the TMO
 18 were trolling past us the whole time.
 19 Q. Right, and —
 20 A. Which was very frustrating and was a part of my wake-up
 21 call into understanding kind of what was going on, the
 22 dynamics of the estate.
 23 Q. Right. You say it didn't have any power.
 24 A. Yeah.
 25 Q. How did it operate? I mean, obviously you had

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1 meetings —
 2 A. Well, we had —
 3 Q. Sorry. How did it operate, is the simple question?
 4 A. We had, I think, monthly board meetings.
 5 Q. Right. Were there action points from board meetings
 6 that would be taken away and —
 7 A. They were definitely minuted, the meetings, which was
 8 an improvement on some of the TMO meetings.
 9 My main focus there was to try and get — or my
 10 understanding was while we had no power, the one thing
 11 we needed to be pushing for was this modular agreement,
 12 and that never happened.
 13 Q. Right.
 14 A. I felt that the EMB kind of — in the absence of
 15 a really functioning residents' association, the EMB
 16 kind of sort of took that role on a little bit, of
 17 sort of, you know, big complaints that were sort of
 18 surfacing in the community, they would maybe address
 19 those. But it may be helpful to look through the EMB
 20 minutes, and they probably record better than I can what
 21 was going on at that time.
 22 Q. Yes. We will come to one or two shortly.
 23 Just on your last answer about functioning
 24 residents' association, let's look at membership of
 25 residents' associations for a moment.

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1 A. Yeah.
 2 Q. Particularly in relation to Grenfell Tower.
 3 In your first witness statement, if we can just look
 4 at that, please, can we go to page 7 {IWS00000169/7}.
 5 I would like to look with you at paragraph 18 there.
 6 This is under the heading "Grenfell Action Group", and
 7 you say there:
 8 "The Grenfell Action Group ('GAG') was set up in
 9 2010 and Francis O'Connor and I began writing the GAG
 10 blog ... in late June 2012. Through the GAG blog
 11 Francis and I tried to expose issues within our
 12 community which were not picked up by local or national
 13 news media."
 14 That's what you say there. A number of questions
 15 follow.
 16 First, were you a founding member of the Grenfell
 17 Action Group?
 18 A. Yeah, I was, yeah.
 19 Q. Who else was a member of that group?
 20 A. So to begin with, I mean, I founded it by putting
 21 a poster up in Grenfell Tower, I think in June 2010.
 22 I was then fortunate enough to meet Francis O'Connor,
 23 who had been a previous EMB board member. I met
 24 Teresa Miles, who was the wife of Keith Miles, who was
 25 the Chair of the Lancaster West RA. And there was

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1 an individual called Peter Martindale who used to live
 2 in flat 144. So there was — there were us four, and
 3 then there was Rob Regan, who was the estate manager —
 4 sorry, estate caretaker, and I can't speak for Rob
 5 whether he claimed — was a member of the Grenfell
 6 Action Group.
 7 I was conscious, actually, in setting up the group
 8 that when you use the word "group", you probably need to
 9 be more than one or two, but I wasn't particularly
 10 bothered how many there was, and I felt that, you know,
 11 having a small amount of people, we could call ourselves
 12 a group.
 13 Q. Why was the Grenfell Action Group set up, as it was in
 14 2010?
 15 A. So, initially, the first poster that went up was
 16 surrounding the information that we'd received from
 17 Judith Blakeman that the KALC project was going to be —
 18 like, was going to take up the residential amenity
 19 around the tower, and that was — you know, I'd been
 20 aware of what had gone on elsewhere in the borough, in
 21 Wornington Green, about kind of so-called regeneration,
 22 and, I mean, the poster's there somewhere, but it calls
 23 for us to come together as a group and, you know, be
 24 aware of these things that were happening in our
 25 community.

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1 Q. Right.
 2 A. I'd just like to say there was kind of like — around
 3 that time, there was a lot of policy documents going on.
 4 There was a core strategy and the stock options, and we
 5 were very involved with the stock option review, which
 6 was looking at the TMO's housing provision. No one had
 7 told us anything about the core strategy. I'd never
 8 been invited to any meetings by the council. And the
 9 core strategy allowed the school to be placed into our
 10 community.
 11 So, yeah, it was — yeah, it felt that we needed to
 12 do something to wake up to what was going on in our
 13 community.
 14 Q. Now, when you say "our community", as you have several
 15 times in that answer, do you mean those people living in
 16 Grenfell Tower?
 17 A. The Grenfell Action Group is a bit of a misnomer,
 18 because it was never — you know, it kind of —
 19 you know, in retrospect, I wish we'd never chosen the
 20 name the Grenfell Action Group and we'd called it the
 21 Lancaster West Action Group or something like that.
 22 Q. I see.
 23 Now, as at June 2012, which is when you say you
 24 started writing the blog, you were still on the EMB,
 25 weren't you?

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1 A. I may well have been, yeah.
 2 Q. Well, we have minutes of the EMB meeting in May 2012,
 3 and we can look at those if need be, but I don't think
 4 you would quarrel with the timing.
 5 A. Not at all, no, not at all.
 6 Q. What was it that the EMB wasn't doing which you thought
 7 could and should be better done by you writing a blog?
 8 A. Right, well, I'll just repeat my earlier answer to you:
 9 the EMB had no power.
 10 Q. I see.
 11 A. It didn't have the ability to hold anyone to account, it
 12 wasn't listened to by anyone, it didn't have a modular
 13 agreement with anyone. It was a talking shop. It was
 14 powerless.
 15 SIR MARTIN MOORE-BICK: Mr Daffarn, just help me with this:
 16 I understand what you say about having no effective
 17 power; did the EMB have periodic meetings with the TMO
 18 to discuss problems?
 19 A. We had monthly meetings with the — the TMO would come
 20 to the monthly meetings of the EMB board. In these
 21 meetings, we would be presented with a host of KPIs. We
 22 would have to sit there and the TMO would present us
 23 these figures of like 98.4% resident satisfaction,
 24 you know, whatever it was percentage with — and we kind
 25 of knew that that wasn't really —

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1 SIR MARTIN MOORE-BICK: Did you have the opportunity to
 2 raise concerns, as you had them, with the TMO —
 3 A. We did.
 4 SIR MARTIN MOORE-BICK: — and get responses from the people
 5 in the meeting?
 6 A. Right, so raising issues, yes. Getting responses would
 7 be another matter completely.
 8 SIR MARTIN MOORE-BICK: Yes.
 9 A. Due to the nature of the TMO.
 10 SIR MARTIN MOORE-BICK: Okay. So would it be fair to say
 11 that the relationship was maybe envisaged as one of
 12 influence rather than control, but in the event, there
 13 wasn't much influence?
 14 A. Yeah, I mean, the meetings were not — they weren't
 15 great places to sit in, because if you're sitting there
 16 with no power, and you're meant to be — you know, the
 17 EMB was the Estate Management Board, but you have no
 18 power, it becomes a little bit of a — I mean, that
 19 ultimately is why I left the EMB because, you know, we
 20 had better things to do with our time than ...
 21 SIR MARTIN MOORE-BICK: All right. That's helpful, thank
 22 you very much.
 23 A. Okay.
 24 MR MILLETT: Let's explore that a little bit by reference,
 25 perhaps, to an example.

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1 Can we go to {TMO00848807}. These are the minutes
 2 of an EMB meeting in 2012 and the date, as you can see
 3 on the screen in front of you, is Tuesday, 15 May 2012.
 4 You are identified there, Mr Daffarn, as the sixth
 5 person present as a board member.
 6 A. Yeah.
 7 Q. Yes? Then there are officers in attendance below that,
 8 and you can see from 9 onwards Siobhan Rumble,
 9 Mark Anderson, and number 13, Councillor
 10 Judith Blakeman, and other councillors as well.
 11 If we turn the pages, you can see that there are
 12 matters arising on page 2 {TMO00848807/2} — I'll just
 13 take you through it quickly — where SR, that's
 14 Siobhan Rumble, confirms a number of things about
 15 handyman's job descriptions, repairs being checked and
 16 matters of that nature. Then underneath that, under
 17 item 5 at the foot of page 2, "Financial Report", and RB
 18 confirms that the company broke even on the year and
 19 Lancaster West was £800 over.
 20 Then "TMO Update" {TMO00848807/3}. So you have got
 21 an update from the TMO on a number of different
 22 categories of topic there, repairs and gas safety,
 23 customer service centre, and a lot of information being
 24 given to you.
 25 A. Yeah.

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1 Q. Then "Treasury Report" on page 4 {TMO00848807/4},
 2 "Grenfell Tower Proposal", and there seems to have been
 3 a discussion. Let me just show you this one. Do you
 4 see in the second line:
 5 "ED raised the issue of this not just being the
 6 Tower but what about the rest of the estate? MA
 7 [Mark Anderson] stated that he agrees that investment is
 8 need for the whole of the Lancaster West estate however
 9 we do not have all the funds available to do this now.
 10 RB wanted confirmation that the 6.9 million is an extra
 11 and not just capital works."
 12 Then you can see below that there is discussion of
 13 this:
 14 "... this is a one off injection ... The money is to
 15 supply cladding, new windows, own heating system and to
 16 re model other areas of the base of the tower."
 17 And other matters.
 18 So it looks, just from that, that you have raised
 19 the issue and that there is, at least according to this,
 20 a discussion about it.
 21 Then underneath that:
 22 "ED asked if Studio E have experience with
 23 tower blocks and if not why are we using them? ED
 24 stated that the resident forum said they do not want the
 25 tower block to look like the academy. RB stated that we

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1 still have the right to say what we like and don't like.
 2 "MA confirmed that he and Bruce [that's
 3 Bruce Sounes, I think] are not involved with KALC."
 4 Then there is further discussion about things like
 5 ventilation and the boilers and the heating system,
 6 et cetera.
 7 At the very bottom of the page:
 8 "Bruce confirmed there is a team behind him; in time
 9 they will attend and discuss views on the flues etc.
 10 The academy and Tower are separate projects and will be
 11 treated as such. Bruce then talked through the model."
 12 At the top of page 5 {TMO00848807/5}:
 13 "... confirmed that there is no damage to the tower
 14 so will hold the cladding well, the cladding will give
 15 lots of insulation and heating loads will reduce."
 16 Now, if you go halfway down page 5:
 17 "ED asked if Bruce could look at how the
 18 improvements will eventually tie in with the finger
 19 blocks."
 20 Then there is discussion about that.
 21 Then if you turn to the last page, at page 6
 22 {TMO00848807/6}, there is "Any Other Business".
 23 Just looking at that May meeting as an example, was
 24 that a good example of the kinds of discussion that
 25 would take place at these EMB meetings in the middle of

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1 2012, do you think?
 2 A. From my memory, actually that — and I do remember at
 3 least the contents of that meeting and I remember why
 4 I would have made the comments that I made. That would
 5 be quite a functional meeting, I would say. They
 6 weren't always quite that functional.
 7 Q. Yes.
 8 I mean, correct me if this is wrong, but the
 9 impression one gets from the document is that you were
 10 given a free opportunity to ask questions, and one might
 11 think asked some quite pertinent questions about the
 12 refurbishment — that may be a matter for comment at
 13 some point or perhaps further questions later — and got
 14 answers, such as they were, from the TMO.
 15 My question is: what was dysfunctional about the EMB
 16 as a forum —
 17 A. Right.
 18 Q. — for residents at this point?
 19 A. But I don't know what answers I did get from those.
 20 I asked the questions, and we could probably go through
 21 them individually, but I don't think I got any answers.
 22 Q. Well, we'll come back —
 23 A. I don't think I was ever told why Studio E were the
 24 chosen architects. In fact, I was told that by
 25 Councillor Coleridge.

19

1 You know, my concerns with — they were saying that
 2 the rest of the block — the rest of the estate would
 3 be — would follow on in terms of investment, but I was
 4 worried about how then are they going to — if they're
 5 going to clad the tower, they couldn't clad the
 6 walkways, it wouldn't — there were just things that
 7 didn't kind of make sense to me in some of the stuff
 8 that was going on there.
 9 Q. Right.
 10 A. And I go back to, you know, we — sure, I mean, you can
 11 see by those minutes I was able to ask questions, but,
 12 you know, the idea that we got — or we got meaningful
 13 answers to those is — I would dispute that.
 14 Q. This is a question I was going to ask you much later on,
 15 but we'll deal with it now.
 16 A. Sure.
 17 Q. The Studio E point, let's deal with that.
 18 A. Yeah.
 19 Q. You just said that you actually got an answer in the end
 20 from Councillor Coleridge —
 21 A. Yes.
 22 Q. — about why Studio E was being used or the experience
 23 that they had with overcladding. What did
 24 Councillor Coleridge tell you?
 25 A. I think it's minuted in one of the KALC forum minutes,

20

1 that there was a synergy between the team working on the
 2 KALC project and it would be expedient if they were able
 3 to just transfer over to the Grenfell Tower project.
 4 Q. Were you satisfied with that answer?
 5 A. No, I wasn't satisfied with that answer. I wasn't
 6 satisfied with that answer because I wasn't happy with
 7 Studio E. I wasn't happy with their attitude to us
 8 during KALC. I didn't feel that they respected us,
 9 I don't feel that they were including us in their plans.
 10 I feel that RBKC hadn't facilitated the consultation
 11 around KALC properly. I felt that Studio E had come
 12 into that process and showed no intention of involving
 13 us and were quite happy to just go along with what RBKC
 14 wanted them to do.
 15 Q. Now, although Mr Sounes isn't listed as somebody present
 16 at this meeting, do you remember that he was actually
 17 there? Because he's certainly —
 18 A. No, I can't remember if he was there.
 19 Q. Right.
 20 You raised the question — we can go back to page 4
 21 {TMO00848807/4} — if Studio E have experience with
 22 tower blocks, "and if not why are we using them?"
 23 A. Yeah.
 24 Q. There is the question. Did you ever get an answer to
 25 that precise question?

21

1 A. I don't believe I did, no.
 2 Q. Right. Did you ever pursue an answer to that precise
 3 question?
 4 A. I may not have pursued around the specific issue whether
 5 they had experience with tower blocks. I think my —
 6 and I think I've just mentioned it to you already —
 7 concern around Studio E was more about their willingness
 8 to engage with us as a community.
 9 Q. I follow.
 10 A. But, I mean, my concern around them not having done
 11 a tower block was legitimate and —
 12 Q. Right.
 13 Given what appears to be free-flowing discussion at
 14 this meeting at the very least, my next question is: why
 15 didn't you use the EMB as your platform for discussing
 16 matters of concern to the community rather than starting
 17 a blog, which you did the following month?
 18 A. Right. Well, at the risk of repeating myself again,
 19 because the EMB had no power.
 20 Q. Right, but —
 21 A. It was a — sorry.
 22 Q. No, I'm interrupting you. Please.
 23 A. No, we had no power. I mean, we could meet with the
 24 TMO. You know, you see at the beginning of these
 25 minutes that there is a lot of — you sit in the

22

1 meeting, there is a little bit of kind of housekeeping
 2 stuff goes on, and then the TMO just kind of assault you
 3 with these figures that you know are not true, and then
 4 you kind of leave the meeting, and there was kind of not
 5 a very good, like, atmosphere in the meetings. It
 6 didn't feel that this EMB was a powerful organisation
 7 that had some standing and could make things ... so it
 8 just didn't feel — the EMB didn't ever, ever feel like
 9 the right vehicle to bring meaningful change to the
 10 estate.
 11 You know, I wasn't a member of the EMB back in,
 12 you know, early 2000s, and then it may have been
 13 a completely different case. But while I was a member
 14 of the EMB, it was not a good experience. It was ...
 15 Q. Right. Just help me with one thing before we leave the
 16 minutes, if you wouldn't mind.
 17 A. Sure.
 18 Q. Could we go, please, to page 6 {TMO00848807/6}, under
 19 "Any Other Business". You can see that it says under
 20 9.6:
 21 "RB [that's Robert Bryans, who was the chairman,
 22 I think, at that time] confirmed that talks are now
 23 taking place with regards to the MMA. The schedules
 24 need modifying, it is work in progress, and once it has
 25 been formatted it can be shared."

23

1 What was that about? What was the talk about the
 2 MMA?
 3 A. Well, that was exactly what I have been talking.
 4 Q. I see.
 5 A. Yeah.
 6 Q. So what happened to that?
 7 A. I mean, as far as I know, it was never signed.
 8 Q. Right. Why not?
 9 A. I don't think RBKC wanted the EMB to have any power.
 10 I don't think the TMO wanted the EMB to have any power.
 11 I don't know that the EMB at that stage was really
 12 capable of, you know, the responsibility of that power,
 13 to be quite honest. That's not being rude about the —
 14 but it just — the enthusiasm, the knowledge, had kind
 15 of like disappeared a little bit, and it was more like
 16 a kind of RA than a kind of management organisation,
 17 I would say.
 18 Q. Right, I see.
 19 Can we go back to your statement, then,
 20 {IWS00000169/7}, and just look at the next paragraph,
 21 19. You say there in the first sentence:
 22 "We wrote the GAG blog to document what was
 23 happening to us as a community."
 24 What was happening to you as a community that
 25 prompted the blog?

24

1 A. So 2012, when we started — and if I'm talking about the
2 GAG blog, then I just have to talk about it from my own
3 perspective, it's not fair for me to speak on behalf of
4 Mr O'Connor.
5 Q. Of course.
6 A. So where were we in 2012? We were — where was it?
7 What, June 2012? So we'd come quite a long way in the
8 KALC process, through the consultation and the KALC
9 forums, I think we'd had a year of KALC forums, and
10 I think primarily, to begin with, the blog we felt gave
11 the community on Lanc West a voice to deal with what was
12 going on in the Kensington Aldridge Leisure Centre
13 project. And, you know, it was a massive impact on our
14 community. It took up all our residential space. It
15 was going to, you know, impact our lives as kind of
16 having a massive building site in your backyard for
17 two years, and — yeah.
18 And the way that we would — I mean, I always
19 thought that the Grenfell Action Group probably wouldn't
20 have carried on existing after KALC if we'd been treated
21 with some respect during KALC, but we weren't.
22 We were — I'd like to say, you know, I have been very,
23 very lucky in my life, you know, and until I encountered
24 the kind of disempowerment that happened to us during
25 KALC, it came as a shock that people could be treated

25

1 the way that we were being treated, and I wasn't and
2 Francis wasn't and Pete Martindale and a number of other
3 people weren't going to just sit there and be treated
4 like this, we were going to do something about it.
5 Q. Right.
6 Now, the doing something about it, of course,
7 happens in the June of 2012, as you've said, when you
8 start writing the blog. Was there a reason why you
9 didn't say what you've just said to us here today just
10 now at the EMB meeting on 15 May 2012, only a month
11 before?
12 A. I think that we were — I think that our dissatisfaction
13 was being expressed through the KALC forum, through the
14 EMB. I mean, after my comment, you've got Rob Bryans
15 saying but we're still free to say what we want to say,
16 so it gives you a hint of kind of what it was like,
17 you know, and I hope I have a chance later on to explain
18 what it was like.
19 You know, it felt — I mean, I'd never been a great
20 fan of blogs. I don't think I really understood a lot
21 about them when we first started it, the power of being
22 able to use the blog as a forum, as a way of getting
23 a voice out. But, look, you know, I'm immensely proud
24 of what we did with the GAG blog. I'm immensely proud
25 that we were able to manage to record what was going on,

26

1 because as the next sentence in my statement there says,
2 we didn't think we could actually change or make
3 a difference, because no one was actually listening to
4 us. But we were determined that what was happening to
5 us was going to be recorded, and I'm just so grateful
6 that it has been recorded.
7 Q. You see, what I'm really trying to get a handle on is
8 why you started blogging for GAG at the same time as the
9 negotiations between the EMB and the TMO or RBKC were
10 going on for the MMA, as we've seen —
11 A. Okay, but these negotiations for the MMA had been going
12 on for a long, long time. They didn't — I don't think
13 they ever did materialise, and I could be completely
14 wrong, but my recollection is that they never did
15 materialise.
16 I mean, I would just like to be quite explicit that
17 the EMB did not feel like a forum, despite what those
18 minutes might show, where we could bring meaningful
19 change. We didn't have any power, and, you know, like,
20 we were able to raise our issues, but our issues didn't
21 get dealt with.
22 Q. Right.
23 A. That's my evidence to you.
24 Q. Yes, I see.
25 I mean, was the real point of GAG and the blog —

27

1 and tell me if this is unfair, Mr Daffarn.
2 A. Sure.
3 Q. Please do. But was the real point of GAG and this blog
4 to act as a protest group for residents to challenge and
5 take on the TMO?
6 A. Protest group ... erm ... "protest" is quite, like,
7 a strong word. I think to begin with we wanted to have
8 a forum where we could put our views out there. I mean,
9 it was a very reactive blog, you know, we didn't have
10 issues that we then, you know, wanted to put out there.
11 We wanted to — I mean, I think, and I think I'm on
12 record as saying elsewhere, that part of the function
13 with the blog was to record what was happening to our
14 community. We didn't feel that we had the power to
15 change what was happening to our community, but we
16 weren't going to just let it happen. So, you know, if
17 that's protest, then protest it is, but it was more
18 about recording.
19 It was more also about making people understand that
20 if you want to treat people badly, there are certain
21 people in the community that aren't just going to put up
22 with that, and we weren't just going to put up with
23 that. We were going to — I don't want to use the word
24 "fight" back, but we weren't going to just lie down and
25 be mistreated. And Francis is an amazing guy, I'm so

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1 glad that I met him and we were able to do that
 2 together, and not every blog is perfect, but what we did
 3 and what we were trying to say, you know, I'm immensely
 4 proud of that.
 5 SIR MARTIN MOORE—BICK: Could you just help me a little bit
 6 more with the management agreement that was under
 7 discussion?
 8 A. Yeah.
 9 SIR MARTIN MOORE—BICK: Had it got to the point at which you
 10 had seen any form of draft?
 11 A. So the management agreement was dealt with by the Chair
 12 of the EMB, and we as committee members had very little
 13 role in its progression, you know. It's opening up
 14 a whole other can of worms.
 15 SIR MARTIN MOORE—BICK: I tell you why I'm interested,
 16 because I wonder whether it was your understanding at
 17 the time that if this agreement went through, it would
 18 give the EMB some real power, if you like, over the
 19 direction that the TMO took in relation to the estate.
 20 Was that your expectation of it?
 21 A. So I thought probably by that stage that the TMO was
 22 such a — and the relationship that they had with
 23 the council, I think, you know — and I don't know quite
 24 how much I was thinking about that, but if I had thought
 25 about that, I'd have been thinking that, you know, one,

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1 we didn't have the skills and enthusiasm on the
 2 EMB board possibly anymore to do the real work, so there
 3 was kind of that negative side of it. But the far more
 4 important side for me is that, you know, kind of the
 5 understanding of the role that RBKC and the KCTMO had
 6 over the running of the estate and the management of our
 7 properties was not something that I felt even a fully
 8 mandated EMB would have had any ability to control.
 9 SIR MARTIN MOORE—BICK: Well, that may answer my next
 10 question, because what I was coming to was to ask
 11 whether it might have been a good thing to stick on the
 12 EMB and put pressure on to get this agreement signed up.
 13 A. I think that we, as committee members, and I remember
 14 Christine Richer and kind of a growing frustration that
 15 it was just one of these things that was just like a can
 16 being kicked down the road, it was never happening. And
 17 we had our suspicions why it was never happening. You
 18 see, I don't even know how we fell out of the MMA, to be
 19 honest with you, but I just knew that it wasn't in
 20 place, and I knew that as long as it wasn't in place, we
 21 had no power.
 22 SIR MARTIN MOORE—BICK: All right.
 23 A. And I think it suited both RBKC and the TMO that it
 24 wasn't in place.
 25 MR MILLETT: I see.

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1 SIR MARTIN MOORE—BICK: Okay, thank you, that's helpful.
 2 MR MILLETT: I see.
 3 SIR MARTIN MOORE—BICK: Yes, Mr Millett.
 4 MR MILLETT: Of course at this stage, mid—2012, the KALC
 5 project is well advanced and Grenfell is just starting.
 6 Did you get a sense that the TMO — and, again, tell
 7 me if this is unfair, either to you or to the TMO — had
 8 control over both speeds, as it were, so that they had
 9 control over certainly the Grenfell Tower refurbishment,
 10 which was staying on in parallel —
 11 A. So the TMO had virtually nothing to do with the KALC
 12 project.
 13 Q. No.
 14 A. So my introduction to this kind of feeling of
 15 disempowerment came through RBKC, and it was only
 16 I think, you know — when was it? It was beginning of
 17 2012 when Mark Anderson came to the KALC forum.
 18 I mean, we'd been advocating very strongly with
 19 Councillor Coleridge, Grenfell Action Group, the
 20 leaseholders, for investment in Lancaster West.
 21 You know, it felt perverse that they were spending
 22 £80 million—odd or whatever it was on this project on
 23 our doorstep, and yet our estate was being run down into
 24 a slum—like condition. So we'd been quite robust in
 25 trying to argue with Councillor Coleridge for investment

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1 in our estate.
 2 But, sorry, to answer your original question,
 3 essentially the first period of activity was very much
 4 focused on RBKC, and it was only when the Grenfell Tower
 5 improvement works were first mooted in early 2012 that
 6 we sort of — our relationship with regards that sort of
 7 started with the TMO.
 8 Q. Yes, I see that.
 9 Were you a member of the Lancaster West
 10 Residents' Association?
 11 A. I think I probably was.
 12 Q. Right. Did you try to raise your concerns or complaints
 13 about the management of Grenfell Tower through that
 14 association?
 15 A. So the Lancaster West RA, if I can just very briefly
 16 just let you know, was really kind of like — it wasn't
 17 a very, again, robust organisation in terms of being
 18 able to deal with residents' complaints, and
 19 Keith Miles, who was the Chair from probably when
 20 I moved into Grenfell Tower, 2001, probably through
 21 until about 2009/2010, they really used to run the
 22 annual fun day for the children on the Lancaster Green,
 23 and I think they may have had a role in running
 24 a community elders party at Christmas. That was kind of
 25 like the length that the Residents' Association went to.

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1 And when it was taken over by Christine Richer, it kind
2 of had that same role.
3 It was very — I mean, you know, there were, I don't
4 know how many thousands or at least over a thousand
5 properties on Lancaster West Estate. Very difficult for
6 a residents' association with kind of — there wasn't
7 a kind of existing network, it seemed to me. I mean,
8 I once said to Christine Richer at the Lancaster West
9 RA, you know, "Are you going to do a report?", and she
10 said, "I haven't got anything to report this year".
11 So they weren't — it wasn't as if they were
12 a functioning RA in the traditional — what you might
13 imagine an RA to be. And, of course, I would argue that
14 suited the TMO very well.
15 Q. Let's just look at a document on that, {TMO10009174},
16 please. This is an email exchange between
17 Councillor Blakeman and Siobhan Rumble in May 2015, and
18 you can see at the very top there, Mr Daffarn, that
19 Councillor Blakeman says:
20 "Here is the latest from Mr. Daffarn's blog. His
21 comment on the Residents' Association is rather ironic,
22 given that it was he and his companions who disrupted
23 the AGM and forced it to be abandoned, to which both
24 Cllr. Lasharie and I can testify, since we were both
25 present."

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1 Now, I wanted actually to look at what was below
2 that with you, but just before I do, do you know who
3 Councillor Blakeman is referring to there when she
4 refers to your "companions"?
5 A. I do know who she — I'm not going to say who they are.
6 Q. Right.
7 A. I do know who they are, and it was not a good evening,
8 and I remember — I totally, totally dispute that
9 I disrupted the meeting, and ... but there was some
10 disruption at that meeting, yeah.
11 Q. Can we just look below that, then, where she copies
12 an update from the Grenfell Community Unite. Now,
13 that's a different —
14 A. Sorry, what date is this?
15 Q. This is May 2015.
16 A. Okay.
17 Q. This is three years after the document we have been
18 looking at.
19 A. Right, right, right.
20 Q. So if you go a little bit further down the screen, you
21 can see there's something that says, "Update from
22 'Grenfell Community Unite'", and of course by this
23 stage, Grenfell Community Unite had been in existence
24 for about two months or so.
25 A. Yeah.

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1 Q. Now, she quotes here, just underneath "Update":
2 "Despite the best efforts of the TMO and the warped
3 thinking of their Resident Engagement Team, the newly
4 formed residents group 'Grenfell Community Unite' goes
5 from strength to strength with new members joining all
6 the time."
7 Then a little bit lower down, it says on page 4
8 {TMO10009174/4}, if you go down to that —
9 A. Sorry, Mr Millett. Can I just ask, who — is this —
10 where is the update from Grenfell Community Unite?
11 Q. I was hoping you were going to be able to tell me that,
12 but it looks like something from the GAG blog, but is
13 that wrong? The only reason I say that is because it
14 seems to have been posted, if you look a little bit
15 above that, under the https references there.
16 A. Right, I haven't got that on my screen. Oh, I have now.
17 Right.
18 Q. Right, my —
19 A. That's okay, that's okay.
20 (Pause)
21 Okay. So that was the blog called, "They Tried To
22 Bury Us — They Didn't Realise That We Are Seeds!" Yeah.
23 Q. What I want to ask you about, having shown you that and
24 given you the timing fix on it, is page 4
25 {TMO10009174/4}.

35

1 A. Yeah.
2 Q. What I think she has done here is linked in some emails
3 with your blog, but it's the blog bit I'm interested in,
4 and the second paragraph on page 4 says:
5 "Ms Williams refers to an ongoing relationship
6 between the TMO and the Lancaster West Residents
7 Association, which supposedly represents all residents
8 of this estate. However, there is good reason to
9 believe that the 'RA' represents very few (if any) local
10 residents, that it has become severely dysfunctional,
11 and may have completely disintegrated (just as the EMB
12 did before the TMO decided to dissolve, rather than
13 reform it)."
14 A. Yeah.
15 Q. "If this is the case then we are faced with another
16 classic case of divide and rule in which the TMO is
17 using its disproportionate power to isolate individual
18 households, in order to bully or manipulate them into
19 [acquiescing] with the TMO'S own authoritarian agenda."
20 A. Yeah.
21 Q. Now, my question is perhaps a rather more prosaic one
22 here, given what I've just read out to you: why did you
23 say there that the Lancaster West Residents' Association
24 represents few local residents in or by 2015?
25 A. So the answer that I've given you previously, that they

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1 were, you know, more focused on doing a yearly fun day
 2 and I believe they did a yearly senior, you know,
 3 community elder day, and that was the level of their
 4 involvement with issues on Lancaster West Estate.
 5 Q. I see. So when you say "severely dysfunctional", do you
 6 really mean not doing much?
 7 A. Yeah.
 8 Q. Right.
 9 A. But, I mean, yeah, it's not — it wasn't a personal
 10 criticism, it was just a fact that the Lancaster West RA
 11 was not representing the residents of Lancaster West
 12 Estate in terms of our needs and our concerns.
 13 Q. Right.
 14 Let me just explore what happens a little bit later
 15 the same year, 2015, briefly, if I can.
 16 Can we go to {RBK00047996}. These are the minutes
 17 of a joint management meeting between RBKC and the TMO?
 18 A. Yeah.
 19 Q. Now, of course you're not present at that. Dated
 20 2 December 2015.
 21 If we go to page 2 {RBK00047996/2}, please, we can
 22 see an agenda item 3, "Governance Issue on Estate
 23 Management Boards", and it says, I'll just read it to
 24 you:
 25 "The new RA at Lancaster West are doing very well

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1 and don't appear to be entertaining Eddie Daffarn and
 2 his followers. It has been noted that Eddie Daffarn is
 3 trying to put forward a motion of no confidence in the
 4 TMO and wants to start a new EMB. The EMB pre dated the
 5 TMO and their agreement was signed without legal advice.
 6 This along with the fact that they were not transparent
 7 in their accounts could work to our advantage as they
 8 have £6,000 of debt outstanding."
 9 Pausing there, we know from other documents that in
 10 2015 a new committee had been elected to the
 11 Lancaster West Residents' Association.
 12 Do you agree with what is stated here in the minutes
 13 of this meeting, that the new Residents' Association was
 14 not, as it's put, "entertaining" you?
 15 A. No, I don't agree with that at all. I mean, I think
 16 I've seen other documentation that proves how willing we
 17 were as a Compact to reach out to the new chairs, joint
 18 chairs of the Lancaster West RA, and in fact we did work
 19 with them around the issue of the removal of our
 20 community rooms. So I don't agree with that at all.
 21 Q. Can you help me with the reference in the fifth line
 22 down, "The EMB pre dated the TMO and their agreement was
 23 signed without legal advice"? What agreement —
 24 A. So I don't know, but I would suggest maybe that is why
 25 they — the MMA broke down and — because there must

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1 have been a reason why the agreement broke down, but
 2 I'm not — I'm, like, not an expert on the pre-history
 3 of the EMB, I'm afraid.
 4 Q. Right.
 5 When it says in the previous sentence that you were
 6 trying to put forward a motion of no confidence in the
 7 TMO —
 8 A. Yes.
 9 Q. — and wanted to start a new EMB, was that correct?
 10 A. So, look, I didn't do much tail-pulling, you know,
 11 I think 99.9% of our blogs were kind of like really
 12 dealing with the actual facts. I have to admit that it
 13 was a bit of a tail-pull to the council to say that we
 14 were going to set up a new EMB, because I knew how much
 15 they didn't want that to happen, so it was a little bit
 16 of roguish behaviour.
 17 Q. Well, we will come to that —
 18 A. Okay.
 19 Q. — because I think you do say in your statement — we'll
 20 come to it in a moment — that that was an insincere
 21 suggestion, if I can put it that way.
 22 A. I wouldn't say insincere. It was like — you know,
 23 I mean, I play a lot of cricket. In cricket you always
 24 do what the opposition don't want you to do, and they
 25 wouldn't want us to set up a new EMB.

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1 Q. Right.
 2 A. So that was the reason we did it.
 3 Q. Right. I shall bear that in mind.
 4 A. I say I did it; we did it.
 5 Q. We'll come back to that point later.
 6 Did you attempt to put forward a motion of no
 7 confidence in the TMO at a meeting of the Lancaster West
 8 Residents' Association?
 9 A. I can't remember doing that, no.
 10 Q. Can I then ask you some questions about the
 11 Grenfell Compact, and you refer to that organisation in
 12 your witness statements, and particularly your second
 13 statement at paragraph 139 on page 52 {IWS00002109/52}.
 14 I don't think there is a need to go to it unless you
 15 want to see that.
 16 But in general, would you agree with the description
 17 of that entity, such as it was, that it was a residents'
 18 group set up during the Grenfell Tower refurbishment
 19 specifically to represent the concerns of the residents
 20 of the tower about the tower's refurbishment?
 21 A. That is correct.
 22 Q. Yes.
 23 Can we go to {IWS00002109/53}, your second
 24 statement, at paragraph 143. You say there, towards the
 25 bottom of the page:

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1 "On 10 September 2014 I wrote to Fola Kafidiya, Head
2 of Governance at the TMO asking the TMO to justify:
3 'refusing to allow tenants and leaseholders to come
4 together to form a Grenfell Tower Improvement Works
5 Residents Group to help us have some power in the
6 current building works being carried out on our homes.'
7 ... I received a response from Janet Edwards on
8 17 September 2014 who confirmed that despite the
9 existence of the LWRA the TMO would now have 'no
10 objection' to such a group being formed and consulted
11 with and that the TMO had no objection 'to any residents
12 wishing to form a resident group for the purposes of
13 consultation'. Despite this assurance it did not happen
14 in practice as evidenced by the emails of April 2015
15 referred to later in this statement."

16 What efforts did you make to form a residents' group
17 after 17 September 2014?

18 A. Okay. So I think either later on in that email or in
19 an email that followed up that email, we were told that
20 the residents' group would just be treated the same as
21 the residents were, so that kind of gave an indication
22 that if we did set up a group, it would have no more
23 power than if we were just normal residents. And from
24 looking back over my emails around that time, around
25 that time I had some things going on in my life that

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1 took me away from what was going on in Grenfell Tower.
2 I had some caring responsibilities, I had an aunt who
3 became very unwell, and I had to dedicate a lot of time
4 to helping look after her, and that took me away from
5 the focus that I maybe would have had in setting up
6 a group at that time. So that is my answer to —

7 Q. I see. I understand, because that answers I think my
8 next question, which is why, if you were told, as you
9 were, in September 2014 that you could set up
10 a residents' group, you waited until March 2015 to do
11 it. Is that the reason?

12 A. Okay. So I believe my aunt then passed away and then
13 I believe I went away for a little while abroad, and
14 then when I came back in the New Year, that's when we —
15 I mean, a little bit afterwards, admittedly.

16 I mean, we had a lot of things going on and,
17 you know, it may not have been top of my to-do list.

18 Q. No.

19 A. But it should have been pretty high up. I'll say why it
20 should have been pretty high up, is that that — we had
21 six attempts to form a residents' association before the
22 Compact was finally allowed to form, and I think that
23 was the fourth attempt at that point.

24 Q. It sounds from your personal reasons for there being no
25 group set up between September and March that without

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1 you, there would be no group; in other words, you were
2 the person who was absolutely central and instrumental
3 to the establishment of that group.

4 A. In terms of organisation, that may be true. In terms of
5 willing participants in that group, I don't believe that
6 is true. I believe there were many people who would
7 have joined the group. I believe from the very
8 beginning, in June/August 2012, that we'd have been able
9 to recruit, for want of a better word, many, many
10 members to the Grenfell Action Group, yeah.

11 Q. Now, you go on to say later in your statement that in
12 March 2015 — and there are plenty of documents we can
13 look at — you and David Collins formed the Grenfell
14 Community Unite group.

15 A. So David Collins, Willie Thompson, a number of other
16 residents were involved from the beginning in that.

17 Q. Yes. Was that the precursor to the Grenfell Compact?

18 A. It was, because we weren't allowed to form the Grenfell
19 Community —

20 Q. Right, but you were allowed to form a Compact?

21 A. Eventually, on our sixth attempt, we were able to form
22 a Compact.

23 Q. Now, I'm going to come back to the concerns raised
24 during the refurbishment later on.

25 A. Yeah.

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1 Q. For the moment I just want to ask you about the process
2 whereby the residents could use Grenfell Compact to
3 raise their concerns with the TMO.

4 A. Sure.

5 Q. Can we look at page 62 in the same witness statement
6 {IWS00002109/62}, please, and go to paragraph 164. You
7 say in the third line there:

8 "With regard to complaints Maddison recorded an
9 agreement that the Compact meetings were not a place to
10 discuss individual complaints. I believe this proposal
11 came from Compact members because we recognised that we
12 wanted to use our time to raise collective issues
13 affecting more than one resident instead of having
14 meetings dominated by an issue affecting a single
15 resident."

16 Now, before that meeting took place, were residents
17 raising individual concerns at Compact meetings?

18 A. So I followed David Collins' evidence yesterday, and
19 I believe that David had made maybe like a little bit of
20 a misunderstanding. I think that while we were Grenfell
21 Community Unite, individual residents very much were
22 coming and telling us about their individual problems.
23 I think by the time we came to form the Compact, we
24 realised that we kind of — our time would be better
25 spent dealing with kind of the issues that were

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1 affecting everyone, and that our meetings would be maybe
2 sort of sidetracked if we had individual residents, and
3 I think that what we did at that point was we directed
4 residents who had individual problems to speak to our
5 local councillor, Judith Blakeman, and that's how we
6 dealt with that problem.

7 Q. I follow.

8 A. So while Grenfell Community Unite was in existence, we
9 very much dealt with individual concerns, and I think
10 that we recognised as a Compact that we wanted to kind
11 of not get too sidetracked to deal with the main issues
12 that we had.

13 Q. How did the Compact agree what were collective issues,
14 common issues, if you like, to raise during meetings and
15 what were individual issues or concerns?

16 A. So I would say we were very — as democratically run an
17 organisation as we possibly could have been, and we had
18 an elected — which actually sort of carried on from our
19 formation as Grenfell Community Unite, where I think
20 many of the committee members or the people — the
21 residents that stood up to become the people that were
22 kind of at the forefront of that, then became committee
23 members of Grenfell Community Unite.

24 For example, our first meeting at the — with
25 Pilgrim Tucker, where 100 residents turned up into the

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1 community rooms, we broke into little groups, we had
2 people facilitating individual tables, we got a sheet of
3 paper, we wrote down — asked people to say what their
4 main concerns were, at the end everyone fed back, we put
5 a list on the wall, and that way we were able to kind of
6 get to the nugget of what was bothering people, and then
7 those concerns were then placed into the minutes. And
8 that's the kind of process we would try and use moving
9 forward.

10 We wanted to be as democratic as kind of —
11 you know, facing the residents. Our newsletters were
12 delivered by us by hand through every letterbox in
13 Grenfell Tower. They would give people information
14 about what we were doing, what we were saying, when our
15 next meetings were, asking people to come and join us.
16 Yeah.

17 Q. Right.

18 Can we look at {RBK00047996}, please. This is back
19 to the minutes of the RBKC and TMO joint management
20 meeting 2 December 2015 we looked at earlier.

21 A. Yeah.

22 Q. We looked at item 3 before. Can we look back at that,
23 please, page 2 {RBK00047996/2}. It says there:

24 "Peter Maddison noted that the Grenfell Compact is
25 not set up as a RA. Cllr Blakeman and Eddie Daffarn are

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1 a negative force at Grenfell at present and residents
2 are going to them with problems and not us.
3 Eddie Daffarn's website refers to the new EMB. Going
4 forward we will be supporting the RA and Catherine Dack
5 is currently working with the Chair and Vice Chair to
6 support them."

7 Was it the case that residents were coming to you
8 and Councillor Blakeman by this time — this is
9 December 2015 — rather than going to the TMO with their
10 troubles?

11 A. I think from the very beginning people would go to
12 Councillor Blakeman with their problems and — because
13 prior to then, we hadn't had a Compact or a residents'
14 group, they weren't able to come to us, and when they
15 were able to come to us, they did.

16 Q. Right.

17 A. I'm a little concerned at "are a negative force at
18 Grenfell at present" because, one, the Compact was not
19 me, it was — you know, we had lead representatives, we
20 had six or seven residents from all over the tower, all
21 different backgrounds, all different concerns,
22 representing the residents. So, you know, it's quite
23 upsetting to see that, really.

24 Q. Yes. It may not be for you to answer this, but can you
25 account for why it was that both the RBKC and TMO, or

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1 certainly Peter Maddison personally, thought that you
2 were the embodiment, if you like, of the
3 Grenfell Compact?

4 A. Probably because I'd been quite active for quite a long
5 time and had been quite prepared to stand up and
6 challenge what was happening to our community.

7 Q. What reasons did those residents who would prefer to
8 come to you or Councillor Blakeman give for doing so,
9 rather than going directly to the TMO and using their
10 complaints process?

11 A. Well, because they would have known that using the TMO's
12 complaints process was a complete and utter waste of
13 time. Going to the TMO with any issues was a complete
14 and utter waste of time. The TMO were a completely,
15 you know, non—functioning, non—resident—focused
16 organisation. I don't think they really cared about
17 their residents at all. They'd do as little as they
18 possibly could for their residents, and many, many
19 residents would complain once, not get their complaints
20 addressed, and would simply think, "Right, well,
21 complaining to the TMO doesn't make any difference, I'll
22 fix this repair myself or I'll put up with a bit of damp
23 in my kitchen" and get on with their lives.

24 And the fact that, you know, we had a local
25 councillor and the fact that we had finally a Compact

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1 did give people a place where they could come and get
 2 those issues addressed, and I think that's why the TMO
 3 for so long stopped us having a group, because they
 4 didn't want people to have a voice. They wanted to be
 5 able to do as little as they possibly could to keep us
 6 living how they wanted us. It was a very self-serving,
 7 non-functioning organisation, the TMO.
 8 Q. Yes. On that, can I just ask you to look at page 3 of
 9 the same document {RBK00047996/3}, item 5,
 10 "Grenfell Tower". It says:
 11 "Concern was raised about the possibility of a new
 12 EMB being formed at Grenfell Tower and if they would get
 13 a grant, it was agreed that Fola Kafidiya—Oke,
 14 Celia Caliskan and Amanda Johnson meet to discuss this."
 15 Now, I can't ask you about what they were thinking,
 16 but my question is: were you involved at this stage,
 17 early December 2015, actually to set up a new EMB for
 18 Grenfell Tower?
 19 A. I think very much it was — I mean, it really worked,
 20 obviously, but it was a bit of a tail—pull.
 21 Q. You say it was a tail—pull.
 22 A. Yeah.
 23 Q. Let's just see how you put it in your statement.
 24 A. Okay.
 25 Q. Can we go to your second statement, please, at page 63

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1 {IWS00002109/63}, paragraph 166. You say there:
 2 "GAG wrote further blogs in November and December
 3 2015 in which, because of our mistreatment by the TMO
 4 and Rydon, we jokingly called for the resurrection of
 5 the EMB ..."
 6 Is it the case that you were using your blog to make
 7 jokes?
 8 A. Well, I don't think there's anything wrong with using
 9 the blog to parody or make jokes, I think there's
 10 a great history in this country of Punch and Private Eye
 11 and many, you know, newspapers and news outlets that can
 12 do that.
 13 I did say before that, you know, we didn't on the
 14 whole, and I think we prided ourselves very, very much
 15 on exactly what we wrote on the blog was exactly what
 16 was going on.
 17 Q. Right.
 18 A. On this occasion it was a little bit of a tail—pull, it
 19 was a little bit of mischief—making, and I've explained
 20 to you. I regret that now, because we're spending so
 21 much time talking about it, but at the time it felt —
 22 you know, it felt like — you know, what was happening
 23 to us was not pleasant, having so little power was not
 24 pleasant, being so disenfranchised and not listened to,
 25 that, you know, if you've got an easy score against

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1 them, we took it.
 2 Q. Your sense of satire does appear to have been lost on
 3 the TMO and RBKC because of what I've just shown you.
 4 A. But everything was lost on the TMO.
 5 Q. Well, my question is — that wasn't a comment, it leads
 6 to a question: did you ever tell the TMO and RBKC that
 7 this was ironic and satirical, a tail—pull as you put
 8 it, and that they shouldn't take this threat, as you
 9 might call it, seriously?
 10 A. What, with the EMB, you mean? I don't think we had —
 11 I think at that stage we had very — I had very little
 12 contact with TMO. My contact with the TMO by that stage
 13 would be done primarily by email.
 14 Q. Did you ever tell the TMO, "Don't worry, it's a bit of
 15 satire, I'm pulling your leg, we're not really intending
 16 to set up an EMB"?
 17 A. Well, that would have spoiled the fun, so ...
 18 Q. Right, spoiled the fun.
 19 Let's just look at more fun: {IWS00002203}. This is
 20 a copy of the blog post dated 23 November 2015, and you
 21 have exhibited it to your second statement, and it's
 22 headed "Grenfell Action Group, Serving the
 23 Lancaster West Community", and you can see the date of
 24 the post underneath the phrase or question, "Is it time
 25 to resurrect the EMB?"

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1 Did you draft this or were you responsible for this
 2 blog post?
 3 A. So without — if I can read the first paragraph?
 4 Q. Yes.
 5 A. So ordinarily the blogs would be drafted — Francis may
 6 draft them on his own, I may draft them less on my own.
 7 Often I would draft them in a form and then send them
 8 over to Francis, and I used to describe it as him
 9 spreading his gold dust over them.
 10 Also, I was very IT illiterate and I wouldn't have
 11 been able to kind of set up the photo and stuff like
 12 that. So, like, kind of the editorship of the blog and,
 13 you know, kind of — you know, I would kind of defer to
 14 Francis on the blog, because I had so much respect for
 15 him and his knowledge and ... with this specific blog
 16 here ... "quislings" was one of my words, so that
 17 might ...
 18 Q. Ah, I was going to ask you about that.
 19 A. Yeah.
 20 Q. It's headed, "Is it time to resurrect the EMB?"
 21 A. Yeah.
 22 Q. The post contains the text of an email to Laura Johnson,
 23 director of housing at RBKC, relating to the right to
 24 manage, and you can see that it begins with the
 25 question, "Is it time to resurrect the EMB?"

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1 If that was a tail—pull, why are you asking that
 2 question in this context?
 3 A. So there was a little bit of kind of animosity left over
 4 at the closure of the EMB and how that had happened, and
 5 the fact that the — I think people had always felt that
 6 RBKC was coming after the — sorry, RBKC was coming
 7 after the EMB to close it down, and that rather than
 8 support the members and the committee of the board to
 9 make something work, they were quite happy for something
 10 else to happen.
 11 And I think just if I can go back to the letter,
 12 which I can't see on my screen at the moment.
 13 Q. Let's go to page 2 {IWS00002203/2}. That was my fault
 14 for skipping back to the heading.
 15 If we go to page 2, you set out the text of the
 16 Lancaster West residents' letter to Laura Johnson.
 17 A. Yeah.
 18 Q. And the first paragraph of it says:
 19 "I am writing to you on behalf of a group of
 20 Lancaster West Estate residents who wish to pursue their
 21 legal right to re-establish the Lancaster West Estate
 22 Management Board in order to return some control and
 23 power to our community."
 24 A. Yeah.
 25 Q. In the third paragraph you say:

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1 "According to the National Federation of Tenant
 2 Management Organisations 'A Tenants Guide to the Right
 3 to Manage' our community is required to wait a period of
 4 two years before we can apply to reinstate the EMB."
 5 A. Yeah.
 6 Q. If this was a tail—pull, why were you writing to
 7 Laura Johnson asking her in what appears to be all
 8 seriousness to re-establish the EMB?
 9 A. Erm ... well, that was the nature of — I mean,
 10 I don't — tail—pull may not be the — I mean, that was
 11 the nature of what we were doing. We wanted, you know,
 12 to get them to think that we were going to restart the
 13 EMB.
 14 Q. Yes, but there is nothing in the contents of the email,
 15 at least that I've shown you and as far as I can see
 16 anywhere else, that would indicate to Laura Johnson that
 17 you were joking and not —
 18 A. But it wasn't — the joke was on her, not — she wasn't
 19 part — she wasn't in on it, it was on her.
 20 Q. Right.
 21 A. But a joke doesn't really feel like the right ... yeah.
 22 I mean, yeah, it was — yeah, it is what it is, I mean,
 23 it ...
 24 Q. If we go back to the foot of page 1 {IWS00002203/1}, you
 25 remarked on it a moment ago, I'll read it to you, it

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1 says:
 2 "The residents of Lancaster West Estate have had
 3 enough of seeing our homes and community run into the
 4 ground by the RBKC and their quislings at KCTMO. Many
 5 of our readers will be familiar with the underhand and
 6 duplicitous manner in which the Council and the TMO
 7 closed down the Lancaster West Estate Management Board
 8 in 2013 and, in so doing, seized from local residents
 9 what little control they had previously exercised over
 10 homes and services at Lancaster West."
 11 Then it goes on over the page, and you refer to the
 12 TMO as abusers there.
 13 A. Yeah.
 14 Q. Can you just tell us why you chose to use the language
 15 and tone that we've seen in this blog?
 16 A. In this blog or in all our blogs?
 17 Q. Well, on the basis that this blog is representative of
 18 the tone and language that you did use in the blog —
 19 A. Yeah.
 20 Q. — all of them, I guess.
 21 A. Yeah. Do you know what, it felt — the language that we
 22 used and the style of the blog felt absolutely entirely
 23 appropriate for what we were receiving as the victims of
 24 these organisations, and, yeah, looking back, I don't
 25 think I'd change a single word or a single way that we

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1 wrote it. It was, you know — I mean, I don't believe
 2 we broke any law in writing the blog the way that we
 3 wrote it. I believe — the blog kind of had its own
 4 persona, kind of thing. It was a way that we could kind
 5 of try and do — show some power and do something that
 6 would challenge people that weren't respecting us, and
 7 that's why we chose — I mean, every — when I say
 8 abuse, that's what it felt like, living under the TMO.
 9 Every single word, when I described the TMO as like
 10 a mini mafia, non-functioning organisation, they're not
 11 glib, you know, shoot—from—the-hip expressions, you
 12 know, I spent a long, long time thinking how to describe
 13 this organisation. That's the closest description I can
 14 come.
 15 The language that we used on this blog in the
 16 situation we were in felt like the most appropriate
 17 language to describe what was happening to us, and even
 18 now, and maybe particularly now, I wouldn't change
 19 a single word of it.
 20 Q. I mean, the word "quisling" —
 21 A. "Quisling", yeah.
 22 Q. You know what that means, do you?
 23 A. Yeah.
 24 Q. Could you just explain —
 25 A. Just kind of like a little poodle, really, you know, for

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1 someone else's kind of — you know, someone with power
 2 who's got their little quislings that run around
 3 carrying out what it is they want done for them.
 4 Q. I mean, a quisling was in fact a Norwegian who
 5 collaborated with the Nazis. I had to look that up
 6 myself.
 7 A. Right.
 8 Q. Would you agree that in fact the tone of this blog is
 9 pretty strong stuff?
 10 A. What was happening to us was pretty strong. Okay?
 11 Q. Yes.
 12 A. And what we were doing back was an attempt to resist.
 13 And I don't regret — and I didn't actually know that
 14 about — you know, not in the habit of calling people
 15 fascists, but, you know, this was just — you know, the
 16 blog is the most accurate reflection of what was
 17 happening to our community. I think there are about 80
 18 blogs that document what was happening to our community
 19 and I wouldn't — and I can't speak for Francis, but
 20 I don't think we'd change a single word or a single —
 21 you know, it was what we were trying to say, it's
 22 what — we wanted to resist what was happening to us.
 23 Q. Yes. The reason I'm asking the question is really about
 24 style. I mean, did you think at the time that this
 25 sort of language — I won't use an adjective to describe

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1 it, but we can read it — would actually work and get
 2 the TMO on your side or just entrench them further?
 3 A. But it wasn't a matter of being entrenched further. The
 4 TMO were the organisation that they were. This wasn't
 5 going to — I mean, I think in fact you'll find that
 6 a lot of our personal emails that we write to the TMO,
 7 we are always willing — from the Compact or myself
 8 individually was always willing to wipe the slate clean,
 9 let's start again, let's make the Grenfell Tower
 10 improvement project work for everyone. I mean, I'm
 11 looking — having looked back on them, I'm amazed at how
 12 conciliatory, after everything we'd been put through, we
 13 were.
 14 The blog was slightly — I'm trying to explain it,
 15 it had a slightly different persona. It was there to
 16 record what was happening to us, and, you know, another
 17 theme of it was to ask for an independent investigation
 18 of the KCTMO, which never happened.
 19 I don't believe that us writing what we wrote on the
 20 blog would have made the TMO treat us any worse than
 21 they did. My evidence to you is that they couldn't have
 22 treated us much worse than what they did.
 23 MR MILLETT: Yes, I understand. Can I then look at
 24 a different topic.
 25 Mr Chairman, it's a little bit early, perhaps, for

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1 the morning break, but it might be sensible to take it
 2 now.
 3 SIR MARTIN MOORE—BICK: Would that be more suitable?
 4 MR MILLETT: I'm about to start on something about the
 5 complaints process with Mr Daffarn and it may be
 6 sensible to take it now. I can pursue it a bit further,
 7 but —
 8 SIR MARTIN MOORE—BICK: No, no, if that's a good point,
 9 we'll take it.
 10 MR MILLETT: Yes, it probably is.
 11 SIR MARTIN MOORE—BICK: Well, Mr Daffarn, as Mr Millett
 12 said, we have a break during the morning. Slightly
 13 earlier than usual, but we will take it now. We will
 14 come back, please, at 11.30, and while you're out of the
 15 room, as I've said to every other witness, please don't
 16 talk to anyone about your evidence or anything to do
 17 with it.
 18 THE WITNESS: Of course.
 19 SIR MARTIN MOORE—BICK: Thank you very much. Would you like
 20 to go with the usher, then, please.
 21 (Pause)
 22 Thank you, 11.30, then, please.
 23 (11.13 am)
 24 (A short break)
 25 (11.30 am)

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1 SIR MARTIN MOORE—BICK: Right, Mr Daffarn, ready to carry
 2 on?
 3 THE WITNESS: I am indeed, yes.
 4 SIR MARTIN MOORE—BICK: Thank you very much.
 5 Yes, Mr Millett.
 6 MR MILLETT: Mr Chairman, thank you.
 7 Mr Daffarn, I just want to ask you one or two
 8 general questions about the complaints process, because
 9 you have referred to that a number of times in your
 10 statements.
 11 Before I ask you specifically about those relating
 12 to fire safety, I just want to ask you about your
 13 familiarity with the process itself.
 14 Can we go, please, to your second statement at
 15 page 41 {IWS00002109/41}. You say there, having set out
 16 at paragraph 99 your recollection of the TMO complaints
 17 process being a three-stage process, at 101:
 18 "Often I would lodge a Stage One complaint through
 19 Councillor Blakeman, who would write an email on my
 20 behalf to the KCTMO. On other occasions I would address
 21 my initial complaint in an email to the KCTMO, and they
 22 would respond to my complaint with their findings via an
 23 email. I felt that I seldom got any satisfaction from
 24 Stage One of the complaints process so I would often
 25 then escalate the complaint to Stage Two."

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1 My question is: why did you lodge a complaint
 2 particularly through Councillor Blakeman?
 3 A. Okay, I think in a way I should have written that the
 4 other way around. It's like initially I started writing
 5 my complaints myself, and then when I understood that
 6 they weren't going to be addressed in any kind of
 7 meaningful way by the TMO, I enlisted the help of
 8 Councillor Blakeman to submit my complaints.
 9 Q. Why her in particular?
 10 A. She was our local councillor.
 11 Q. I see.
 12 How did you decide when to ask Councillor Blakeman
 13 to raise a complaint on your behalf and when to do so
 14 yourself on your own behalf?
 15 A. I don't think I had any particular — I mean, maybe if
 16 it felt particularly aggrieved(sic), I would go to
 17 Councillor Blakeman, and I think with door 136 I used
 18 her, and I think — yeah, I think maybe if I felt it was
 19 particularly bad, I might enlist her help, and if not,
 20 I'd just send my own emails off and be pretty sure of
 21 the response I was going to get anyway, so ...
 22 Q. Yes, I see.
 23 Can we go back a page in your statement, please, to
 24 paragraph 98 on page 40 {IWS00002109/40}. You say
 25 there:

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1 "As far as I know, the TMO would collect information
 2 about the time it took to respond to complaints but
 3 there was no scrutiny over whether the complaints
 4 process was effective, whether the TMO learnt from
 5 complaints and whether complainants received proper
 6 disclosure of information relevant to their complaints
 7 so there could be a level playing field between
 8 a complainant and the TMO."
 9 A. Yeah.
 10 Q. How did you learn that the TMO was collecting
 11 information on the time taken to respond to complaints?
 12 A. I'm not sure how I knew that. I did know quite a lot
 13 about the TMO, and I don't know how I would always find
 14 those things out, but I don't think I had their
 15 complaint procedure until, like, a bit later.
 16 Oh, I'll tell you. Maybe it was when I was at the
 17 EMB board meetings and they would tell us how many
 18 complaints they had and — because they did run a lot of
 19 figures past us at those meetings.
 20 Q. I see. I see.
 21 How did you reach the view that there was no
 22 scrutiny over the complaints process or any learning
 23 from it?
 24 A. Because there was no scrutiny over anything that the TMO
 25 did.

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1 Q. How did you learn that? You state it as if it's a fact.
 2 A. By bitter — sorry, without sounding thing, but just
 3 through bitter experience of being a resident of the TMO
 4 for a long time.
 5 Q. I see. So would it be fair to say that although you
 6 didn't know personally because you weren't within the
 7 organisation, you inferred from the way you felt you
 8 were treated and others that there can't have been any
 9 scrutiny?
 10 A. Yes.
 11 Q. I see.
 12 Now, looking at RBKC, as you understood it, was the
 13 RBKC complaints process separate and independent from
 14 the KCTMO process?
 15 A. It was, yes.
 16 Q. Right. Were you aware that it was a four-stage process
 17 for complaints?
 18 A. Erm ... no, I knew it always ended up with the
 19 monitoring officer, LeVerne Parker. I — yeah, the —
 20 I knew the TMO was three-stage, and did I know that RBKC
 21 was four-stage? I might not have done.
 22 Q. Right.
 23 Before the fire, had you ever seen any policy or
 24 guidance on how you could make a complaint to the RBKC?
 25 A. I don't think — I think the only policy document I had

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1 came from the TMO very, very late, in my experience,
 2 maybe 2016. Up until then, it was all a self-learnt
 3 experience that I went through. So I learnt how the
 4 process worked by going through it myself on, you know,
 5 multiple occasions, I'm afraid.
 6 Q. Going back to the TMO —
 7 A. Yeah.
 8 Q. — is it your recollection that you never actually saw
 9 the TMO complaints policy until 2016 —
 10 A. Correct.
 11 Q. — as a document?
 12 A. Correct.
 13 Q. I see. Did you ever ask to see it?
 14 A. I asked to see it in 2016 because I was challenging how
 15 long a complaint of mine was taking to be responded to.
 16 Q. Yes.
 17 A. And so I — and at that point I wanted to — I hadn't —
 18 I mean, that indicates to me that I hadn't seen it
 19 before.
 20 Q. I see.
 21 A. So I requested it in an email.
 22 Q. I see. Why had you not asked to see it before 2016?
 23 A. Because I was getting quite — I mean, you know, I'd
 24 been through the process so many times that I'd kind of
 25 learnt it myself, I think, would be my explanation to

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1 you.
 2 Q. Did you ever actually consider making a complaint direct
 3 to the council, to RBKC?
 4 A. I made many complaints to RBKC.
 5 Q. Right.
 6 A. Mostly around freedom of information.
 7 Q. Yes, but through their complaints process?
 8 A. Through their complaints process, yeah.
 9 Q. I see.
 10 Now, you also say in your statement — paragraph 180
 11 on page 68 {IWS00002109/68}, I don't think there is
 12 a need to look at it — that one of the purposes of
 13 RBKC's housing and property scrutiny committee was to
 14 scrutinise complaints brought to them by residents.
 15 A. Yes.
 16 Q. And you say that it was inadequate because of the way it
 17 dealt on two occasions when complaints were brought to
 18 it.
 19 My question is: how did you learn yourself that you
 20 could bring a complaint to the housing and property
 21 scrutiny committee?
 22 A. I would suggest probably through Councillor Blakeman.
 23 Q. I see.
 24 A. Yeah.
 25 Q. Were you aware that the TMO reported to the housing and

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1 property scrutiny committee?
 2 A. I was — yes, I was aware that kind of like — to me,
 3 the property — housing and property scrutiny committee
 4 was like the High Court, if you know what I mean. If we
 5 managed to get a complaint to them, that was as high as
 6 it was going to go. There was no higher scrutiny. But
 7 I didn't know about the Homes and Communities Agency,
 8 which actually was a higher power we could have gone to.
 9 Q. Right.
 10 A. But, yeah, kind of that's — so — and as I explained
 11 when we first spoke, my understanding of RBKC's role was
 12 to scrutinise the KCTMO and their performance.
 13 Q. Yes.
 14 Now, I want to ask you some questions about some
 15 specific complaints.
 16 A. Sure.
 17 Q. There are quite a few questions here, and I hope you'll
 18 appreciate it's important that we look at those that are
 19 focused on fire safety in particular.
 20 A. Yeah.
 21 Q. So that's what we're going to do, and that's going to
 22 mean looking at a number of different pieces of email
 23 correspondence. Now, they'll appear on your screen, and
 24 one has to navigate one's way through them because
 25 sometimes the strings are a bit long, so bear with me.

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1 Now, your first statement to the Inquiry at page 9
 2 {IWS00000169/9}, if we can look at that, says this at
 3 paragraph 24. Under "Emergency vehicle access", you
 4 say:
 5 "First, Francis and I raised concerns that the
 6 regeneration of the area and the over development of the
 7 space around Grenfell Tower restricted access for the
 8 fire brigade. This is something we highlighted when we
 9 saw the plans for the new Kensington Aldridge Academy
 10 and new Leisure Centre ('KALC'). It was also picked up
 11 by Planning Aid for London who prepared a report which
 12 GAG were funded to obtain. We published that report on
 13 our blog at the following website address ..."
 14 And then you give it.
 15 Why were you concerned about access for the
 16 Fire Brigade specifically to Grenfell Tower?
 17 A. Why were we concerned?
 18 Q. Yes, why were you concerned —
 19 A. Specifically?
 20 Q. — specifically in relation to Grenfell Tower?
 21 A. Well, I mean, I lived on the 13th floor of
 22 a tower block, so you'd obviously be concerned about how
 23 the Fire Brigade were going to get to you if there was
 24 a fire.
 25 Q. No, fair enough.

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1 A. Sorry.
 2 Q. My question perhaps wasn't a good one.
 3 What had prompted the concern that you describe
 4 here?
 5 A. Oh, sorry. So during the KALC project — traditionally
 6 there was a large car park at the base of the tower that
 7 was kind of used as in a way almost a health and safety
 8 resource. It was where people could park their cars,
 9 it's where tradesmen would park their cars, the
 10 emergency services used it as a resource during the
 11 carnival, and it felt that if that was taken away and
 12 a kind of road was created between Silchester and
 13 Grenfell Road, that the kind of situation that was in
 14 place would be compromised by that, and that was some
 15 initial concerns that we had during the KALC project,
 16 and they were well documented in, as it says there, the
 17 Planning Aid for London document, in emails that we sent
 18 to the council, and it — what we predicted happened.
 19 When the KALC project started in January 2013, there was
 20 an increase in cars and service vehicles parked in the
 21 emergency bays at the base of the tower.
 22 Q. Yes.
 23 Can we then look at some documents on that. First,
 24 {TMO10001663/7}. It's an email chain between you and
 25 Leadbitter, who were the contractors for KALC. At this

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1 time, it's October 2012, and we can see here that on
 2 2 October, middle of the screen in front of you, you
 3 write to Colin Chiles at Leadbitter, copied to "Francis
 4 verity action group", subject "Re: Grenfell Action
 5 Group", and this is October 2012. You ask him for
 6 reassurance and you say:
 7 "Please could you reassure members of the Grenfell
 8 Action Group that the construction of the KALC Project
 9 and the subsequent imposition of a road through our
 10 Estate will NOT compromise the residents of
 11 Grenfell Tower and it's environs in relation to fire
 12 safety and emergency access for fire appliances?
 13 "Please could you send me correspondence between
 14 Leadbitters and the London Fire Brigade that confirms
 15 this matter has been addressed."
 16 Now, this is met with a response from him, if you
 17 look up the page, the same day, in fact only a few
 18 minutes later, from Colin Chiles:
 19 "Great to here[sic] from you.
 20 "I will properly respond to your email as soon as I
 21 can. However I am replying now so that you know that
 22 I have read your email and will be dealing with the
 23 response."
 24 Who gave you Colin Chiles' email address, do you
 25 know?

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1 A. I think that I'd met Colin at the KALC forum, and Colin
 2 was one of the few people involved with either KALC or
 3 the Grenfell works that was kind of resident-facing to
 4 a degree, and so, yeah, I felt quite — I must —
 5 I don't quite know where I got his email address, but he
 6 was an approachable person that I could have gone up and
 7 said — or he may have provided it even to me.
 8 Q. Had you raised this issue with the TMO first before
 9 going to Colin Chiles?
 10 A. What date is that, 2nd —
 11 Q. 2 October 2012.
 12 A. So most definitely, because it had appeared on our blog
 13 in January/February 2012.
 14 Q. January/February 2012?
 15 A. Correct.
 16 Q. That's very —
 17 A. No, sorry, forgive me, January/February 2013.
 18 Q. Yes.
 19 A. No, sorry. So, no, maybe not. Maybe we'd tried to
 20 resolve it this way.
 21 Q. Right.
 22 Now, if we look up the chain to page 4
 23 {TMO10001663/4}, please, we can see that there is
 24 an email from you where you follow up with Colin Chiles
 25 on 7 October 2012, and this time copying Tim Coleridge,

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1 as well as Jonathan Bore at RBKC, and you say:
 2 "Dear Colin,
 3 "I have been speaking to residents in Grenfell Tower
 4 over the weekend and there is widespread concern about
 5 how the closure of the Silchester/Lancaster Road car
 6 park might compromise the fire safety of residents on
 7 Lancaster West Estate."
 8 You go on in the second main paragraph to say:
 9 "With the car park closed there would be no access
 10 to the north face of Grenfell Tower by fire appliances
 11 and the increased flow of traffic from resident's in
 12 Grenfell Tower and it's environs along Grenfell Road may
 13 prevent the unhindered access of fire appliances along
 14 this route."
 15 Then you ask, in the last paragraph, halfway down,
 16 for:
 17 " ... evidence that these concerns have been
 18 discussed with the London Fire Brigade and that they
 19 have confirmed that the construction works necessitating
 20 the closure of the car park will not place residents in
 21 any increased danger?
 22 "If Leadbitters have not yet met with the London
 23 Fire Brigade, then the Grenfell Action Group would
 24 request that one or two of our representatives are
 25 present when the meeting eventually takes place."

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1 Then he comes back to you, if you go to page 3
 2 {TMO10001663/3}, at the foot of the page, on the next
 3 day, 8 October:
 4 "Good morning Eddie.
 5 "Thank you for your email, would you please contact
 6 me regarding my request for a meeting. Your concerns
 7 are better alleviated with a discussion using one of our
 8 Fire Strategy drawings."
 9 Then if you look at your response to that, half
 10 an hour or so later, allowing for the somewhat odd time
 11 difference, which I think is to do with the way the
 12 email clocks are set, you say to him:
 13 "Dear Colin,
 14 "It maybe[sic] better that our correspondence is
 15 recorded by email for the time being.
 16 "Our community has noticed that our request for the
 17 car park to remain open until we have been satisfied
 18 that the London Fire Brigade have given their
 19 confirmation that residents fire safety will not be
 20 compromised has been ignored and covers and padlocks
 21 placed over the ticket machines. This is, obviously,
 22 very disappointing as we believe Leadbitters actions may
 23 be placing residents in Grenfell Tower at increased fire
 24 risk. Please confirm whether Leadbitters have been in
 25 direct contact with the London Fire Brigade to discuss

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1 the concerns that are laid out in the Grenfell Action
 2 Groups emails to you dated 2nd and 7th October 2012?"
 3 Which I've shown you.
 4 "Have Leadbitters Fire Strategy drawings been
 5 approved by the London Fire Brigade?
 6 "Have the London Fire Brigade ever been asked to
 7 visit Grenfell Road to give their verdict on the
 8 potential dangers of increased road traffic along this
 9 route?
 10 "Please could you answer these questions directly
 11 for our community.
 12 "Please, also, reconsider your decision to press
 13 ahead with the closure of the car park until this matter
 14 has been resolved to the satisfaction of the London
 15 Fire Brigade and our community."
 16 Now, I've shown you that in full to give you the
 17 full context and content of your response.
 18 My question is: why didn't you take Mr Chiles up on
 19 his offer of a meeting?
 20 A. Well, I think my first line of that answer is, "It maybe
 21 better that our correspondence is recorded by email for
 22 the time being". To me, and my memory of that, is that
 23 we wanted things documented, and like a, "Come into my
 24 office, I'll show you this document and then you can go
 25 away" wasn't what we were after. We wanted —

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1 Q. Why not take a note—taker and record it?
 2 A. Where was I going to get a note—taker from?
 3 Q. Well, you are signing on behalf of —
 4 A. Oh, you mean just another community member?
 5 Q. Yes.
 6 A. I suppose we could have done. I don't know. I mean,
 7 I can't answer that question except for, you know,
 8 putting it there that, "It's better that our
 9 correspondence is recorded by email for the time being",
 10 is that I wanted an email trail of this conversation,
 11 I was very aware of the importance of recording things
 12 and having a trail.
 13 I may have been wrong and I may have not thought it
 14 through properly and I could have gone and visited him.
 15 But I'm not sure what his drawing would have — how it
 16 would have alleviated our concerns, because our concerns
 17 were: you're taking away our car park, and that's what
 18 our concern is. I mean, there wasn't that many
 19 different — there was one road into the estate and they
 20 were taking the car park away. I wasn't quite sure what
 21 a drawing would — how a drawing would alter that. It's
 22 not as if they were creating another route into the ...
 23 Q. No. I understand that. I just want to explore that,
 24 though.
 25 At the foot of page 3 {TMO10001663/3}, you see, as

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1 I've read to you, he's offering a discussion "using one
 2 of our Fire Strategy drawings".
 3 A. Yeah.
 4 Q. You didn't, it doesn't appear, go back to him and say,
 5 "Well, could you please set out your answer to my
 6 question, demonstrating the answer by using the
 7 fire strategy drawing".
 8 A. Right.
 9 Q. You didn't do that, and I just wonder why that was.
 10 A. Okay, but I wonder, is there a follow-on from this email
 11 trail after the email? Because we didn't just leave it
 12 where it was. I mean, I remember after this email
 13 I actually walked to Hammersmith fire station and spoke
 14 to the head of fire safety about our concerns.
 15 Q. Right.
 16 A. And then my memory is that he instructed me to get the
 17 fire risk assessment from Janice Wray, and that's how
 18 the problem was going to be dealt with, through the
 19 Fire Brigade.
 20 Q. That's a slightly different — that may be the case, but
 21 I just want to know —
 22 A. Okay.
 23 Q. — specifically —
 24 A. Okay.
 25 Q. What I'm trying to work out is the manner of your

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1 dealings with Mr Chiles.
 2 A. Sure.
 3 Q. Why it was that you didn't take him up on what appears
 4 on the face of it — maybe you don't accept this — to
 5 be a perfectly innocent offer of a discussion using one
 6 of the fire strategy drawings?
 7 A. Okay, it is an innocent offer and my innocent
 8 explanation of it is that, as I can — as looking at my
 9 response, is that I wanted it recorded, and going into
 10 a meeting with him, I didn't feel that would be
 11 recorded. And that may not sound logical to you, but
 12 that's my evidence to you.
 13 Q. Okay.
 14 Going back to your response I read to you higher up
 15 page 3, you accuse Leadbitters of placing residents at
 16 increased fire risk.
 17 A. Yeah.
 18 Q. In making that accusation, what was the factual basis on
 19 which you considered that Leadbitters had control of the
 20 car park?
 21 A. That's a good question. I'm not sure that they had
 22 control of the car park but, you know, they were the
 23 contractors, they could choose not to close the
 24 car park.
 25 Q. Right.

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1 A. Or — sorry.
 2 Q. No, I don't want to overspeak or stop your answer at
 3 all. Had you finished your answer?
 4 A. I'm just trying to re-read the email.
 5 Q. Yes, of course.
 6 (Pause)
 7 A. So accused is like, you know — we don't say — we say:
 8 "This is, obviously, very disappointing as we
 9 believe Leadbitters actions may be placing residents in
 10 Grenfell Tower ..."
 11 So I had quite a good relationship with Colin Chiles
 12 and I, you know ... so, yeah, I think it was just
 13 a feeling that, you know, it wasn't RBKC who were
 14 closing the car park, it was their organisation that
 15 were coming and placing the padlocks on the ticket
 16 machines, and I guess we were appealing to him not to do
 17 that until we had satisfaction and comfort that our
 18 fire safety wasn't going to be compromised.
 19 Q. Can we look then at the way this developed —
 20 A. Yeah.
 21 Q. — in fact on the same day but through another email
 22 chain, {TMO00845585/5}. Now, this is, at the foot of
 23 the screen, an email from Colin Chiles to you, the same
 24 day, Monday, 8 October 2012:
 25 "Eddie

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1 "To be absolutely clear. You are mistaken,
 2 Leadbitter have not closed the car park or taken
 3 possession of the site at present. I would respectfully
 4 suggest you address your query regards closure to RBKC."
 5 Then there is a response from you higher up the
 6 screen, if we can just look up page 5, same morning:
 7 "Dear Colin,
 8 "Please pardon me if I am mistaken but I believe
 9 that you informed attendees of the Residents Forum on
 10 6th September that Leadbitters would be taking control
 11 of the car park on Monday 8th October in order to
 12 commence surveying the aforementioned land.
 13 "If Leadbitters have decided to delay this action in
 14 light of the concerns raised with regards fire safety
 15 and the need for a risk assessment to be conducted by
 16 the London Fire Brigade then our community will
 17 appreciate that you have respected us and listened to
 18 our entirely legitimate concerns.
 19 "Please could you confirm if this is the case or
 20 not?"
 21 If you look at both of those emails, you will see
 22 that RBKC are copied in.
 23 Did you yourself do anything to pursue your concerns
 24 about the car park with RBKC, Colin Chiles having told
 25 you in his email that you should take it up with RBKC?

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1 A. Unless there's an email trail available that shows that
 2 I did, then I can't remember doing that.
 3 Q. We can see the response at page 4. In fact, it starts
 4 at the bottom of page 3 of this self-same email string
 5 {TMO00845585/3}, on 9 October. If we go to the foot of
 6 page 3, we can see that you respond to Colin Chiles, and
 7 you are copying in there, among other people,
 8 Jonathan Bore at RBKC. You say, "Dear Colin" at the
 9 foot of the page, and then if you turn the page to
 10 page 4 {TMO00845585/4}, third paragraph, you say:
 11 "Fire appliance access to Grenfell Tower and it's
 12 environs has always been problematic, has long been
 13 a concern for our community and cannot be ignored.
 14 "However, we have no confidence that either the
 15 Council or the TMO have any serious concern for the
 16 wellbeing of residents on Lancaster West Estate and this
 17 seems to be evidenced by the fact that it appears that
 18 no-one has liaised with the London Fire Brigade to
 19 ensure our future safety is not compromised during the
 20 KALC construction."
 21 Why did you still believe at that point that access
 22 to Grenfell Tower was a problem?
 23 A. Well, nothing had changed from the original closure of
 24 the car park or ...
 25 Q. Had RBKC yet come back to you, I mean, given this was

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1 only the next day, and given you an answer one way or
 2 the other?
 3 A. I can't imagine that they had. I mean, the other forum
 4 we had for talking to RBKC was at the KALC forum, so —
 5 but, I mean, that probably wouldn't have happened the
 6 next day.
 7 Sorry, I'm a bit lost as to what I'm meant to be
 8 answering here. Sorry.
 9 Q. Why you were continuing with this —
 10 A. With Colin rather than with RBKC?
 11 Q. With Colin rather than RBKC at this point, given that
 12 Colin Chiles had told you to take it up with RBKC?
 13 A. Okay. I can't answer that question.
 14 Q. Right.
 15 At any rate, if we go up to page 2 {TMO00845585/2},
 16 we can see that he, Colin Chiles, comes back to you on
 17 9 October, same day as the email I've just shown you,
 18 and says:
 19 "Dear Eddie
 20 "My apologies for the delay and unfortunately
 21 I cannot issue you with a full response yet. I will
 22 explain further:
 23 "RBKC and now Leadbitter have employed a design team
 24 to provide a full design for the project. Among the
 25 design team is a Fire Strategy Consultant who provides

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1 design and liaison between the design team/builder,
 2 Local Authority Building Control and the Fire Service,
 3 dependant upon statutory responsibilities.
 4 "I await their full response, however I can, in the
 5 interim, confirm that the information I have specifies
 6 that access for fire tenders to the tower block via
 7 Grenfell Road will remain as at present — with access
 8 maintained to the base of the tower and to the dry riser
 9 (positioned inside the entrance to the tower). There is
 10 no reference to the car park which will be closed as
 11 part of the Works. There is a drawing from the design
 12 team illustrating this. The drawing is the one I would
 13 like to show you should we be able to meet. This
 14 demonstrates that our plans do not envisage changing,
 15 adapting or amending the current fire strategy to the
 16 tower block during our works."
 17 Did that reassure you?
 18 A. I think what was concerning me is that with the car park
 19 removed, it was that people wouldn't park —
 20 traditionally people would park in the car park,
 21 therefore vehicles were not parked underneath the tower,
 22 therefore there wasn't particularly an access issue for
 23 fire tenders. With the removal of the car park, people
 24 started parking underneath the tower. So the problem
 25 had not been resolved. That was what the issue was, the

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1 ongoing issue. That, I believe, you know, was an issue
 2 on the night of the fire even.
 3 Q. Right. I'm sorry to press the point —
 4 A. Yeah.
 5 Q. — but we can see Colin Chiles telling you as an interim
 6 answer that there's no problem, in a nutshell, and that
 7 he would like to show you the drawing to be able to
 8 demonstrate that to you.
 9 My question is: well, why didn't you take him up on
 10 the offer of his explanation by reference to a drawing
 11 done by the design team, which included a fire strategy
 12 consultant, in order to be able to obtain the
 13 reassurance that you were after for yourself and the
 14 community?
 15 A. So he says that, "I will be awaiting for a report from
 16 these experts", at the top, "I await their full
 17 response, however I can inform you". So I'm not sure
 18 that I ... yeah, I'm not sure what I felt I would learn
 19 from being shown a drawing of a layout that I knew
 20 already, when the concerns that I had were about people
 21 not being able to park in the car park and parking in
 22 the emergency services.
 23 What he wasn't saying to me is, "I've spoken to the
 24 TMO and they're going to start policing and actually
 25 making sure that people don't park in these spaces",

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1 because the problem was that once the car park was
 2 closed, people came and parked in the emergency bays.
 3 Q. Can we look at {TMO00845592/2}. We can see that it's
 4 an email string between you and Janice Wray of the TMO
 5 in mid—October, and on page 2, you say, 16 October 2012:
 6 "Dear Janice,
 7 "After contacting Matthew Ramsey (Head of Fire
 8 Safety) at Hammersmith Fire Station and obtaining your
 9 contact address through my local Councillor, I am
 10 writing to you in relation to concerns regarding the
 11 KALC Project and fire safety at Grenfell Tower on
 12 Lancaster West Estate.
 13 "Please can you confirm to the Grenfell Action Group
 14 that the TMO have organised for an ongoing review of the
 15 Fire Risk Assessment in relation to access of fire
 16 appliances along Grenfell Road as a result of the
 17 closure of our historic car park and the commencement of
 18 the KALC construction project?
 19 "Please can the TMO provide details of when the
 20 assessment was conducted and by whom?
 21 "Please can you, also, provide evidence to the
 22 Grenfell Action Group that residents safety will not be
 23 put at risk by the closure of the car park and the
 24 inevitable increase in volume of delivery vans,
 25 community transport buses, Service and refuse/recycling

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1 trucks and resident's own car use along Grenfell Road."
 2 Does that encapsulate your concerns?
 3 A. Indeed.
 4 Q. Right. Was that the first time you had raised those
 5 concerns with the TMO as opposed to Mr Chiles?
 6 A. I think we'd raised them, I'm not 100% sure, but with
 7 Mark Anderson at the EMB meetings.
 8 Q. Right.
 9 A. Possibly.
 10 Q. The EMB meetings?
 11 A. Yeah.
 12 Q. So you had already done so through that platform?
 13 A. I — my memory is not absolutely clear, but I have
 14 a recollection that we may have done that, and if we
 15 have done, it possibly will be minuted.
 16 Q. Right.
 17 A. I would have been visiting Councillor Blakeman in her
 18 surgery and letting her know about these concerns there.
 19 Q. Yes.
 20 A. I mean, I thought the council were cc'd in to this
 21 correspondence as well from the beginning, so ...
 22 Q. Right, yes, indeed, as I've shown you and we agree, and
 23 that's right.
 24 My next question is: it seems that you had already
 25 contacted the LFB, Matthew Ramsey, head of fire safety,

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1 before going to the TMO?
 2 A. Yeah.
 3 Q. Why was that?
 4 A. Look, I think we had zero trust in the TMO, and what we
 5 really wanted to hear is we wanted to hear from someone
 6 independent of the TMO that this issue was being
 7 addressed properly.
 8 Q. Yes.
 9 Now, this was 16 October. If we could scroll up to
 10 page 1 {TMO00845592/1}, you've got an email at the foot
 11 of page 1 to her on 19 October, and you say:
 12 "Dear Janice,
 13 "Please excuse me if I am mistaken, but I have not
 14 received a response to my email sent to you on Tuesday
 15 16th October.
 16 "Please could you advise me that you have received
 17 this email and, also, indicate when you will be
 18 providing the Grenfell Action Group with the information
 19 requested?"
 20 If we go to page 1, we can see that she responds the
 21 same day with an apology, and then goes on to say — and
 22 I'm going to summarise — that a fire risk assessment
 23 had been reviewed in August 2012 and that no concerns or
 24 issues regarding the LFB's access had been raised at
 25 that time. That's in essence what she says in the first

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1 paragraph.
 2 In the second paragraph she says:
 3 "Fire Brigade access to Grenfell Tower is via
 4 Grenfell Road and I am advised that this road will be
 5 unaffected by the proposed works. However, my colleague
 6 Mark Anderson who has access to more of the detail of
 7 the proposed construction project had confirmed to me
 8 that he would be responding to you as he is better able
 9 to address the concerns you have raised. Further, Mark
 10 advised that he had addressed these concerns with the
 11 EMB this week and that he had given an assurance that he
 12 would follow this up in writing to the EMB and to you.
 13 Once you receive the correspondence from Mark if you
 14 have further concerns please do not hesitate to contact
 15 me."
 16 So that last paragraph rather supports your
 17 recollection that this matter was raised through the
 18 EMB.
 19 Were you still on the EMB at that stage? This is
 20 October 2012.
 21 A. Yeah, so I think — yes, if I was there for a year and
 22 it was the end of 2011 to the end of 2012, then that
 23 would figure, yeah.
 24 Q. Was her response in this email sufficient for you to be
 25 assured in relation to the concerns you had raised?

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1 A. Erm ... not really. The only way that our concerns
 2 could have been, like, dealt with is if there was no
 3 more cars parking in the emergency vehicle area. That
 4 was what our direct concern was. We've got
 5 a tower block, there's like, you know, very few ways of
 6 exiting it, it's really imperative that the Fire Brigade
 7 are able to get there and have access to the tower, and
 8 we were coming home and we've got much photographic
 9 documentation of these areas being parked in either by
 10 service vehicles — so that was — it was quite an easy
 11 solution. I mean, it wasn't like rocket science. It
 12 was like: if you stop people parking in these areas, you
 13 will have addressed our problem. If you don't stop
 14 people parking in these areas, the problem is still
 15 being addressed.
 16 That may kind of explain why I was less interested
 17 in meeting with Colin Chiles to see this drawing,
 18 because the road is just — there was just one road into
 19 Grenfell Tower, it was Grenfell Road. There was then
 20 a little area at the base of the tower where vehicles
 21 could park.
 22 So this was our issue, and the ongoing issue with
 23 this was about the lack of policing, for want of
 24 a better word, of the parking restrictions at the base
 25 of the tower.

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1 Q. We don't, I think, see a response back to Janice Wray in
 2 the terms in which you've just described to us, namely
 3 in three or four sentences, about the parking problem.
 4 Why was that?
 5 A. But it was all wrapped up in what we were — that was
 6 what the nub of the problem was. So when we were
 7 talking about the removal of the car park, the problem
 8 that the removal of the car park led to was vehicles
 9 being parked underneath the base of the tower.
 10 Q. Yes, but she's telling you here that there's no problem
 11 with that.
 12 A. Sorry?
 13 Q. She is telling you here, essentially, that there is no
 14 problem with that.
 15 A. But our lived experience of walking in and out of the
 16 tower was it was very much a problem, and we had
 17 photographic evidence and we carried on in early 2013
 18 documenting on the blog how much of a problem it was.
 19 Q. Yes. In January 2013, you're right, there's
 20 certainly —
 21 A. Yeah.
 22 Q. I'm not suggesting that you were satisfied. What I'm
 23 really just putting to you is a factual question why you
 24 didn't respond to Janice Wray and say, "Look, it's
 25 a very simple problem and you haven't addressed it".

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1 A. So, look, I don't know why we didn't do that, but I feel
 2 that, you know, they would have been aware of what our
 3 concerns were. Mark Anderson at the EMB — I didn't put
 4 it in writing to Janice Wray, but, you know, it wasn't
 5 rocket science to work out what our concerns were.
 6 Q. I mean, I'm not being completely fair to you, because
 7 you did respond and I'll show you that, but my question
 8 I think can be asked on the document I'm going to show
 9 you. Let's look at it, {TMO00845602}. This is
 10 a response to Janice Wray three days later from you,
 11 22 October, and if we go to page 2 in this email run
 12 {TMO00845602/2}, we will see it. You set out at some
 13 length your position, and you say at the start:
 14 "Despite your assurances to the contrary, the issue
 15 of fire safety at Grenfell Tower was not adequately
 16 addressed by Mark Anderson at the EMB meeting to the
 17 satisfaction of the Grenfell Action Group, so we would
 18 appreciate if can you respond to the following issues."
 19 You explain at some length in the detail there,
 20 which I won't read out all to you in the interests of
 21 time, your point about the car parks. You say, in
 22 essence, that the claims that access to the tower would
 23 be unaffected were unsubstantiated.
 24 If we go up the email chain {TMO00845602/1}, we can
 25 see that you get a response to that from Mark Anderson

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1 three days later, 26 October:
 2 "Good morning Mr Daffarn,
 3 "Thank you for your various communications on the
 4 matter of fire safety, access and parking and I confirm
 5 that resident safety is of paramount importance to all
 6 parties."
 7 Then if you look at the third paragraph down, he
 8 says:
 9 "With regard to fire safety at Grenfell Tower and
 10 for that matter the remainder of the estate, and as
 11 advised at the Estate Management Board meeting, the fire
 12 safety and management arrangements form part of the
 13 respective projects and at present there is no impact
 14 upon the access routes that LFEPA would utilise in the
 15 event of an incident.
 16 "We shall also be reviewing this aspect of the
 17 projects as they evolve and progress and will ensure via
 18 the project teams that appropriate provision is made for
 19 fire safety.
 20 "On the matter of contractor vehicles parking within
 21 the access roads, I have requested that colleagues
 22 ensure that this does not occur except where designated
 23 parking bays exist."
 24 Did that response reassure you, you having repeated
 25 your concerns, essentially, that your concerns had been

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1 addressed or were being addressed?
 2 A. So it didn't, because our concerns weren't being
 3 addressed, because vehicles were still parking in the
 4 emergency bays at the base of the tower.
 5 Q. Does it come to this, and it's rather a lengthy way of
 6 getting to it, I suppose, but when he says in that third
 7 paragraph, "at present there is no impact upon the
 8 access routes that LFEPA would utilise in the event of
 9 an incident", you disagreed?
 10 A. Absolutely.
 11 Q. He was going on the basis of professional advice, so it
 12 appears, you were going on the basis of lived
 13 experience, and you differed; is that how it should be
 14 seen?
 15 A. Yeah, and I don't think at that point we'd seen the
 16 professional advice that he'd received.
 17 Q. Right.
 18 A. And when we tried to get it from the London
 19 Fire Brigade, they referred us back to the TMO, to the
 20 fire risk assessment.
 21 Q. Right.
 22 SIR MARTIN MOORE-BICK: Can I ask you this, Mr Daffarn: did
 23 you have a view as to how the emergency bays could be
 24 kept clear?
 25 A. Well, with some heavy policing and some heavy fines if

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1 they were parked in, or at least a willingness to
 2 address the problem.
 3 SIR MARTIN MOORE-BICK: I'm just wondering whether you ever
 4 went back to the TMO and said, "Look, this is the
 5 problem, people are parking in the emergency bays, can
 6 you take steps to prevent it".
 7 A. So —
 8 SIR MARTIN MOORE-BICK: Obviously marking them up in a very
 9 vivid way would be a good start, but what about anything
 10 else?
 11 A. So I believe that a lot of the service vehicles were
 12 parking there with permission from the TMO, and that's
 13 where we tried to obtain our photographic evidence. The
 14 OCO or whatever they're called, that kind of servicing
 15 room, had big, big vehicles that were parked on a very
 16 regular basis on the bend of Lancaster Road.
 17 Yeah, I'm not — I mean, I appreciate what you're
 18 saying, but, you know, like for us, they were the
 19 managing agents, we were flagging serious health and
 20 safety issues, we wanted them to address that.
 21 You know, I mean, I don't think we felt it was our role
 22 to say, "Well, you could get some padlocks on the gate
 23 of the" — you know, because there was a particular bay
 24 at the base of the — on the east—hand side of the tower
 25 at the bottom, there was actually a locked bay that you

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1 could — with a weighbridge kind of thing that you could
 2 open, but that was often opened and used by vehicles
 3 that weren't Fire Brigade vehicles.
 4 So there was a feeling — the feeling that we had
 5 was that some of this stuff was being done in collusion
 6 with the TMO. The management of the TMO were allowing
 7 these service vehicles to park in dangerous places.
 8 SIR MARTIN MOORE-BICK: All right, thank you very much.
 9 A. Okay.
 10 MR MILLETT: Mr Daffarn, you said earlier that you thought
 11 that you had raised the parking issue with the EMB, and
 12 indeed I think we've seen reference to it in the email
 13 I've just shown you.
 14 A. Yeah.
 15 Q. I think I should, in fairness to you, show you a minute
 16 of an EMB meeting.
 17 A. Yeah.
 18 Q. Can we please go to {MET00040868/75}. This, I should
 19 just tell you, is the minute of a meeting of the EMB
 20 which starts on page 72 {MET00040868/72} — if you could
 21 just go up to that, please — 16 October 2012. So this
 22 is right in the middle of this exchange, and in fact the
 23 same day, I think, as the exchange that came from
 24 Janice Wray.
 25 If we go, please, down to paragraph 8.4 on page 75

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1 {MET00040868/75}, this is under the heading
 2 "Grenfell Tower Proposal" on page 74, but we needn't
 3 look at that:
 4 "Members raised the issue of fire safety, MA
 5 confirmed KALC do not impact on the Grenfell Tower."
 6 Is that a rather cryptic reference to a discussion
 7 at this meeting about access to the tower itself by fire
 8 and rescue vehicles?
 9 A. So the meeting was a long time ago. I mean, it's
 10 ten years ago.
 11 Q. Yes.
 12 A. But my memory is, and as I've just given you evidence
 13 a couple of minutes ago, that we raised the issue at the
 14 EMB. I mean, I think we would have raised it here at
 15 the EMB, we would have raised it at the KALC forum, we'd
 16 have raised it with Councillor Blakeman, we cc'd various
 17 different councillors into these correspondences, and
 18 I don't feel that we felt we got the satisfaction and
 19 the comfort we needed.
 20 Could I have done more? Could I have gone to meet
 21 with Colin Chiles? Probably, you know, maybe I should
 22 have done. But I don't know what meeting with him would
 23 have actually changed. You know, I could have suggested
 24 that a more robust parking enforcement, but I think we
 25 probably did do that. I mean, that's what we wanted.

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1 We wanted them to keep that area at the base of the
 2 tower clear.
 3 Q. Right. It's clear that you were still a member of the
 4 EMB at this stage.
 5 A. Yeah, yeah.
 6 Q. Is it fair to say that you were really working along two
 7 workstreams: you had your EMB, as you would say for what
 8 it was worth at the time, but you're also working now
 9 with GAG?
 10 A. Yeah, and I also attended the KALC forum and had
 11 a relationship with Councillor Blakeman and was working
 12 with the Grenfell Tower leaseholders, and what influence
 13 the Lancaster West RA had. So, yeah, I mean, I was
 14 using the democratic open meeting processes that were
 15 available to us to voice our concerns.
 16 Q. Can I then ask you next about a slightly different
 17 topic.
 18 A. Sure.
 19 Q. Access to information.
 20 A. Yeah.
 21 Q. In your first statement you refer to the lack of
 22 information provided by the TMO, and I'd like to show
 23 you page 23 of that statement {IWS00000169/23},
 24 paragraph 85. You say there towards the foot of the
 25 page:

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1 "With regard to Fire Risk Assessments the only one
 2 I remember receiving from the TMO was dated
 3 November 2012 following my request of 14 January 2013.
 4 I was not aware of how frequently these reports were
 5 prepared and was not provided with any such reports
 6 prepared between November 2012 and the date of the
 7 fire."
 8 Did you make any further requests for a fire risk
 9 assessment or for a copy of the fire risk assessment for
 10 Grenfell Tower after 14 January 2013?
 11 A. So we received the November 2012 fire risk assessment.
 12 Q. Yes.
 13 A. I don't think — and I don't know if I knew how often
 14 they were conducted to again specifically request
 15 another fire risk assessment, but I think as you
 16 probably have seen in my evidence, there's numerous
 17 emails between myself and the Fire Brigade and further
 18 correspondence with the TMO and the council about
 19 fire safety.
 20 So the short answer is I don't believe I did
 21 require — request a direct fire risk assessment. I'm
 22 not sure I would have known how often they were
 23 prepared. But that certainly wasn't the end of us
 24 highlighting and raising concerns about fire safety.
 25 Q. No, indeed, I'm not suggesting it was.

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1 A. Right, no.
 2 Q. What I'm interested in is why, given that you knew from
 3 January 2013 that you could get hold of FRAs, fire risk
 4 assessments, for Grenfell Tower, you didn't continue to
 5 press for those during 2013, 2014, 2015, 2016.
 6 A. But I think we did. I think in Councillor Blakeman's
 7 matrix you will see that there was — we had a big, big
 8 concern during the improvement works how the bottom of
 9 the tower was basically shut down and there was no
 10 access to the tower, and the Compact and ourselves made
 11 a direct request to Councillor Blakeman to carry out
 12 another assessment of fire safety at Grenfell Tower.
 13 So ...
 14 Q. Yes. You say you think you did. We've seen certainly
 15 requests — and we saw them with the witnesses on Monday
 16 of this week — for an independent investigation or
 17 inspection of the fire safety arrangements —
 18 A. Yeah.
 19 Q. — in the building, certainly, but I don't think we've
 20 seen any record of you or Grenfell Action Group or
 21 indeed the EMB at the time asking for sight of any FRA,
 22 any fire risk assessment.
 23 A. No, specifically, I concede we didn't ask for a fire
 24 risk assessment, but more sort of generically we were
 25 asking for further inspections of the tower, and

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1 particularly access to the tower, and I'm aware of that
 2 because they were on Councillor Blakeman's matrix.
 3 Q. Would it not have helped you, though, to see what the
 4 TMO were seeing from their own fire risk assessor? My
 5 question really is: given that you knew that such
 6 a document existed at least in November 2012, why didn't
 7 you say to the TMO, "Look, when you get that, on
 8 whatever regular basis you get it, please will you
 9 provide us with a copy"?
 10 A. Right. It may have been more helpful if the TMO had
 11 said to us, "Actually, now you've requested this first
 12 document, we do this every three years and we would be
 13 very happy to supply you with upcoming documents". It
 14 was like a guessing game. It was like — you know,
 15 there was no policy that I had that said this — the
 16 next one will be done in 2014. The TMO didn't volunteer
 17 that information. In fact, I had to go to quite
 18 a length to obtain this fire risk assessment, you know,
 19 chasing around the TMO to find out who it was I got it
 20 from, and then having to send I think a couple of
 21 reminder emails to get it.
 22 You know, I mean, I'll just put it back to you that
 23 maybe the responsibility should have been on the TMO to
 24 inform us that, you know, "These are very important
 25 documents, they discuss the safety of your building, we

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1 have a duty to carry them out every two/three years and
 2 we'd be very happy to supply you with the next edition",
 3 but that never happened.
 4 Q. No.
 5 Now, different topic again: maintenance of emergency
 6 lighting.
 7 After you received the November 2012 fire risk
 8 assessment for Grenfell Tower, I think it's right that
 9 you and Francis O'Connor raised a number of concerns; is
 10 that right?
 11 A. Correct.
 12 Q. Yes.
 13 A. Correct.
 14 Q. Let's look at some of that.
 15 Can we go, please, first to {TMO00845616}. Now,
 16 this is email correspondence, as we can see from the
 17 first page, involving Councillor Blakeman and
 18 Francis O'Connor, as we can see from the foot of the
 19 page, in February 2013.
 20 If we go to the foot of the page, we can see that he
 21 is writing to Councillor Blakeman, copying in, among
 22 other people, you, as well as Laura Johnson at RBKC,
 23 Janice Wray at the TMO, and indeed Robert Black also.
 24 The subject is "Fire safety at Lancaster West".
 25 He begins, if you go to the top of page 2

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1 {TMO00845616/2}, by expressing gratitude for
 2 Councillor Blakeman's recent intervention on the
 3 Grenfell Tower safety issue. If you look at the third
 4 paragraph down with me, he continues:
 5 "We have other concerns ..."
 6 Do you see it says that?
 7 A. Mm—hm.
 8 Q. Just pausing there, this document is signed by
 9 Mr O'Connor, but I think — is this right? — you helped
 10 draft it.
 11 A. So with this particular blog I would say that Francis
 12 had a fair — like much more detailed knowledge of
 13 fire safety within Grenfell Tower and within
 14 Lancaster West from his role on the EMB.
 15 Q. Right.
 16 A. So he — and Francis had a slightly more, like,
 17 in—depth, technical, analytical side to his nature and
 18 what he brought to the blog. So, you know, in no way —
 19 I mean, we co—wrote the blogs, but I would suggest that
 20 some of this stuff is coming from the specific knowledge
 21 that Francis would have had, which was far more in—depth
 22 and historic than my own.
 23 Q. I see.
 24 Picking up where I had got to, you say, or he says:
 25 "We have other concerns, and other evidence, which

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1 we have not yet aired. Please see the attached Grenfell
 2 Tower Fire Risk Assessment from November 2012, which was
 3 supplied to us by Janice Wray some weeks ago. Most of
 4 the content is, of course, fairly routine until you get
 5 to Page 28 where the following is recorded:
 6 "'From the asset records provided to me by the TMO
 7 the emergency lighting and fire alarm systems along with
 8 the dry riser, fire fighter lifts and the hose reels
 9 installed in this building are all subject to a
 10 maintenance contracts[sic]. Testing, servicing and
 11 maintenance is being carried out by professional third
 12 party contractors on a planned preventive maintenance
 13 programme with records kept centrally by TMO at the
 14 "Hub" and by the contractor for all these systems, no
 15 test certificates have been seen to confirm this.
 16 "RGE Services are under contract to TMO to provide
 17 portable fire fighting equipment ..."
 18 Et cetera, and he goes on to say:
 19 "The last test date was on the 8th August 2011.
 20 Some located in the roof level areas had 'condemned'
 21 written on them in large black writing with a last test
 22 date of 2009 or 2010. This seems to indicate that
 23 monthly occupier inspections are not being carried out.
 24 "It is not known if the caretaker is undertaking the
 25 monthly occupier's tests of the installed emergency

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1 lighting system, fire extinguishers and structural items
 2 as per the caretakers check list this would include the
 3 external stairs and lift checks with the results being
 4 kept as a record of testing having been undertaken."
 5 If we go down to the second paragraph on page 3
 6 {TMO00845616/3}, Mr O'Connor continues, after quite
 7 a lot of history in between, as follows, he says:
 8 "We were intending to simply expose these failings
 9 on our blog, rather than waste our time and effort, as
 10 we had previously, in non-productive email exchanges
 11 with Ms Rumble and Ms Wray, who appear, as far as we can
 12 judge, not even to have read the current assessment.
 13 However having witnessed more than once your willingness
 14 to act on the Grenfell Tower fire safety issue, and the
 15 speedier responses your interventions tend to elicit, we
 16 have decided to copy this material to you first, in the
 17 hope that you can elicit the necessary urgent responses
 18 from the responsible authorities."
 19 Now, when Mr O'Connor wrote that, "We were intending
 20 to ... expose these failings in our blog", was he
 21 referring to the Grenfell Action Group, in other words
 22 including you?
 23 A. Yes, I assume so, yeah.
 24 Q. Yes. At the time of this email, did you also share
 25 Mr O'Connor's view that the email exchanges with

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1 Ms Rumble and Ms Wray on this topic were non-productive?
 2 A. So were those the exchanges where I was requesting the
 3 fire risk assessment?
 4 Q. I believe that's what is meant, but you'll have to tell
 5 me because —
 6 A. Okay — sorry.
 7 Q. It's a question I think you can answer.
 8 A. So it may be possible that Francis was having a separate
 9 line of communication with Ms Rumble and Ms Wray. If it
 10 wasn't that, then it would have been the communication
 11 that it took me to get the fire risk assessment from the
 12 TMO which, as I've explained previously, was a lengthy
 13 process.
 14 Q. I see. I mean, the use of the word "we" there tends to
 15 suggest that you also shared the view that neither
 16 Ms Rumble nor Ms Wray had read the current assessment,
 17 the FRA; is that correct?
 18 A. Do you know what, I can't kind of drill down into that
 19 detail, why we would have said that at that time, unless
 20 it is about the condemned fire extinguishers and the
 21 other failings within the fire risk assessment and the
 22 fact that they may still not have been dealt with.
 23 Q. What had led you to think that raising these issues, as
 24 quoted from the fire risk assessment here, with Ms Wray
 25 and Ms Rumble of the TMO was a waste of time?

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1 A. Pretty much doing anything with the TMO was a complete
 2 and utter waste of time, I'm afraid.
 3 Q. Right. So that's a bit of a blanket answer.
 4 A. It's — well, I'm very happy to go into more detail of
 5 why that's the case, but, you know, they weren't dealing
 6 with our concerns, whether they were the lifts, the
 7 water breaking down, parking, you know, so by that stage
 8 that was kind of the conclusion we'd reached. And,
 9 you know, the evidence is here, Francis has written it
 10 down, that we didn't have faith in this organisation to
 11 respond to our needs.
 12 Q. Right. I mean, when you or he or both of you saw the
 13 November 2012 fire risk assessment, as you got from
 14 Janice Wray, did you raise any of the concerns expressed
 15 here with her?
 16 A. Well, I mean, they're raised in the blog, and that's how
 17 we would raise issues.
 18 Q. Well, raising something in a blog isn't the same as
 19 raising something with Janice Wray specifically, given
 20 her particular role and position at the TMO?
 21 A. But knowing that Janice Wray would be reading the blog,
 22 and what we do have over the years of the blog is pretty
 23 conclusive evidence that when we blogged, they acted.
 24 If we didn't blog about it, they didn't act. And the
 25 stay put fire signage is an example of that. There are

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1 many, many examples of the TMO not taking any action
 2 until we blogged. We blogged, they took action.
 3 So, you know, I don't want to say it was
 4 an alternative way of writing an email to Janice Wray,
 5 but again, you know, I put it back, it's like it wasn't
 6 our responsibility to enact the actions that were in the
 7 fire risk assessment, it was the council — it was the
 8 TMO's responsibility. We were just highlighting — and,
 9 I mean, I think the other point of this is that Francis
 10 also included in the blog a Capita Symonds report that
 11 highlighted, like, multiple ongoing or previous failings
 12 of the KCTMO in terms of their health and safety.
 13 So, you know, we were getting a track record now of
 14 kind of how we were being let down as residents by the
 15 TMO with regards to health and safety and —
 16 Q. Would —
 17 A. Sorry.
 18 Q. No, it's all right.
 19 Would it be fair to say that at this stage — and
 20 this is February 2013 — certainly Francis O'Connor, and
 21 I'm assuming you as well, had actually decided that
 22 in fact to get a reasonable and meaningful response from
 23 the TMO, rather than blogging, you would go through
 24 Councillor Blakeman?
 25 A. So I would say it wasn't quite as binary. We would go

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1 through Councillor Blakeman, we would blog, we would go
 2 and visit the local fire station, we would take what
 3 actions — you know, we would cc in
 4 Councillor Coleridge, we'd raise the issues at the KALC
 5 forum, EMB meetings, any other meetings that we could
 6 attend, but it didn't bring the satisfaction that we
 7 were searching for, and we didn't have the trust in the
 8 TMO to deliver for us.
 9 Q. This —
 10 A. And also — if I could just — sorry.
 11 Q. No, you continue, please.
 12 A. So just the last point is that, you know, you can see
 13 the hassle that we had to go through just to get the
 14 FR — the fire risk assessment. I mean, it took me like
 15 half a dozen emails of like chasing up. So just like
 16 the idea that you send one email to the TMO and they
 17 come back with a proper kind of cogent response is
 18 just — it didn't work like that. That's why there are
 19 so many emails between us and the KCTMO, because no
 20 questions were ever answered in the first place. It was
 21 always a battle to get the information that we were
 22 requesting for them, or them to take any actions.
 23 Q. Could you just go to a document, {TMO10002193}, in the
 24 light of that answer. This is an email from
 25 Moyra McGarvey at RBKC to Robert Black at the TMO dated

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1 25 February 2013. So this is a week or two after what
 2 I've just been showing you:
 3 "Hi Robert,
 4 "A complaint has recently been brought to my
 5 attention by Mr O'Connor about fire and safety issues at
 6 Grenfell Tower. I am aware that there is a large amount
 7 of discussion out on the web currently!
 8 "The complaint centres around the response of a TMO
 9 officer to a recent article in the Grenfell Action Group
 10 blog which raises concerns over the lack of appropriate
 11 action by TMO management to address health and safety
 12 issues arising from a Fire Risk Assessment for Grenfell
 13 Tower undertaken in November 2012."
 14 Et cetera, and it goes on about that specific
 15 question.
 16 Did you know that Francis O'Connor had complained
 17 directly to the RBKC about the —
 18 A. No, I'm not sure that I did, actually, at the time.
 19 But — yeah, I don't know how —
 20 Q. Does it surprise you that he did?
 21 A. Not at all, no. I mean, as I've explained, we tried to
 22 use every available avenue to get our complaints
 23 listened to, and if Francis had a way into the council,
 24 he used it. I mean, he may have met Moyra in his role
 25 as — I mean, I'd never heard of Moyra. He may have met

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1 her in his role on the — when he was more active on the
 2 EMB, and that's how he knew — he may have known her
 3 a different way. But, yeah, no, I was — I don't think
 4 I was — I can't remember being aware of that at the
 5 time.
 6 Q. Can you explain why he, perhaps, not to your knowledge,
 7 was willing to raise this question with the RBKC, but
 8 you and he together weren't willing to raise it with the
 9 TMO?
 10 A. But we were raising it with the TMO.
 11 Q. But only through the blog and, on this occasion, through
 12 Councillor Blakeman.
 13 A. And the EMB meetings and the Kensington and Chelsea
 14 forum. So I do feel that we did actually, like, use
 15 a lot of avenues to try and get our voice heard, and
 16 this is — to me, this is just another example of
 17 Francis, you know — I mean, it goes back to my point
 18 earlier on about, you know, RBKC had a kind of role of
 19 scrutiny, and this to me is a very powerful email,
 20 because he's actually — if you couldn't get any
 21 satisfaction from the TMO, Francis has found a way into
 22 RBKC and, you know, we get some action, do we not, as
 23 a result of this?
 24 Q. Well, I just want to understand your evidence a bit more
 25 clearly.

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1 A. Sure.
 2 Q. It may be my fault.
 3 When I asked you about why you didn't take the
 4 matters which we've seen in the earlier email up with
 5 Janice Wray about the fire risk assessment, you said
 6 there was basically no point. What I'm trying to
 7 understand is why there was no point in taking it up
 8 with the TMO, but there was a point in taking it up with
 9 RBKC?
 10 A. But I don't know that — I'm really sorry to be
 11 contrary, but I don't think that we didn't take it up
 12 with the TMO. I think the fact that we were blogging
 13 about it, the fact that Francis received a phone call or
 14 whatever from Siobhan Rumble telling him to desist after
 15 raising some of these concerns, I don't know if you've
 16 seen the blog about stepping back from the computer
 17 and ... so, you know, I think we had been dealing with
 18 the TMO.
 19 Q. Well, the impression got from the email I've just shown
 20 you, which is that there was no point taking this matter
 21 up with Ms Rumble and Ms Wray because previously the
 22 communications had been non-productive, rather
 23 suggested, and I thought you had agreed, that you and
 24 Mr O'Connor didn't take up this complaint with the TMO.
 25 A. But we did — I'm really sorry, because I'm going a bit

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1 thing, but we did bring it up with the TMO because we
 2 raised it with Mark Anderson at the EMB meetings.
 3 Q. So that was the route, was it?
 4 A. That was one route. I think that we'd — you know,
 5 the — Siobhan Rumble was definitely aware about the
 6 issues about the parking, and she definitely read the
 7 blog about vehicles being parked in places where fire
 8 appliances should have been, because she phoned up
 9 Francis and told him to stop doing these blogs, because
 10 "You've gone too far now", I think was the expression
 11 she used.
 12 So I'm not trying to drag that side of it into this
 13 conversation, I'm just puzzled that we're not
 14 understanding how we were trying to communicate — or
 15 how this problem had been communicated to the TMO.
 16 Q. Right.
 17 A. I mean, the TMO were actually colluding with this
 18 problem in the first place by allowing these vehicles to
 19 be parked there, so I just ...
 20 Q. Okay, let's see how this turns out. Can we go to
 21 {TMO00845616}, please. This is an email from
 22 Councillor Blakeman on 18 February 2013 to Mr O'Connor
 23 and copied to a cast of people at both the TMO and RBKC,
 24 as you can see, including Janice Wray and
 25 Siobhan Rumble:

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1 "Dear Francis
 2 "Thank you for this, it is very useful. I have
 3 asked for a full and comprehensive report once the
 4 emergency fire test at Grenfell Tower has been conducted
 5 and also for this to be an item on the Lancaster West
 6 EMB meeting agenda. I have also asked for the likely
 7 timeframe within which we can expect a response."
 8 Just taking this as an example, would you agree that
 9 this at least shows that Councillor Blakeman responded
 10 promptly to your and Mr O'Connor's concerns and was
 11 willing to act on them?
 12 A. Councillor Blakeman would ordinarily always respond
 13 quickly to our concerns.
 14 Q. Yes.
 15 A. Yeah. Yeah.
 16 Q. If you then go on to {TMO00830084}, we get to early
 17 March 2013 and see how this particular complaint
 18 evolves.
 19 This is an email from Janice Wray to
 20 Councillor Blakeman dated 6 March 2013 and she says:
 21 "Dear Councillor Blakeman."
 22 Then in the second paragraph she says:
 23 "With regard to concerns raised about fire
 24 extinguishers, Ricki Sams, Head of Building Services
 25 confirms that all appliances at Grenfell Tower have now

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1 been replaced/inspected as necessary and are current.
 2 I would advise that we are currently working closely
 3 with the planned maintenance contractor who undertakes
 4 this work to ensure that all inspections and associated
 5 certification on all fire safety equipment throughout
 6 the entire housing stock are undertaken in a timely
 7 manner, reports are submitted and continued compliance
 8 is ensured."
 9 My question: did Councillor Blakeman provide either
 10 you or Francis O'Connor with an update after this
 11 exchange?
 12 (Pause)
 13 A. Erm ... I can't say that I remember.
 14 Q. Right.
 15 A. I'm sorry for that.
 16 Q. Do you remember whether the TMO informed either you or
 17 Francis O'Connor of the outcome of Francis O'Connor's
 18 complaint?
 19 A. Sorry, could you repeat that?
 20 Q. Yes. Did the TMO inform either you or Francis O'Connor
 21 about the outcome of his complaint?
 22 A. I can't remember.
 23 Q. Right. Do you remember whether the EMB followed up?
 24 A. Again, I can't remember.
 25 Q. Let's turn to a different topic, which is complaints

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1 about fire safety to the LFB.
 2 Now, I want to turn forward in time to March and
 3 April 2014 and a chain of correspondence in those months
 4 between you and Ben Dewis of the LFB, and he was the
 5 fire safety inspecting officer.
 6 Can we go to {LFB00003360/4}, please. At the bottom
 7 of the page, you can see that there is an email, right
 8 at the bottom, from you to Ben Dewis dated
 9 17 March 2014, and the subject is "Fire safety
 10 Lancaster West Estate", and you say:
 11 "Dear Mr Dewis,
 12 "Thank you very much indeed for taking the time to
 13 listen to concerns regarding fire safety on
 14 Lancaster West this morning and, in particular, with
 15 relation to Grenfell Tower.
 16 "I [have] taken the liberty of attaching one or two
 17 links to our blog that have dealt, historically, with
 18 fire safety issues on Lancaster West."
 19 Then they're attached.
 20 If you go to page 5 {LFB00003360/5}, we go over the
 21 page, we can see you say this:
 22 "As I explained briefly to you this morning, one of
 23 our particular concerns regards the seriousness of the
 24 May 2013 power surges ..."
 25 And then you discuss that.

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1 Then you go on to explain, after the lengthy
 2 quotations or citations of the GAG blog, you say this:
 3 "We believe that the TMO must value our lives so
 4 little that something so serious can just be covered up
 5 and never acknowledged as happening.
 6 "As a consequence of actions like this, most
 7 residents in Grenfell Tower and on the wider Estate have
 8 no faith in the ability of the TMO to maintain proper
 9 fire safety levels or look after our well-being. We,
 10 therefore, welcome your presence on Lancaster West
 11 Estate and hope that your power and intervention will
 12 finally make the TMO take notice of their statutory
 13 responsibilities.
 14 "I hope that the above contents do not sound too
 15 much like a rant but it is very upsetting that something
 16 like this can happen to a group of residents and yet
 17 no-one from the Council/TMO ever gets to[sic] required
 18 to give a full explanation or held to account."
 19 What had prompted you to write in email?
 20 A. Largely the way that the TMO had dealt with the power
 21 surge issue.
 22 Q. That's May 2013, is it?
 23 A. Yeah.
 24 Q. Yes, I see. That was, I think, just under a year
 25 before. This is March —

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1 A. The power surge issues was one of the — along with the
 2 HIU units, was one of the kind of major things that
 3 changed the way that myself and the community felt about
 4 our fire safety and about the way we were being treated.
 5 Q. Yes. The reason I asked the question is —
 6 A. Sorry.
 7 Q. — as I say, because the power surges in Grenfell Tower
 8 happened in May 2013.
 9 A. Yeah.
 10 Q. And this letter or email is being sent in March 2014.
 11 A. Right.
 12 Q. Why did you allow ten months to go by before writing to
 13 Mr Dewis on this subject?
 14 A. Had I written to him previously?
 15 Q. Had you written to him previously?
 16 A. I had like three different interactions with Ben Dewis
 17 in the course of my raising fire concerns. If I'd
 18 raised it previous — if I hadn't — if I'd — I mean,
 19 it sounds from the beginning of the email that I'd met
 20 him in the tower that morning.
 21 Q. Yes.
 22 A. And then I'd — so there was someone at the EMB, so I'd
 23 known Matthew Ramsey from Hammersmith, but now I'd met
 24 Ben Dewis, and here was an opportunity to raise our
 25 concerns, and that's what I done: I sat down, written

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1 an email, given him the background to what had gone on
 2 around the access for the block and then the power surge
 3 issues.
 4 Q. I follow.
 5 A. So —
 6 Q. Does it come to this: essentially, you were bringing him
 7 up to date with all the concerns going back a long time,
 8 back to May 2013?
 9 A. That was absolutely the purpose of this email.
 10 Q. I see.
 11 A. And fortunately we had so much documentation in the form
 12 of our blogs as a form of record that we were able to
 13 lay out all of those blogs in front of him so he could
 14 have a — I think I've said, sorry it's not, you know,
 15 absolutely in one place, but you'd get a sense if you'd
 16 read those blogs of what we were experiencing in terms
 17 of having or not having our concerns addressed.
 18 Q. I follow. I follow.
 19 Can we just then see how this turns out, if you go
 20 back to page 4 {LFB00003360/4} and look at his response
 21 the next day, he says:
 22 "Hello Edward,
 23 "Many thanks for your email. I will read through
 24 each article with interest, I can also assure you that
 25 from a Fire Safety point of view that we take it

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1 extremely serious. We will carry out our Inspections in
 2 line with our risk based database."
 3 Then if we go up to page 3 {LFB00003360/3}, you
 4 respond to him the same day, in the evening, and you
 5 thank him for taking time to contact you and taking
 6 notice of the concerns that you had raised. Then just
 7 below halfway down, you say this:
 8 "The one thing we can't understand is that if there
 9 ever was a major fire in Grenfell Tower (as nearly
 10 occurred on two occasions in recent years), and
 11 fire —brigade access ever became an issue (as it probably
 12 would in the event of a major fire), we would use the
 13 evidence recorded on our blog and in extensive email
 14 correspondence to ensure that those in charge at the TMO
 15 would face extremely serious consequences that they
 16 would find hard to deny.
 17 "Do the TMO Officers not realize the danger they are
 18 placing themselves and their future liberty in if
 19 a serious outbreak of fire should ever occur in
 20 Grenfell Tower?"
 21 Would it be fair to say, just looking at that, that
 22 your concern at this stage, March 2014, remained the
 23 question of Fire Brigade access to the tower, so that's
 24 the same concern that you had raised and pursued between
 25 October 2012 and early 2013 with the TMO and RBKC?

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1 A. I would say it wasn't limited just to fire access, it
 2 was — after the power surge we understood that,
 3 you know, something so dangerous had happened in our
 4 community and it had essentially not been dealt with, so
 5 I think we were having, and I think the email says it,
 6 the power surge issue cover-up, but definitely,
 7 you know, access as well. Where are we? March 2014 ...
 8 so we're a few months away from the start of the
 9 Grenfell Tower improvement works starting, where sort of
 10 more additional concerns started being raised, so ...
 11 Q. I see. Indeed, to be fair to you, the second sentence,
 12 which I didn't read out to you, does say that the blogs
 13 capture your views on different fire safety aspects over
 14 an extended period of time.
 15 A. Yeah.
 16 Q. My question still remains: was the main one at that
 17 stage the Fire Brigade access?
 18 A. So I think, if you don't mind me explaining, like kind
 19 of the fire access was something that we'd kind of
 20 chronicled and were — you know, we put that one to the
 21 side. We knew that that was an issue and it continued
 22 to be an issue.
 23 I think the power surge issue was almost like more
 24 worrying because we sort of — something really serious
 25 had happened to us and we'd really tried to get that

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1 addressed and gone to the housing property scrutiny
 2 committee to get it addressed, and it had been
 3 completely covered over. And there are different points
 4 in our blog where we highlight — there are things that
 5 we can deal with that we know about, there's a lot of
 6 stuff that we don't know about, and it was this general
 7 sense of unease around fire health and safety that
 8 I think when we — I can't speak for Francis, but when
 9 I first started, I was, like, more concerned with the
 10 direct impact of, like, you know, we're in
 11 a tower block, if there's a fire, we need the
 12 firefighters to be able to get to us. So that was what
 13 the parking was about.
 14 Then you kind of had — this other stuff going on
 15 around kind of like the truth about how dangerous what
 16 had happened to us being kind of felt like it was
 17 covered over by TMO made us kind of think a little bit
 18 more about the wider health and safety issues, and then
 19 I think by the time we finish, you know, like I'm
 20 beginning to look at, like, health and safety fire
 21 notice enforcements on other blocks in North Kensington,
 22 so it was kind of like a journey that we went on in kind
 23 of understanding that it wasn't just a concern for us
 24 generally, it was like the health and safety. And,
 25 you know, without going on forever, I think that's what

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1 helped prompt write the blog in November 2016 about our
 2 general concerns about how health and safety is managed
 3 within the TMO.
 4 Q. That raises a question that I was going to ask you later
 5 on, but now might as well be a good moment.
 6 Were you aware of any other groups — residents'
 7 groups, bloggers, entities like GAG, such as it was
 8 an entity — elsewhere in the TMO estate who were
 9 expressing similar concerns about TMO's fire safety
 10 management?
 11 A. So around fire safety, not particularly. But there were
 12 two other blogs, there was the From the Hornets Nest and
 13 there was a blog called — I think it was Residents of
 14 Kensington and Chelsea, and both of those were —
 15 whenever From the Hornets Nest put up anything to do
 16 with the TMO, it got like more comments and coverage
 17 than any other blog. It was like really — you know,
 18 a topic that people were really concerned about.
 19 And then the other blog was based, I think, in
 20 World's End, and I think the guy that wrote it sadly
 21 passed away, but for a while it was there doing what the
 22 Grenfell Action Group was doing but in the south of the
 23 borough.
 24 Q. This blog From the Hornets Nest, was that based on
 25 a building, a group of residents in a particular

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1 building or estate?

2 A. So the author of From the Hornets Nest quite sensibly

3 kept their identity secret, but it was dealt more

4 with — it was set up to deal with Sir Merrick Cockell's

5 abuse of his expenses, or alleged abuse of his expense

6 account, and that's what started it, and it was such —

7 at the time it was such a breath of fresh air because —

8 I won't go on and sidetrack, but RBKC had not been held

9 to account up until that point. When that blog came

10 along, it really started holding them to account, and

11 that was kind of like another reason why or an influence

12 on why we started the Grenfell Action Group blog.

13 Q. Going on with this story that we're on with this

14 document, can I ask you then, please, to stay on page 3

15 {LFB00003360/3}. You respond to Mr Dewis on 30 March

16 and you say:

17 "Dear Mr Dewis,

18 "Please be aware that over the weekend of

19 29/30th March we believe that the KALC construction

20 works (that have now spread onto Grenfell Road) would

21 have prevented any fire appliances from reaching

22 Grenfell Tower.

23 "We believe that the fire safety of residents is

24 being seriously compromised (on a regular and

25 [persistent] basis) and we request that the Fire Dept.

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1 come to our assistance."

2 Then if we go up to page 2 {LFB00003360/2}, we can

3 see his response on 1 April, so just two days later, and

4 he says:

5 "Hi Edward,

6 "Thanks for bringing this to my attention. It will

7 be dealt with by the Station Manager in the appropriate

8 way.

9 "Many thanks,

10 "Ben Dewis."

11 You respond to him — in fact, the next email in the

12 run is 4 July 2014, as you can see from what's on the

13 screen. There is nothing in the email chain, at least,

14 that seems to be a response from you.

15 Do you remember what happened next, after the

16 1 April response from Mr Dewis to you?

17 A. So, sorry, could we go back to —

18 Q. Yes, of course, scroll a little bit further down page 2.

19 That's his 1 April —

20 A. Right, okay. No, so that's what he wrote to me saying

21 that he's going to get it sorted, albeit in one line.

22 Q. And was it?

23 A. Erm ... well, it was never sorted, because even on the

24 night of the fire there were vehicles parked underneath

25 the tower.

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1 Q. Right.

2 Then we do go to July 2014, if we scroll back up

3 page 2 to that email. You write to Ben Dewis,

4 4 July 2014:

5 "Dear Ben,

6 "Please be advised that residents of Grenfell Tower

7 are very concerned about fire safety after the recent

8 closure of all land and 'rights of way' to the West and

9 North of Grenfell Tower.

10 "We are also very concerned that we have no idea

11 where to assemble should there be a fire in Grenfell

12 Tower as there is no open space in the vicinity that is

13 available to our community.

14 "Please can you help ensure that the Fire Brigade

15 will monitor the current changes on Lancaster West

16 Estate that impact on our fire safety and could you also

17 inform us where we should assemble in the event of

18 a fire?

19 "Thank you for your assistance with this matter."

20 Now, you wrote that email. Presumably when you did

21 so you chose to tack it on to the top of the email chain

22 which ended with Mr Dewis' response to you of 1 April.

23 A. That's possible, yeah.

24 Q. Because it was presumably relevant to that.

25 In these emails, you refer to the residents of the

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1 tower and the wider estate. Were you in fact writing on

2 your own behalf or on behalf of other residents in

3 Grenfell Tower and the wider estate?

4 A. So, I mean, I had a good relationship with a lot of

5 people in Grenfell Tower and on the wider estate through

6 my work on the EMB board, through work we'd done through

7 the KALC project, you know, I would have a lot of

8 conversations with people, so if I'm saying residents

9 are concerned, I would suggest that I'm writing the

10 email, but there are a number of people who have either

11 come and said it or I've been engaged in a conversation

12 about it. So does that answer that side of the

13 question?

14 Q. Yes, I think it does. My question was really: how did

15 you know that the residents from the wider estate shared

16 the concerns that you're expressing in this email?

17 A. Right, that's my explanation.

18 Q. As you have explained.

19 Why did you believe that there should be a place to

20 assemble in the event of a fire?

21 A. So my work — working for a local authority as a social

22 worker, every local authority I've ever worked in, we

23 have a fire drill, we have a fire marshal, we have

24 somewhere that you go, and there is a system in place

25 for dealing with a fire. There wasn't such a system in

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1 place for Grenfell Tower, and I was concerned that even
 2 if there had been a system in place, there was now no
 3 land where we could physically go and amass as a safe
 4 evacuation point, because all the land from around the
 5 tower had been taken away by the construction project.
 6 Q. What was it that prompted you at this time, mid-2014, to
 7 raise the need for an assembly point?
 8 A. Because they'd taken the land away. The actual place
 9 where potentially we could have gathered was not there
 10 any longer, and that's the nature of the email that I've
 11 written.
 12 Q. Right. Was there an assembly point before that time?
 13 A. No, we were never given any instructions about
 14 evacuating the building at any time.
 15 Q. No, that's right.
 16 A. Yeah.
 17 Q. Well, I say that's right; I mean, we will explore that
 18 with others, perhaps, rather than me saying so.
 19 A. Sure.
 20 Q. Was there ever a point when you were told before 2014,
 21 "This is an assembly point", which had now been taken
 22 away as a result of the construction works?
 23 A. No.
 24 Q. So what was it that prompted you in 2014 to raise the
 25 need for an assembly point for the first time?

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1 A. Because for the first time — there was physical space,
 2 previously, that was available, and for the first time
 3 that physical space was no longer available for us to
 4 gather in. So even if we didn't have an instruction to
 5 go to the car park or gather outside the front of the
 6 leisure centre or go to the courtyard of Allom and
 7 Barlow House or whatever, there was some space to go,
 8 and that's what was taken away from us. So not only had
 9 we not had any instructions, there was now nowhere for
 10 us to go even if we had had instructions.
 11 The reason I was aware of this is, as I've just
 12 answered to you previously, I was aware that in other
 13 forums, you had a risk — you know, you had a strategy
 14 to deal with whether there was a fire, ie leave the
 15 building and gather in this spot, at this evacuation
 16 place.
 17 Q. Would it be right to say that your experience of having
 18 assembly points was one in relation to buildings where
 19 they were places of work?
 20 A. Correct.
 21 Q. Yes, but not domestic buildings, not residential —
 22 A. Correct, absolutely correct.
 23 Q. Let's just look up to page 1 in the same email run
 24 {LFB00003360/1}, Ben Dewis to you, 9 July 2014, a couple
 25 of hours later that morning:

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1 "Dear Edward,
 2 "I have spoken to the local authority who have
 3 confirmed to me that Grenfell Tower is a stay put
 4 policy. A reminder of this I have been told will be in
 5 your July newsletter.
 6 "The crews from the local fire station are also in
 7 the process of carrying out familiarisation visits to
 8 the site."
 9 Did that response satisfy you at the time?
 10 A. I'm not sure it did because I think there was another
 11 trail of emails between myself and Ben.
 12 Q. Right.
 13 A. Or is that not correct?
 14 Q. There is, but at this point I just wanted to know
 15 whether that answer, "There is a stay-put policy",
 16 answered your question about assembly points.
 17 A. Erm ... so that's like a big question about stay put.
 18 Q. Well, let me try it a different way —
 19 A. Stay put is quite like — it's a big subject.
 20 Q. It is. Let me see if I can get at this a slightly
 21 different way.
 22 You have raised the question about assembly points
 23 and, as we can see, Mr Dewis has come back and said at
 24 Grenfell Tower there is a stay-put policy. Did that
 25 answer your question about why there wasn't or wasn't

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1 a need for an assembly point?
 2 A. Right. Stay put will help you if there is a fire in —
 3 if you're in your — supposedly if you're in your flat
 4 and there is a fire in someone else's flat, but it
 5 wouldn't help if there was a fire in a communal area, it
 6 wouldn't help if there was — like I'd always thought
 7 about like maybe a gas explosion or something like —
 8 you know, like something quite catastrophic happening
 9 where it was like — you know, there was a need to get
 10 people out the building in a quick way, you know, that
 11 wasn't stay put.
 12 So it didn't — the stay-put policy for me was never
 13 a satisfactory policy for Grenfell Tower. It was a very
 14 convenient policy for the TMO, because it meant they
 15 didn't have to do anything.
 16 Q. Did you raise the concern you have just articulated,
 17 namely about the weakness in a stay-put policy, with the
 18 TMO at the time, having received this answer from
 19 Mr Dewis?
 20 A. So I don't think I did at the time with the TMO.
 21 I think we did raise it later on with the — with
 22 Councillor Blakeman in the matrix later on.
 23 Q. Yes.
 24 A. Yeah. And I certainly raised stay put as an issue on
 25 a more general sense after seeing what had happened at

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1 Shepherds Court, and that was in a trail of emails to
 2 Ben Dewis, and blogged about as well.
 3 Q. That's late 2016 though.
 4 A. Yeah.
 5 Q. Yes, and I think the matrices are August 2015 and
 6 May 2016.
 7 A. Yeah.
 8 Q. So it's later on.
 9 A. So it dropped off the radar, but, you know, we had a lot
 10 going on, and we weren't — I'm not making excuses, but
 11 we weren't full-time fire consultants.
 12 Q. No.
 13 A. We were just residents who were concerned about — and
 14 that's what happened with Ben. I had a series of emails
 15 with him, I think they were really kind of one-line
 16 responses and, "I'll get back to the station" and stuff,
 17 it didn't really, really satisfy me but, you know, maybe
 18 the next month something else was going on for us that
 19 we had to put our concerns into.
 20 Q. Yes.
 21 Let me just see if I can finish this off in the two
 22 or three minutes before lunch by reference to
 23 a document. Can I show you {ART00002606}. This is the
 24 July 2014 edition of the Grenfell Tower Regeneration
 25 Newsletter authored by the TMO and Rydon jointly.

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1 Just looking at its front page and seeing the
 2 photographs there, does this trigger a recollection? Do
 3 you remember seeing this?
 4 A. So I can't actually remember if I saw this particular
 5 newsletter, but I acknowledge that we did get
 6 newsletters put through our letterboxes during the
 7 course of the refurb.
 8 Q. Very well.
 9 If we go to page 2 {ART00002606/2}, we can see
 10 a heading at the bottom of the page, "Emergency fire
 11 arrangements".
 12 A. Right.
 13 Q. I'll just read that to you:
 14 "Our longstanding 'stay put' policy stays in force
 15 until you are told otherwise. This means that (unless
 16 there is a fire in your flat or in the hallway outside
 17 your flat) you should stay inside your flat. This is
 18 because Grenfell was designed according to rigorous fire
 19 safety standards. Also, the new front doors for each
 20 flat can withstand a fire for up to 30 minutes, which
 21 gives plenty of time for the fire brigade to arrive."
 22 Do you remember seeing that advice?
 23 A. So I cannot specifically remember seeing that advice,
 24 but I was aware of the stay-put policy. Now, whether
 25 that had been through Ben or through — I mean,

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1 I followed the evidence the last few days so I know that
 2 it was in Link magazine and I did read Link magazine.
 3 Q. Right.
 4 A. So, look, I don't actually know how I found out that
 5 Grenfell Tower had a stay-put policy, but I was aware of
 6 it. Whether I read it here, I'm sorry, I just can't
 7 remember.
 8 Q. Do I take it from your evidence just a little while ago
 9 that this articulation of the fire safety strategy or
 10 the emergency fire arrangements at Grenfell Tower did
 11 not reassure you as an answer to your question about
 12 assembly points?
 13 A. Well, no, because it doesn't deal with the issues
 14 that — there was never, ever a policy for evacuation.
 15 This was the policy: stay in your flat unless the fire's
 16 not in your flat. There was never any more explanation
 17 of how we should act if there was something more like
 18 a larger fire in a communal area or a gas explosion or
 19 something like that that might necessitate a mass
 20 evacuation. It was just stay put. A very kind of —
 21 that was the policy. That was their policy.
 22 Q. Did you ever ask the TMO or RBKC or the London
 23 Fire Brigade the following question: what are the
 24 arrangements for a mass evacuation at Grenfell Tower?
 25 A. No, I don't think I did. I think I'd raised the concern

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1 in the email to Ben Dewis, and that's where it got left.
 2 Q. Right.
 3 A. That didn't mean that it didn't remain a concern for me
 4 as an individual, but putting it out there, that's —
 5 you know, sort of in an email or whatever, that was how
 6 I recorded that concern.
 7 Q. We've seen that you weren't slow in coming forward. Is
 8 there a reason why you never posed that question to any
 9 one of those three organisations in stark terms?
 10 A. So, I mean, my explanation for that is just as I've
 11 tried to explain earlier. It's like, this wasn't my
 12 full-time job to be a fire risk assessor for
 13 Grenfell Tower. I was a resident. I had — beginning
 14 to get serious concerns about fire safety, about the
 15 culture inside the KCTMO, but, I mean, that's my
 16 explanation why I didn't do it. I had other things
 17 going on in my life, you know. We did what we could,
 18 there was a lot of issues to deal with. You know, the
 19 blog took time to write. It doesn't give you an answer
 20 to the question specifically, but that's the truth of
 21 it, is that — you know, I mean, that's why my email
 22 trail to Ben would drop off because, you know, I didn't
 23 want — I wasn't spending my whole life writing to the
 24 London Fire Brigade. You know, that was just like —
 25 after the incident with the London Fire Brigade, maybe

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1 something else happened and then we had to turn our
 2 attention to that.
 3 Francis, myself, many other people invested a lot of
 4 time in trying to get a voice for residents and,
 5 you know, we had to go down many different avenues to do
 6 that, and so that's my explanation.
 7 MR MILLETT: No, well, thank you very much. That's well
 8 understood, thank you.
 9 Mr Chairman, is that a convenient moment?
 10 SIR MARTIN MOORE—BICK: I think it is, Mr Millett, yes,
 11 thank you very much.
 12 Well, Mr Daffarn, we'll stop now so we can all get
 13 some lunch. We'll come back at 2.05, please. Again,
 14 I'll just ask you, please, don't talk to anyone about
 15 your evidence or anything to do with it while you're out
 16 of the room. All right?
 17 THE WITNESS: Of course, of course. Thank you.
 18 SIR MARTIN MOORE—BICK: Thank you very much. Would you like
 19 to go with the usher, please.
 20 (Pause)
 21 Very good, 2.05 then, please.
 22 (1.05 pm)
 23 (The short adjournment)
 24 (2.05 pm)
 25 SIR MARTIN MOORE—BICK: Right, Mr Daffarn, are you ready to

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1 carry on?
 2 THE WITNESS: Indeed.
 3 SIR MARTIN MOORE—BICK: Good, thank you very much.
 4 Yes, Mr Millett.
 5 MR MILLETT: Thank you very much, Mr Chairman.
 6 Mr Daffarn, we discussed earlier this morning the
 7 meeting that you had at the tower with Ben Dewis —
 8 A. Yeah.
 9 Q. — in the March of 2014.
 10 Did you know that at that stage the LFB was
 11 conducting an investigation or inspection of the tower?
 12 A. I didn't know that they were there on an official visit,
 13 but I seem to recollect there was a number of
 14 firefighters inspecting the —
 15 Q. Right, I see.
 16 Did he or any other firefighter during that meeting
 17 tell you that the LFB had concerns about whether the
 18 AOV, the smoke vent system, in the tower was working
 19 properly or not?
 20 A. No. No.
 21 Q. Did you know that only a few days later, on
 22 24 March 2014, the LFB had cause to issue a deficiency
 23 notice to the TMO in respect of fire safety matters at
 24 Grenfell Tower?
 25 A. No, I didn't know that.

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1 Q. Can I just ask you some questions about recognition of
 2 Grenfell Action Group. Can I ask you to go, please, to
 3 {IWS00002154}. This is an email dated 12 June 2012. If
 4 we go to page 9 in this email run {IWS00002154/9} —
 5 it's a ten-page email run, we need to look at page 9 —
 6 we can see that you send Margherita Mansi of RBKC
 7 an email on 2 August, copied to various people,
 8 including, just note, Caeli Christianson,
 9 Councillor Blakeman and Janet Edwards at the TMO:
 10 "Dear Margherita,
 11 "I have sent you today, by first class post, an
 12 application from the Grenfell Action Group to be added
 13 to the RBKC Tenants' and Residents' Associations
 14 Database. Thank you for accepting this application and
 15 please would you be kind enough to notify the
 16 Grenfell Action Group once our application has been
 17 officially registered."
 18 Then if you go up the email run to page 8
 19 {IWS00002154/8}, she comes back to you after some
 20 intervening correspondence on 6 September 2012 and says,
 21 at the foot of page 8:
 22 "Thank you for continuing to share with me the
 23 progress on this situation, much appreciated.
 24 "I cannot remember where we left moving forward on
 25 your constitution/meeting up — Thursday morning and

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1 Friday any time are both good for me next week if you'd
 2 like a further catch-up, and/or I can provide any
 3 comments by email. Hope you are enjoying the process of
 4 starting to formally recruit and sign up membership!
 5 "In case you haven't seen, as confirmation that
 6 you're on the Council's database GAG is listed on our
 7 public online listing and should help your Google rank
 8 to come up as our RBKC site is usually indexed well, in
 9 the meantime while you build your blog traffic ...
 10 "Best wishes,
 11 "Caeli."
 12 It looks from that as if GAG was actually added to
 13 RBKC's database as a residents' association; is that
 14 right?
 15 A. That is correct, largely thanks to Caeli Christianson.
 16 Q. Right, I see. So in fact GAG did become a formally
 17 recognised —
 18 A. Yeah.
 19 Q. — residents' association so far as RBKC was concerned?
 20 A. Yeah.
 21 Q. Right.
 22 A. And that enabled us to be invited to the decant policy
 23 consultation and stuff like that, so ...
 24 Q. Yes.
 25 Now, I want to ask you about fire exits. Can I show

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1 you a GAG blog post from August 2014, {TMO00831259}.

2 This is a blog dated 26 August 2014 and it's headed, "Is

3 Grenfell Tower a firetrap?" You can see a big picture

4 in red and orange which says "firetrap", and then next

5 to that on the right it says:

6 "From: Grenfell Action Group.

7 "To: ben.dewis@london-fire.gov.uk.

8 "Subject: Re: Grenfell Tower — Ongoing concerns!

9 "Date: Wed, 20 Aug 2014."

10 And then you set out the text of an email there, and

11 it has at the bottom Grenfell Action Group as the

12 signatory.

13 The first question I have is: did you write the

14 email to Ben Dewis that you're then cutting and pasting

15 into the blog here?

16 A. So I think from the top right—hand corner where I've got

17 "Grenfell Action Group", I think probably what I've done

18 is that would have had my original private email

19 address, so I've taken that out and put the Grenfell

20 Action Group, because I don't think the Grenfell Action

21 Group actually had an email account like that, but

22 I obviously wouldn't want to share my private email

23 address.

24 Q. No, of course.

25 A. So from the top right—hand corner that I can see.

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1 Q. Yes, I see.

2 Now, had you received a response from Mr Dewis to

3 your 20 August email before you posted this on

4 26 August?

5 (Pause)

6 A. If I'm honest, I can't remember, unless you've got —

7 Q. We haven't seen one.

8 A. So if you haven't seen it, I would suspect that I didn't

9 get a response.

10 Q. Right. Had you chased Mr Dewis for a response before

11 you posted it?

12 A. I don't think so, probably not.

13 Q. Right. I mean, is there a reason why you didn't wait

14 for a response from Ben Dewis before posting this blog?

15 A. I would suggest because we just wanted to get this as

16 a document out there.

17 Q. Right.

18 Looking at the detail, it says:

19 "I am very sorry to trouble you again ..."

20 And then it goes on:

21 "A number of residents of Grenfell Tower are very

22 concerned at the fact that the new improvement works to

23 Grenfell Tower have turned our building into a fire

24 trap.

25 "There is only one entry and exit to the tower block

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1 itself and, in the event of a fire, the LFB could only

2 gain access to the entrance to the building by climbing

3 four flights of narrow stairs.

4 "On top of this the fire escape exit on the walkway

5 level has now been sealed."

6 Then in bold:

7 "Residents of Grenfell Tower do not have any

8 confidence that our building has been satisfactorily

9 assessed to cope with the new improvement works and we

10 are seeking a meeting with the Chief Fire Officer from

11 Kensington Fire Station so that these concerns can be

12 addressed."

13 Looking at the second and the third paragraphs of

14 this email reflected in this blog, so leaving aside the

15 point about the walkway level exit, what was it

16 specifically about the refurbishment that, as you put

17 it, turned the building into a firetrap?

18 A. Right. Well, aside from the issue of access by fire

19 appliances along Grenfell Road, the most concerning

20 aspect, and I think what I was probably or what we were

21 probably most referring to here, was — so once the work

22 started and the base of the tower was — there was no

23 access, pedestrian, people, tenant access, in through

24 the base, every tenant had to enter into the walkway,

25 and the only way you could get to the walkway was either

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1 through a ramp from Latimer Road tube station, which was

2 probably 500 yards away, or up — and there's another

3 blog called "Stairs of Shame" — these four very narrow

4 flights of stairs. And just for all the reasons I've

5 explained to you previously about concerns about mass

6 evacuation or just fire in general, I could not believe

7 at the time that that had been assessed.

8 To this day I — it's still, of all — not of all

9 the things, there are many, many things, but that is one

10 thing that I can never — so for the whole of the period

11 of the regeneration works, while the ground floor of

12 Grenfell was closed, the only way that the emergency

13 services would have been able to access Grenfell Tower

14 was up this narrow one flight of — sorry, four flights

15 through one staircase, or to come up from Ladbroke Grove

16 tube up the ramp. That was what my concern was, and

17 I believe that's what ended up in Councillor Blakeman's

18 matrix at the end, that's ... it didn't feel safe.

19 Q. What made you put a prominent graphic with the word

20 "firetrap" in those garish colours there on the blog?

21 A. Well, in fact, as I explained a little bit earlier,

22 Francis O'Connor was normally responsible for the

23 graphics, but, look, it felt like an entirely

24 appropriate banner heading or graphic.

25 Q. Right.

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1 A. I mean, you know — sorry to interrupt you.
 2 Q. No, no, I'm interrupting you. Please continue.
 3 A. You know, the closure of the ground floor had turned the
 4 Grenfell Tower into a firetrap.
 5 Q. Yes. I see.
 6 When did you first become aware that the fire escape
 7 exit on the walkway level would be closed?
 8 A. So it's a little bit confusing and I'm — so there
 9 was — so once the improvement works had closed off the
 10 ground floor level, there was — the only exit from
 11 Grenfell Tower was through the walkway, and there's
 12 another blog we've got of pictures of rubbish and stuff
 13 in that hallway, and then out on to the walkway and then
 14 down these stairs. But previously, there had been
 15 another fire exit at the north side of Grenfell Tower
 16 that had been allowed to fall into disrepair and was
 17 removed as part of the KALC works. So I'm just ...
 18 I mean, I'm assuming here, where are we now?
 19 Q. This is August 2014.
 20 A. So we're — yeah, so we're like two months into the
 21 Grenfell Tower work starting. I just, in my mind, can't
 22 quite — is that when they would have closed off the
 23 downstairs? If it was, then I was most definitely
 24 referring to the fire escape that traditionally came at
 25 the end of the emergency stairs on the walkway level,

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1 that would then take you out on to the mezzanine and —
 2 Q. Just in terms of chronology, I think we can date this or
 3 your concern about this to the time when the enabling
 4 work started by Rydon on site, which is late summer
 5 2014.
 6 A. Okay. Yeah. I'm sorry, it might be more difficult for
 7 me to — but those were the kind of chronological
 8 concerns I had, the more historic concern about the fire
 9 escape at the back of Grenfell Tower on the mezzanine,
 10 but then the more major concern about once the ground
 11 floor was closed down, that the only exit was out
 12 through the lifts — if you happened to go down to the
 13 ground floor, the old thing, the lift would open and
 14 there was just like a — it was, like, boarded up, so
 15 you had to go back up to the walkway level and then come
 16 out on the walkway. So that was the only exit.
 17 Q. I follow.
 18 Now, did you discuss the concerns that you've
 19 articulated in this blog here or in your email to
 20 Mr Dewis with anyone from the TMO at the time?
 21 A. So, like, I'll go back to what I said earlier: I think
 22 we were aware that the TMO were reading our blog. For
 23 us, this was a sign to them that they needed to do
 24 something about what our concerns were. I do know that,
 25 you know, we were raising it with Councillor Blakeman,

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1 although that did appear, as you pointed out earlier,
 2 a couple of years later in the matrix, rather than right
 3 now. I mean, I think there is another blog called
 4 "The Stairs of Shame", that would be another — do you
 5 have that available?
 6 Q. I do not, to answer your question.
 7 A. Okay.
 8 Q. Were you a blogger on that blog?
 9 A. "Stairs of Shame"?
 10 Q. Yes.
 11 A. In the same way that all blogs were created, but in fact
 12 on that one, because it starts off with a — if
 13 Grenfell Tower was a child, it would have been taken
 14 into care by ...
 15 Q. Yes.
 16 A. Which was my social work background.
 17 Q. Yes. I think "Stairs of Shame" appears — and I've just
 18 been reminded of it, but I think in fact I remember
 19 it — actually as part of the GAG blog; is that right?
 20 A. Yeah, it was another — it was — I think it either
 21 preceded this or followed this blog.
 22 Q. Yes.
 23 A. And it actually had a photograph of the stairs and gave
 24 a bit more depth to what we were talking about.
 25 Q. We can look at that if we need to.

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1 Did anybody from the TMO respond to this message
 2 that you had put up on the blog?
 3 A. Not as far as I'm aware, no.
 4 Q. Did Mr Dewis respond to the email that we've seen —
 5 A. Not unless we've got evidence of a trail of response
 6 from him.
 7 Q. Did you ever get a meeting with the chief fire officer
 8 at Kensington?
 9 A. No, never did, or I can't remember meeting him and so
 10 I don't think so, no.
 11 Q. No.
 12 Now, before the break, we looked at the
 13 Grenfell Tower refurbishment newsletter from 2014 —
 14 A. Yeah.
 15 Q. — and the fire safety advice in it, and you helped us
 16 with that. It appears that there was no further
 17 regeneration newsletter sent to the residents with any
 18 fire safety advice in it until May 2016.
 19 So far as you can remember, were you yourself
 20 informed of any changes to access to the tower and the
 21 potential impact on fire safety?
 22 A. No, we were not.
 23 Q. Were you told at any point that the AOV, which stands
 24 for automatic opening vents, or the smoke extract
 25 system, was being repaired and would be out of action

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1 for a period?

2 A. We weren't. My only recollection apart from — I think

3 there's another incident a bit later on where I raised

4 concerns about the fire alarm and the AOV, which I'm

5 happy to talk about, but my concern about the AOV is

6 that I actually used to walk past it on my landing and

7 at the bottom of it there were like two wires that

8 didn't seem to be connected to anything. I think that

9 might be in one of my statements.

10 Q. It is, and we may come to that later.

11 A. Okay.

12 Q. My question is a simpler one.

13 A. Sorry.

14 Q. Were you ever told —

15 A. No.

16 Q. — either by the TMO or the LFB that the AOV either was

17 completely out of action or beyond economic repair or

18 not working properly, anything like that?

19 A. No.

20 Q. Right.

21 Now, we've seen again before the break that in the

22 spring of 2014 and again July 2014, you raise with

23 Ben Dewis of LFB your concerns about fire safety advice,

24 the stay-put policy and the absence of an assembly

25 point. You returned, I think, to this issue in 2016,

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1 didn't you?

2 A. Correct.

3 Q. Can we look at the GAG blog for 20 November 2016,

4 {TMO00845987}, please. I think it will be probably

5 familiar now to quite a lot of people in this room and

6 beyond.

7 I'll read the first paragraph just to remind

8 everybody about this document. 20 November 2016:

9 "It is a truly terrifying thought but the Grenfell

10 Action Group firmly believe that only a catastrophic

11 event will expose the ineptitude and incompetence of our

12 landlord, the KCTMO, and bring an end to the dangerous

13 living conditions and neglect of health and safety

14 legislation that they inflict upon their tenants and

15 leaseholders. We believe that the KCTMO are an evil,

16 unprincipled, mini-mafia who have no business to be

17 charged with the responsibility of looking after the

18 every day management of large scale social housing

19 estates and that their sordid collusion with the RBKC

20 Council is a recipe for a future major disaster."

21 Then it goes on.

22 If you then turn the page {TMO00845987/2}, that's

23 how it starts, then there is some history, previous

24 Grenfell Action Group blogs, and then I'd like just to

25 pick this up with you towards the end in the penultimate

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1 paragraph, where it says:

2 "In the last twenty years and despite the terrifying

3 power surge incident in 2013 and recent fire at

4 Adair Tower, the residents of Grenfell Tower have

5 received no proper fire safety instructions from the

6 KCTMO. Residents were informed by a temporary notice

7 stuck in the lift and one announcement in a recent

8 regeneration newsletter that they should remain in their

9 flats in the event of fire. There are not and never

10 have been any instructions posted in the Grenfell Tower

11 noticeboard or on individual floor as to how residents

12 should act in event of a fire. Anyone who witnessed the

13 recent tower block fire at Shepherds Court, in nearby

14 Shepherd's Bush, will know that the advice to remain in

15 our properties would have led to certain fatalities and

16 we are calling on our landlord to re-consider the advice

17 that they have so badly circulated."

18 I'd better read the last part:

19 "The Grenfell Action Group predict that it won't be

20 long before the words of this blog come back to haunt

21 the KCTMO management and we will do everything in our

22 power to ensure that those in authority know how long

23 and how appallingly our landlord has ignored their

24 responsibility to ensure the health and safety of their

25 tenants and leaseholders. They can't say that they

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1 haven't been warned!"

2 Now, the section I've read out, the penultimate

3 paragraph there — is this right? — could be read, and

4 perhaps was intended to be read, as you or GAG doubting

5 whether the stay put advice was appropriate for

6 Grenfell Tower. Was that the case?

7 A. Correct.

8 Q. When you wrote this blog, November 2016, what did you

9 think the right advice was? I know you're not

10 a fire safety professional, but what did you think that

11 the right advice should have been?

12 A. So I don't know that we'd got that far with working out

13 what the solution was. I mean, it was — I walked out

14 of Shepherd's Bush Underground station and I saw

15 Shepherds Court, and the thought that I had when I saw

16 Shepherds Court was: we're being advised to stay in our

17 properties, but if that had been the advice and this had

18 taken place — because about six flats above the

19 point — fire point of origin had been, like, totally

20 destroyed. So it was just like — and, you know, like

21 I've explained to you before, you know, my concerns were

22 around communal fires, gas explosions, so it just didn't

23 feel that stay put was — you know, it may have been in

24 one circumstance the right advice, but in another

25 circumstance it may not have been the right advice, and

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1 it, certainly after seeing Shepherds Court, didn't feel
 2 that stay put should just be the advice we were given,
 3 I think ...
 4 Q. Right.
 5 Now, the post also, is this fair, seems to be
 6 criticising the sufficiency of fire safety advice being
 7 provided to residents?
 8 A. Correct, absolutely.
 9 Q. So you were criticising the TMO for not adequately
 10 displaying advice that you considered to be bad advice?
 11 A. Well, I mean, it's a little perverse, but yes. I mean,
 12 what's interesting for me is the fact that we —
 13 you know, not post—fire, but pre—fire, and what we wrote
 14 on the blog was accurate. We didn't make things up to
 15 put on the blog, there was no need for us to make things
 16 up. What we've written there about residents were
 17 informed by — sorry, go back a thing:
 18 " ... the residents of Grenfell Tower have received
 19 no proper fire safety instructions from the KCTMO.
 20 Residents were informed by a temporary notice ..."
 21 So, you know, like, that was the fact at the time.
 22 Q. Yes.
 23 A. And it's not a memory after the fire, it was like — at
 24 that time, when we wrote that blog, that was the fact as
 25 it was.

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1 Q. Yes.
 2 A. And to me, that's really important, because it's not
 3 dealing with memories or, like, time gone by or maybe
 4 what you would want to remember. This is like: this is
 5 a fact. We didn't write anything on the blog that
 6 wasn't, like, factually accurate, as far as we could
 7 ascertain.
 8 Q. Did you — and I know that you tell us that the blog was
 9 a means of communicating directly with the TMO —
 10 A. Definitely.
 11 Q. — rather than writing to them or using their processes,
 12 but did you actually speak to anybody at the TMO or did
 13 they try to speak to you about your concerns regarding
 14 the lack of proper fire safety advice to residents,
 15 whether it was the right advice or whether it was
 16 properly displayed?
 17 A. So they didn't communicate with — I don't remember them
 18 communicating with us, but what I do remember is shortly
 19 after this blog, they put up the stay put signs by the
 20 lift.
 21 Q. Right.
 22 A. So, you know, I'm not sure whether the LFB had — were
 23 doing other stuff in the background, but it felt like to
 24 us, you know, to get things done, we could blog, we
 25 could make a point and then action was taken. If we

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1 weren't blogging about it, nothing was going to get done
 2 about it.
 3 Q. Were you aware that at the time, Councillor Blakeman,
 4 Judith Blakeman, had forwarded your blog to the TMO
 5 asking them to address the concerns in it that there
 6 were no proper fire safety instructions displayed for
 7 residents?
 8 A. Was I aware she'd done that?
 9 Q. Yes.
 10 A. If I'm really honest, I can't remember.
 11 Q. Right.
 12 Did you discuss your concerns which you have
 13 expressed here about fire safety notices with
 14 Councillor Blakeman, either before —
 15 A. So, yeah, I think — and I think it's included in our
 16 matrix. I hate to keep going back to the matrix, but it
 17 was quite a useful tool in that we were able to put our
 18 concerns into a place that is a surviving document.
 19 Q. Yes.
 20 A. So, yes, I mean, fire, and the changing of the numbers
 21 of the floors, so yes.
 22 Q. That's certainly in the matrix for May 2016.
 23 A. But I think also information is in there, I could be
 24 wrong.
 25 Q. Yes. We can certainly look at that.

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1 A. Right, okay.
 2 Q. But my question was really more specific around this
 3 time. Did you take this particular concern at this time
 4 to Judith Blakeman yourself as well as blogging about
 5 it?
 6 A. So I — my memory of this blog is that it wasn't
 7 particularly something that we were using to then hawk
 8 around to try and get action done. This was more of a,
 9 like, kind of conclusion after a long time of how the
 10 KCTMO operated and going back to the beginning.
 11 I think what's quite interesting about this, it's
 12 like wider from our own individual concerns about
 13 fire safety affecting Grenfell Tower. We've now, after
 14 a few years of studying the KCTMO, we've come to
 15 understand how deficient it was and this blog is
 16 a product of that understanding, and look at it, it says
 17 it all.
 18 Q. We can see it, and you've referred higher up page 2 to
 19 the Adair Tower fire in October 2015 —
 20 A. Yeah.
 21 Q. — and, as we've seen, the Shepherds Court fire in
 22 August 2016. Was the timing of this blog related to
 23 those two incidents?
 24 Let me put the question a slightly different way.
 25 We have had the Adair Tower in October 2015, so

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1 a year before, and we'd had the Shepherds Court fire in
 2 August 2016, so three or so months before. What had
 3 prompted you to write this blog in late November 2016 —
 4 A. Okay.
 5 Q. — as opposed to any other time?
 6 A. So I think the enforcement order was like a year
 7 enforcement order, and we'd — I'd been checking to see
 8 whether they'd completed their enforcement order within
 9 the year, and they hadn't completed the enforcement
 10 order within the year, and I think there was an email to
 11 Ben Dewis I write a bit later on confirming that the
 12 Fire Brigade and TMO are — that the LFB were monitoring
 13 this enforcement order.
 14 So I think that the reason that this blog — I mean,
 15 it kind of wrote itself anyway, but the reason it got
 16 written around this time and there is a reference to the
 17 enforcement order is because it was coming to the point
 18 in time where the Adair Tower enforcement order was
 19 meant to have been completed.
 20 Q. That was 31 October, I think, so that notice, which
 21 I think was a deficiency notice, was the end of
 22 October 2015.
 23 A. Yeah. So and this date is?
 24 Q. 20 November 2016.
 25 A. So that's — would tally with what I'm saying.

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1 Q. I see. Okay. They're connected. Whether they're
 2 accurately connected or not is perhaps not a question.
 3 In your mind, were they connected?
 4 A. So was this blog connected to the Adair —
 5 Q. Yes.
 6 A. Yes.
 7 Q. Right.
 8 A. And a wider understanding about fire safety, lack of
 9 fire safety, lack of control throughout the estates,
 10 rather than just in Grenfell Tower and on
 11 Lancaster West.
 12 Q. Now, can I move to a topic in relation to which you had
 13 some personal experience: flat front doors.
 14 A. Yeah.
 15 Q. Can I take you to your first statement, please, page 15
 16 {IWS00000169/15}, paragraph 47. You say there:
 17 "On my own door there was a problem with the 'perco'
 18 self-closing device. The perco was half way up the door
 19 on the right hand side. It was long, three inches into
 20 the wall. It looked like a chain and when you let go of
 21 the door, it was supposed to ensure the door closed on
 22 its own. However, the perco on my door just came out
 23 one day not long after the door was fitted so I was
 24 unable to close the door. I removed the perco so
 25 I could close the door and it was still off on the night

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1 of the fire. I did not have the perco for years."
 2 Did you report the fact that your Perko was broken
 3 to the TMO at any stage?
 4 A. I can't remember whether I did or didn't.
 5 Q. Right.
 6 Now, let's look at {RBK00053524}, please. I'm going
 7 to this, Mr Daffarn, to see if we can get a time fix on
 8 this. This is a record of repairs, and I think we have
 9 to go to the native version.
 10 (Pause)
 11 Thank you, yes, there it is.
 12 Now, if we go to row 3705, there is an entry for
 13 12 September 2011, as you can see. It's dated
 14 12 September 2011, and if you scroll across all the way
 15 to the far side, it says under "Repair Description":
 16 "OOH: [and then there is a number] front door will
 17 not secure."
 18 Did you report that your front door would not secure
 19 to the out of hours line in September 2011, do you
 20 think?
 21 A. Erm ... so that's kind of like a different problem to
 22 the problem I had with the Perko.
 23 Q. Right.
 24 A. The problem I had with the Perko was I couldn't close
 25 the door and I resolved it myself — I mean, I resolved

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1 it there and then myself because it was a Saturday
 2 morning, I was going out of my flat and I had to — in
 3 order to get out my flat, I had to take the Perko out.
 4 This may have been another issue with like not — like
 5 the lock or something.
 6 Q. I see. So it's a different incident, you think?
 7 A. Yeah, and then I'm looking at that and I'm thinking is
 8 that about the door on 136, but it's not because it's
 9 2011.
 10 Q. Right.
 11 A. So —
 12 Q. No, no, absolutely, that's a different issue. We're
 13 going to come to that very shortly.
 14 A. Okay.
 15 Q. Just on this one, I'm just wondering whether this is
 16 an incident relating to your Perko on your flat, but
 17 I think you say it's something else.
 18 Did anybody from the TMO or even the fire risk
 19 assessor ever tell you of the importance to fire safety
 20 of the Perko or a self-closing device of another brand
 21 on the front door of your flat?
 22 A. No. I mean, I knew what Perkos were there for, to close
 23 doors in the event of thing, but no one explained that
 24 to me.
 25 Q. No one ever told you that it was essential to the

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1 fire safety of all the residents in the building that
 2 your Perko remained in good working order?
 3 A. No.
 4 Q. Did anybody ask to inspect your front door and your
 5 self—closing device in particular while you were living
 6 in Grenfell Tower at any stage?
 7 A. No.
 8 Q. Can we go to your second witness statement, please,
 9 page 110 {IWS00002109/110}, paragraph 333. You raise
 10 a query there. You say:
 11 "I query whether these flat front doors were
 12 suitable for Grenfell Tower because so many people had
 13 problems with the self—closing devices which appeared to
 14 be because they were fitted into concrete."
 15 Before the fire in June 2017, how many people did
 16 you know personally with problems with their
 17 self—closing devices?
 18 A. Okay, it's quite hard for me to remember specific
 19 people. I remember there was like — it was a concern
 20 for people, and I think there was one individual I heard
 21 in particular whose door had actually, like, fallen —
 22 the whole thing had fallen off. So — Raymond Moses,
 23 who lived ... so, yeah, I mean, it was more like
 24 a conversational thing, rather than me going around and
 25 actually recording who had got a problem with their

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1 doors and not, but, I mean, I think a lot of people had
 2 problems.
 3 Q. You say so many people; you give the impression here
 4 that this was a widespread problem and I'm just trying
 5 to get a feel for, in your experience, how widespread it
 6 was.
 7 A. Okay. Yeah, I don't think I'm able to give you
 8 an actual figure because I don't think we took like
 9 a survey of it or whatever, but what I understand is it
 10 was like a widespread problem for people because the
 11 door — I mean, so something that we might like talk
 12 about when we talked to people is the quality of the
 13 doors, you know, just in kind of conversation, and it
 14 always felt to me that the doors were a little bit of
 15 an issue in Grenfell, that I wasn't entirely sure that
 16 they — the motivation for changing them had been
 17 fire safety. I'd kind of suspected that there had been
 18 another motivation, and that sort of made me think that
 19 they weren't really appropriate doors for where they'd
 20 been fitted into. And then the fact that I was hearing
 21 that other people's Perko's were breaking, door locks —
 22 the actual — so not the Perko but the actual lock
 23 itself had become loose. I mean, you know, there were
 24 people that were complaining about their doors, and then
 25 hearing about more kind of, you know, catastrophic

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1 instances to doors.
 2 Q. You say you thought there might have been another
 3 motivation for changing the flat front doors; what was
 4 that?
 5 A. Well, it's just like my own private thought that,
 6 you know, I didn't think the TMO were particularly
 7 motivated to do anything for our health and safety, so
 8 when they came and said that they'd done something for
 9 our health and safety, it just didn't really ring true
 10 with me.
 11 Q. Why else would they change the flat front doors? Is
 12 there another reason you —
 13 A. There's a lot of lucrative contracts in social housing.
 14 Q. I see. All right.
 15 Did you report to the TMO that the self—closing door
 16 issue was a widespread one in the building?
 17 A. I'm not sure that I did, no.
 18 Q. Right. Why is that?
 19 A. For the same answers I've given you previously.
 20 I didn't see it as my responsibility particularly to do
 21 that. I may not have understood the significance of the
 22 Perkos, and when I reported the 136 door, it wasn't for
 23 fire safety issues, it was for another issue, so ...
 24 Q. Let's look at that, because in both statements you refer
 25 to your complaint about your next—door neighbour's flat,

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1 flat 136 —
 2 A. Correct, yeah.
 3 Q. — having been left open.
 4 Can we look at the email exchange on this at
 5 {IWS00002220}.
 6 A. I have to say this was an extremely significant matter
 7 for me in my history with the tower and with the TMO, so
 8 I'd just like you to understand that.
 9 Q. Yes, I understand. Let's see how we go with this.
 10 If we start with page 1, the second email down, this
 11 is your email to Peter Maddison, who has been redacted
 12 out, but you can see that that's to whom it's addressed,
 13 copied to Councillor Blakeman, Robert Black and
 14 John Sweeney:
 15 "Dear Mr Maddison,
 16 "I am writing to you to lodge a formal complaint
 17 against the TMO concerning an incident that has occurred
 18 at Grenfell Tower on Friday night, August 14th, and has
 19 still not been resolved this Monday morning (17th Aug).
 20 "Last week my neighbours from [redacted]
 21 Grenfell Tower vacated their property and returned their
 22 keys to the TMO. Over the subsequent days workmen from
 23 the TMO's contractor, Rydon, have entered the vacant
 24 property to carry out your so called 'improvement'
 25 works.

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1 "When I went to leave my property on Friday evening
 2 I was very surprised to find that the front entrance
 3 door to Flat [redacted] has been left wide open for the
 4 weekend (see photo).
 5 "I have not entered the property and, from the
 6 outside, there does not appear to be anyone inside but
 7 I could not be sure. On brief inspection the door
 8 appears to have a broken perko and will not pull to."
 9 You go on to say in the next paragraph that you
 10 could only assume that the damage had been done by Rydon
 11 contractors:
 12 " ... who could not then be bothered to secure the
 13 property properly over the weekend? Please accept my
 14 apologies if I am incorrect in this assertion?"
 15 Then you go to say that you called the TMO out of
 16 hours worker, Phil, to report it. You explain over the
 17 page, at page 2 {IWS00002220/2}, the response.
 18 Three lines in to what looks like the first
 19 paragraph you say:
 20 "Phil then told me that I should go and pull the
 21 door closed if I was worried. I asked her, again, for
 22 the TMO to help secure the door but she refused and told
 23 me that if I wanted anything to happen then I would have
 24 to call the Police. I asked her to call the Police but
 25 she refused and told me it was my responsibility to call

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1 the Police as I had the details. I then reminded her
 2 that I had just given her all the details but she still
 3 refused to do anything to help resolve the situation."
 4 Then you express your upset about how unhelpful the
 5 out of hours worker was, and then you go to say in the
 6 third line:
 7 "As it stands, the front door has remained
 8 unrepaired and open over the weekend and will have acted
 9 as a potential magnet to people looking to use the
 10 vacant property for illegal or anti-social purposes.
 11 This is not acceptable and feels very threatening to
 12 residents and demonstrates very unprofessional conduct
 13 by the TMO/Rydon.
 14 "Please can you confirm that this email will be
 15 responded to as a formal complaint and answer the
 16 following questions for me:
 17 "Please can the TMO explain why your contractor went
 18 away for the weekend leaving the front door to Flat
 19 [redacted] wide open and unsecured?
 20 "Please can you confirm that the front door of
 21 [redacted] will be closed out of workmans' hours?
 22 "Please can you also explain why your staff at the
 23 TMO were so unhelpful and rude and refused to take any
 24 action to respond to my legitimate complaint?"
 25 Then you say you have copied the email to your local

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1 MP and councillor so that they're "aware of how the TMO
 2 continues to abuse the residents in Grenfell Tower".
 3 Now, the nub of it — is this right? — is the
 4 broken Perko, the fact that it was left unrepaired.
 5 A. You mean in general or what happened on that evening?
 6 Q. It's a long email, but the nub of your complaint is:
 7 here is a Perko, it's broken.
 8 A. No, the nub of my complaint was: the door's left open,
 9 I can't pull it closed and you shouldn't be leaving the
 10 door open over the weekend. They shouldn't have gone —
 11 Q. Yes, all right. Okay, I perhaps didn't ask the question
 12 in the way I should have done, but that's the effect of
 13 your complaint.
 14 The Perko seems to have been the centre of it. My
 15 question is: how did you know that the Perko was broken?
 16 A. Well, like I say, I carried out a superficial
 17 inspection. I went out, the door was open, I saw
 18 a couple of like white hard hats on the floor, so this
 19 is like I'm thinking that either the builders are there
 20 or they've gone. Probably knocked on the door to check
 21 that no one was in, and then: right, it's the weekend,
 22 I'd better close the door. Tried pulling the door —
 23 the handle was on the right-hand side, tried pulling the
 24 door closed, couldn't pull the door closed. The
 25 blockage must have been coming from where the Perko was

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1 and that was it. I couldn't close the door, the door
 2 was left open over the weekend, and that's where
 3 I complained to the TMO. I actually took a photograph
 4 of the door, but I didn't — it didn't contain the Perko
 5 in it, so ...
 6 Q. I'm sorry to be picky about this —
 7 A. No, no.
 8 Q. — I just want to get to exactly what it was you
 9 observed.
 10 So you couldn't pull the door to because — is this
 11 right? — you could perceive a problem with the Perko?
 12 A. Well, I —
 13 Q. What was that?
 14 A. The barrier to pulling the door to was at some point it
 15 became — it wouldn't pull to.
 16 Q. I see.
 17 A. So my — I mean, I'm not completely illiterate of
 18 construction —
 19 Q. No.
 20 A. — so I sort of looked and saw that it wasn't anything
 21 else around the door that was stopping it being pulled
 22 to, so I assumed it was the Perko.
 23 Q. I see. So is it right that the Perko not only was not
 24 closing the door automatically, but was actually
 25 obstructing the door from being closed at all?

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1 A. That's what I was saying.
 2 Q. Right.
 3 A. Sorry.
 4 Q. How sure are you, to the best of your recollection ,
 5 sitting here today, that the Perko was broken and having
 6 those two effects you've just described?
 7 A. So today, I have to admit, it would be very difficult to
 8 remember what happened that time ago, but if I've
 9 written Perko in this complaint, then I was pretty damn
 10 sure it was a Perko at that time.
 11 Q. Right.
 12 Now, as far as you were aware, was the door—closer
 13 to this flat — and there is no secret, it's flat 136 as
 14 you say in your statement — inspected and repaired
 15 after the date on which you made this complaint?
 16 A. So it was repaired, but not until I had been told by
 17 Peter Maddison that the door wasn't broken and I could
 18 just have pulled it closed, which was — and I sit here
 19 under oath telling you that that was a lie, and it
 20 was — how they treated me at that point was just to
 21 just sort of lie to me, make out that I was a vexatious
 22 complainant, and — yeah. And, you know, I went out,
 23 the door was open, I tried to pull it closed, it
 24 wouldn't pull close, I made a complaint about it, the
 25 complaint is responded to by Peter Maddison telling me

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1 that I'm a liar and I could have pulled the door to, and
 2 I'm not a liar and I couldn't pull the door to.
 3 Q. To the best of your knowledge, did Peter Maddison
 4 personally come and see the thing you had seen?
 5 A. I don't — I — so I think I received a complaint
 6 response from Claire Williams saying that she was aware
 7 that there was an issue — I need to be a bit careful
 8 because I'm not sure if that email was to me or at the
 9 time, but I believe that Claire Williams — I think
 10 Claire Williams picked it up and then emailed me to say
 11 they were aware there is a problem with door 136 and
 12 Peter's away on holiday and it will be picked up with
 13 when he gets back from holiday. That's my understanding
 14 of what happened.
 15 Q. Yes, and we will be looking at those, perhaps, with
 16 other witnesses. What I'm just really seeking to get
 17 from you, Mr Daffarn, is how sure you are in your
 18 observations as recorded at the time, and I think you
 19 have already given me —
 20 A. I think I have, yeah.
 21 Q. Yes, thank you very much.
 22 Can I then turn to a completely different topic,
 23 which is the refurbishment.
 24 A. Yeah.
 25 Q. I want to start going back, if I may, to 2012 and the

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1 subject of consultation.
 2 A. Yeah.
 3 Q. Can we go, please, to {TMO10001401}. Now, this is
 4 a document published by RBKC and the TMO called
 5 an engagement statement dated 2012. You're nodding; are
 6 you familiar with it?
 7 A. Yes, I have seen it. I can't — I've seen it,
 8 I think — I don't know whether I saw it before the
 9 fire, but I've definitely seen it after the fire.
 10 Q. Okay.
 11 Now, can we go, please, to page 14 {TMO10001401/14},
 12 and on page 14 we can see the heading, "Grenfell Tower
 13 Regeneration Project". There are columns, and if you
 14 look down the left—hand side, you can see
 15 28 February 2012 there was a roadshow, and then two down
 16 from that, 29 May 2012, another roadshow, and lots of
 17 other events, including evening consultations, which
 18 continue all the way, if one goes over the page
 19 {TMO10001401/15}, to August 2012. One can scroll down
 20 all the way to 18 August 2012. This is a document dated
 21 August 2012, so it's a history or chronology of the
 22 consultation events thus far. It runs pretty much
 23 weekly, it appears.
 24 You can see the topic of the discussions: discussion
 25 with design proposals, design proposals, relocation,

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1 design proposals, design proposals, and then 16 August,
 2 the pre—penultimate entry, is:
 3 "Evening Pre—Planning Presentation, day time drop—in
 4 sessions. Conclusion to consultation process and
 5 proposed planning application submission. There was
 6 a positive response from residents who attended
 7 presentation."
 8 This is the right—hand side:
 9 "Some residents wanted to know more about provision
 10 for new bike racks."
 11 Et cetera.
 12 Did you attend either of the roadshows that I showed
 13 you on page 14 in February or May 2012?
 14 A. Can we go back to those dates?
 15 Q. Yes, go back to page 14 {TMO10001401/14}.
 16 A. So I can tell you which of these I did attend.
 17 Q. Actually, that would be helpful, yes.
 18 A. Okay, so 28 February was a — as far as I'm aware,
 19 a kind of generic TMO roadshow that they did
 20 periodically and they'd have come to Lancaster Green,
 21 and my understanding of that is that no one from
 22 Grenfell Tower had been told that there was going to be
 23 a consultation about Grenfell at that roadshow, and that
 24 the questionnaire that they, TMO, claim that they did at
 25 that roadshow was filled out by people from around the

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1 estate rather than people from Grenfell Tower. So it
 2 was kind of — just seemed to me quite a strange way to
 3 launch a Grenfell Tower regeneration consultation, by
 4 talking to people that didn't live there.
 5 The estate meeting is where Mark comes to the EMB
 6 room and says how do we consult, what's the best way.
 7 The roadshow is a further meeting at the EMB rooms
 8 with a small select group of residents —
 9 Q. Were you there?
 10 A. I was at that, the 29/5 meeting, I was there.
 11 Q. Right.
 12 A. And, I mean, I don't know if there are minutes of those
 13 meetings or — I think for that meeting there may be
 14 minutes and an attendance list, and I think there were
 15 seven Grenfell Tower residents there, Betty who was here
 16 yesterday was there, and I think Bruce Sounes was there,
 17 and I think it was kind of like — at the very beginning
 18 they were like, "We're thinking of coming to do some
 19 work to Grenfell Tower, it's cladding, windows", it
 20 wasn't detailed stuff at all. And then how I remember
 21 it progressing is a series of consultation events in the
 22 EMB rooms, which is down the bottom of the tower, and
 23 I attended probably — so there were like four or five
 24 of those, and I don't know how many I attended but
 25 I attended a couple of those.

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1 Q. Okay.
 2 Do you remember being shown any samples of cladding
 3 options at those meetings?
 4 A. So I never, ever saw a sample of cladding at any point,
 5 and I later on, after having been promised to be shown
 6 samples of cladding and the windows, wrote some emails
 7 to I think Nick Paget-Brown, the leader of the council,
 8 to say we hadn't been shown what we were told we were
 9 going to be shown.
 10 Q. Can we go to {TMO10001401/34}. This document includes
 11 a newsletter dated 15 July 2012, so this is after the
 12 February and May roadshows —
 13 A. Yeah.
 14 Q. — and the estate meeting, and it's headed
 15 "Grenfell Tower Regeneration Project", as you can see,
 16 and there is the background set out in the left-hand
 17 column. You can see "Feedback from Residents".
 18 I should just have pointed out the date, 15 July 2012,
 19 is on the right-hand side as you can see there, and in
 20 the first column in the middle, under the rubric
 21 "Feedback from Residents" there is some bold writing,
 22 "What you have said". It says:
 23 "You wish to be involved in the development of the
 24 proposals for Grenfell Tower."
 25 Presumably that was true?

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1 A. Yeah, I mean, I think at the 15 July — so these
 2 feedbacks have come from the meetings with residents not
 3 really from Grenfell Tower but from the estate.
 4 Q. Right.
 5 A. So they're not really the residents of the tower,
 6 they're people who lived on the Lanc West Estate. So
 7 I don't dispute — so, yeah, we wanted to be involved.
 8 "You are in support of the proposals".
 9 Q. The reason I ask is that if you go to the second
 10 paragraph down in that column, it says there was
 11 a roadshow and then followed up with the issue of
 12 a questionnaire to Grenfell Tower residents. So the
 13 reason I ask the question is: is it right to say that
 14 the Grenfell Tower residents wished to be involved in
 15 the development of the proposals for Grenfell Tower?
 16 A. So I never received — I don't remember ever receiving
 17 the first questionnaire that they put around, and
 18 I think they said they were going to do some
 19 door-knocking and I don't remember them ever doing some
 20 door-knocking.
 21 Q. Did you ever receive this newsletter?
 22 A. I think I probably did, yeah, yeah.
 23 Q. Right. Did you read it?
 24 A. Yeah, I would have read it, yeah, yeah, definitely.
 25 Q. Let's look at the second page of this one at page 35

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1 {TMO10001401/35}. We can see that there is a call at
 2 the bottom to residents and it says:
 3 "We need your feedback ..."
 4 Above that it says:
 5 "We would welcome your input and ideas for the
 6 proposals and encourage you to come along to our evening
 7 meetings where you can view the proposals. This will be
 8 a good opportunity for you to meet with the project team
 9 to discuss the scheme, or your concerns, in greater
 10 detail."
 11 Then it says:
 12 "We need your feedback on:
 13 " ■ External Cladding.
 14 " ■ Window designs.
 15 " ■ Heating and hot water system.
 16 " ■ External canopy and surrounding areas."
 17 A. Yeah.
 18 Q. Did you provide feedback on any of these proposals?
 19 A. Did I myself?
 20 Q. Yes.
 21 A. So I did, yeah, along with others. So 15 July this is,
 22 and I think that there — I mean, one, this is not
 23 a good — I'm not trying to be thing, but July and
 24 August is, like, a lot of people were not around, it was
 25 the school holidays. I think at one of the first

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1 meetings it was only myself and maybe Tania Allcorn,
2 another resident from the tower, who was at the drop—in.
3 And then what they used to do is they used to kind of
4 stick a note up in the lift giving you, like, four or
5 five days' notice before the meetings, like we had
6 nothing better to do with our time than attend their
7 meetings, and it's actually — this is a little bit
8 better because you can see that this is issued on the
9 15th, and they're advertising events kind of I think
10 starting from the 19th or whatever.

11 So there was a paucity of attendance from residents
12 because of notice and because of the fact that it was
13 being done in summer holiday times, and then the nature
14 of the consultation was — so the cladding was barely —
15 I don't really remember cladding at any of the meetings
16 that I was at discussed in any depth at all. I do
17 remember there were some posters that they had,
18 I remember because one of the posters fell off the wall,
19 and I was thinking if they can't stick a poster on the
20 wall, how the hell are they going to do Grenfell Tower?
21 So that was kind of like a little bit of a thing.

22 So they had some examples of cladding, some examples
23 of windows, some examples of heating system, but for the
24 kind of — the way the consultation was, it was like it
25 was what was concerning us. It wasn't really what they

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1 wanted to tell us, it was like — so for us, it was
2 about our ability to clean the windows, because we
3 hadn't been able to clean the windows. Some people
4 wanted to make sure that they could keep their windows
5 open, because if they was going to put cladding on the
6 outside of the building, which was already a very warm
7 building, to make it even hotter, then we wanted to make
8 sure that we could open our windows so we had some
9 ventilation. Then there was a bit of a problem with
10 stuff falling out of windows, so there was concern that
11 they might just like lock us in the tower with added
12 cladding. So that was kind of like one of the major
13 issues.

14 Another major issue was — so around the base of the
15 tower there was a kind of like canopy, external canopy,
16 and everyone in the tower was really, really keen that
17 we keep the canopy there, because it was possible for
18 things to accidentally fall out the window, it was
19 possible for things to not accidentally fall out the
20 window, which was a big problem, and we wanted to have
21 a canopy around the base.

22 The heating was a major, major problem. So
23 people — so those were kind of the three things that
24 people — and then keeping the boxing club and keeping
25 the nursery, people were very keen that they remained

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1 where they were.

2 So it was kind of like — that's what was coming
3 from us. That was what was coming from the residents
4 that were at the meetings that I was at.

5 Q. Right, okay.

6 Now, can we look at cladding particularly. It's
7 said, "We need your feedback on external cladding"; what
8 did you think, when you saw that, that you were being
9 asked to tell the TMO?

10 A. So, you know, I was pretty engaged with this process,
11 but I didn't have, and I'm not sure that anyone else
12 really did have any — I mean, I can't speak for
13 meetings I wasn't at or — you know, but like the
14 concern was about those issues that I've told you about,
15 rather than something that we had — that was kind of
16 like coming down the track. It was like — so I don't
17 remember like a portion of any of the meetings that
18 I attended being an in—depth description of cladding,
19 its function, different types of cladding, different
20 implications of having different types of cladding, and
21 my understanding was, you know, which was told to me by
22 Councillor Blakeman further along, that the cladding had
23 always been chosen by the planning department anyway,
24 so ...

25 Q. At this time — this is July/August 2012 — do you

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1 recall whether, as part of the feedback process, anybody
2 from the residents had raised a question or concern
3 about fire safety or the fire safety implications of the
4 refurbishment?

5 A. So not in relation to — as far as I'm aware, because
6 I wasn't aware that we had any conversation about the
7 cladding, and I just said, especially about — but
8 I think if it was, it was more the historic things I've
9 told you about already.

10 Q. I see.

11 Can we go to {TMO00848807/5}. Now, this is
12 a document we looked at earlier together this morning,
13 Mr Daffarn. It's the EMB meeting of 15 May 2012, so
14 a little bit earlier in the year, before this
15 consultation document we've just seen, or regeneration
16 newsletter we've just seen, and on page 5 you will see
17 at the very top of the page:

18 "Bruce confirmed there is no damage to the tower so
19 will hold the cladding well, the cladding will give lots
20 of insulation and heating loads will reduce.

21 "ED stated that they do not want double glazing they
22 want sound proof glass, DS suggested triple glazing,
23 Bruce stated that it is worth considering however double
24 glazing by nature is sound proofing."

25 Was there any further discussion either at this

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1 meeting or otherwise with Studio E about the cladding,
 2 do you remember?
 3 A. About the cladding?
 4 Q. Yes.
 5 A. At this meeting?
 6 Q. At this meeting or otherwise.
 7 A. I don't remember cladding being discussed at any of the
 8 consultation meetings that I was at.
 9 Q. Right.
 10 A. I just — there were these posters that they had, and
 11 then it appeared on the newsletters that we had chosen
 12 zinc, but I wasn't party to those discussions. They
 13 weren't — it wasn't like we'd spend 20 minutes talking
 14 about windows, 20 minutes talking about heating,
 15 20 minutes talking about cladding; it was residents
 16 coming with their concerns, putting their concerns
 17 across, and the meeting would end. And no one was
 18 concerned with the cladding, because it was kind of like
 19 a — I think there was something that came from the
 20 residents' forum that people didn't want it to look like
 21 the academy, but the academy hadn't even been clad by
 22 then, so maybe it was more like there was a concern that
 23 it would look like Westfield, the shopping centre.
 24 People didn't want it to look like Westfield.
 25 Q. Can we go forward in time, but not far, to June 2012,

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1 {TMO10037664}. This is an email on 15 June 2012 from
 2 you to Siobhan Rumble at the TMO:
 3 "Dear Siobhan,
 4 "Please would you be kind enough to email me and let
 5 me know if you have had an opportunity to talk with
 6 Mark Anderson with regards when residents will be given
 7 a chance to interact with the architects and be allowed
 8 to influence the designs for Grenfell Tower?"
 9 Do you remember whether Siobhan Rumble replied to
 10 you?
 11 A. I mean, if we haven't found the email then I would
 12 assume that she hadn't replied to me.
 13 Q. We haven't been able to find one.
 14 A. Okay, then no.
 15 Q. You don't remember?
 16 A. No.
 17 Q. Did you chase for one? Do you remember not getting
 18 a reply and chasing her for one?
 19 A. So I think — so Siobhan directly, I don't remember, and
 20 there would have been evidence of it if I had.
 21 Q. Right.
 22 Did you speak to Mark Anderson about having input
 23 into the designs or being able to influence the designs
 24 for Grenfell Tower?
 25 A. So I think consultation was a bit of a kind of running

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1 sore, so if it wasn't Mark Anderson it would have been
 2 Judith Blakeman, if it wasn't Judith Blakeman, as you
 3 see further on, I raised concerns with Claire Williams
 4 and Nicholas Paget—Brown.
 5 Q. But did you speak to Mark Anderson, not having had
 6 a response from Siobhan Rumble, about having input or
 7 influence over the designs?
 8 A. If I'm really honest, I can't remember at that time
 9 whether I did or didn't.
 10 Q. Right.
 11 When you said that you were asking about a chance to
 12 interact with the architects and be allowed to influence
 13 the designs for Grenfell Tower, what input into or
 14 influence over the design did you have in mind for
 15 residents?
 16 A. Well, I mean — so the issues that I've raised with you
 17 already about the canopy, about the heating, the
 18 windows, so to be able to influence those.
 19 Q. I see.
 20 A. And we were — so to me the consultation wasn't about
 21 coming to consult with residents, it was about coming to
 22 tell the residents what you were getting, and they'd
 23 learnt that from RBKC with the KALC project. That was
 24 exactly how we were treated when they did the KALC
 25 project. They don't do things with you, they just do

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1 things to you, and that's why at the very beginning it
 2 didn't sit right. You shouldn't have to treat people —
 3 they would have learnt a lot from us had they included
 4 us. You know, we were just — they were our homes, it
 5 was our community, it was our residential amenity, and
 6 then we just had these people coming in and just doing
 7 these things to us, and it didn't sit right and that's
 8 why we were writing these emails.
 9 Q. I just wonder, Mr Daffarn, whether that's really a fair
 10 criticism, at least on the papers, because we can see
 11 from the regeneration newsletter I've shown you that
 12 they were after your feedback.
 13 A. They said they were, but —
 14 Q. You say that was insincere, do you?
 15 A. Yes.
 16 Q. Why do you say that?
 17 A. Because the TMO were an insincere organisation, and I'm
 18 so sorry to have to say that, but you can't trust
 19 a single word written by the TMO, you can't trust the
 20 minutes written by the TMO, and these newsletters to me
 21 were just a way of progressing the project. So they'd
 22 have a meeting, then the next newsletter that would
 23 appear would contain what the TMO wanted to do and it
 24 would be dressed up as consultation. And to me,
 25 you know, there's a form of resident participation

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1 called the ladder of participation , and it goes from the
 2 very top of people participating to tokenism to
 3 non-participation, and we are at the bottom rung,
 4 manipulation, and this was what it was about. They just
 5 manipulated us to get what they wanted in, and the
 6 process of consultation was manipulation in my mind.
 7 And the proof of it is they didn't listen to a single
 8 word we said.
 9 Q. Well —
 10 A. We didn't get a canopy, we didn't — sorry.
 11 Q. Continue, please.
 12 A. You know, we never — it never felt like a collaborative
 13 process. You know, they took the canopy away, the thing
 14 that was most important to us. We weren't consulted
 15 about the windows that we got. We didn't see the
 16 windows that we got until they were installed in the
 17 show flat three years later, despite us being promised
 18 that we would see the windows. We never got to see the
 19 cladding, despite being promised that we would see the
 20 cladding, so —
 21 Q. I thought that there was a mock-up for residents to view
 22 which was set up at the foot of the tower in the June —
 23 A. So that cladding was set up for the planning department
 24 to come and look at, not for the residents, and the
 25 residents never had an opportunity to comment on that

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1 cladding set-up. They didn't. They were set up for the
 2 planning department to come and look at. And I know
 3 that because I saw Jonathan Bore coming down to look at
 4 it.
 5 Q. Yes, I see.
 6 As early as July 2012, though, you say that the
 7 invitation to give feedback on the items we've seen was
 8 insincere and window dressing, I think that's what
 9 you're telling us. I don't want to put words into your
 10 mouth, but I think that's the effect of what you're
 11 telling us.
 12 Did you raise with the EMB, on whose board you still
 13 were in July 2012, the fact that you regarded the TMO's
 14 and RBKC's invitation to give feedback as no more than
 15 insincere window dressing?
 16 A. I can't remember if I did or whether I didn't. It's
 17 probably quite likely that I did, but as we go back to
 18 the — I think we've just got to establish that the EMB
 19 was not a force that could bring change, so the EMB
 20 wouldn't be able to influence — wouldn't be able to
 21 hold the TMO to account and make — so that it would be
 22 a different experience the next time we sat down in
 23 a consultation meeting. The EMB never had that — well,
 24 the whole time I was on the board, they never had that
 25 power.

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1 Q. Yes, I see.
 2 A. You know, I think — you know, by writing — you know,
 3 I wrote a number of emails complaining about the
 4 consultation process as a way of expressing that
 5 I didn't feel that we had been consulted with, I felt
 6 they were doing things to us rather than with us, and
 7 that's my evidence to you.
 8 Q. Let me just ask you then a specific point about the
 9 cladding. Can we go to your first witness statement at
 10 page 23 {IWS00000169/23}. I just want to show you
 11 paragraph 86. You say:
 12 "The nature of the cladding installed on
 13 Grenfell Tower is a significant focus of the Inquiry and
 14 so I have searched for references to cladding in my
 15 emails. Having done so, and from memory, whilst I made
 16 some requests for information about the cladding I was
 17 not provided with details as to what type of material
 18 was ultimately used and I do not recall any proper
 19 consultation with residents about the cladding which was
 20 placed on the building. Of all the concerns I raised
 21 about fire safety I was not aware that the cladding
 22 materials posed a risk. I was not told about the cost
 23 of the cladding and how that had been reduced over time.
 24 I was never told that zinc cladding was ultimately
 25 replaced with combustible aluminium composite panels

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1 with polyethylene inside."
 2 Now, just tracking through a little bit of history,
 3 before 14 June 2017, and indeed perhaps after, were you
 4 aware of zinc cladding having originally been proposed?
 5 A. Erm ... so I know — so it's difficult sometimes for me
 6 just to remember what I've seen after the fire and what
 7 I've seen before it, because I know that there is
 8 a newsletter where there is like this example of zinc
 9 cladding.
 10 Q. Yes, I'm going to show you that.
 11 A. Right.
 12 Q. Let's do that.
 13 A. Okay.
 14 Q. Let's do that, {TMO10001401/40}. This is part of the
 15 engagement statement. Let's look at it a little bit
 16 more closely than we have the other parts of this
 17 document.
 18 It says on the left — hand side, in the oblong dark
 19 blue section:
 20 "Cladding Systems.
 21 "Various cladding options have been shown to
 22 residents with the composite Zinc cladding system being
 23 favoured by the majority."
 24 First of all, did you see this document at the time,
 25 do you think?

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1 A. So this was included in a newsletter or ... it looks
2 like it's a newsletter.
3 Q. Yes.
4 A. Okay.
5 Q. I should have shown you this, actually. It starts on
6 page 38 {TMO10001401/38}, you're quite right. Let me
7 just show you 38. This is the next newsletter on from
8 the one I showed you. This is 1 August 2012.
9 A. Okay.
10 Q. So it's right in the middle of the consultation process,
11 and you are being, it appears, bombarded with these
12 things, and there's "Feedback from Residents".
13 If you go to page 40 {TMO10001401/40}, there you
14 see:
15 "Cladding systems.
16 "Various cladding options have been shown to
17 residents ..."
18 Do you remember reading that in this newsletter or
19 a newsletter like this at the time?
20 (Pause)
21 A. So if I'm completely honest, I can't remember whether
22 I saw this then or I didn't, I'm sorry.
23 Q. All right. It may make my next question but one
24 self—answering, but do you remember, is it correct that
25 various cladding options had been shown to residents,

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1 with the composite zinc cladding system being favoured
2 by the majority? Is that factually correct?
3 A. So I would go back to my original evidence that I just
4 gave you a few minutes ago saying how the consultation
5 took place, and there was never a run-through of what
6 different types of cladding was. There was some boards,
7 but I don't remember there was this kind of engagement
8 of: look, this is rainscreen, this is what rainscreen
9 will do, this is zinc, this is the benefits of zinc,
10 you know, there is a higher fire safety performance with
11 this. That never happened, at none of the meetings that
12 I was at. So I don't know how they came to this
13 conclusion that —
14 Q. I see.
15 A. Sorry.
16 Q. Coming to the question then that I suspect you won't be
17 able to answer, when you look at the middle of that page
18 just below the photograph of the building, you can see
19 to the right of the green box it says:
20 "VMZ Composite is a system made up of two sheets of
21 zinc and a high density mineral—rich core combining the
22 qualities of zinc with the rigidity and flatness of
23 composite."
24 Then to the right of that you can see there is
25 a little diagram which identifies as item 2

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1 "polyethylene core FR (Fire Retardancy)".
2 A. Right.
3 Q. Was that on your radar at the time?
4 A. You know, it wasn't, and it's only become on my radar
5 because of what's happened.
6 Q. Okay. I think the answer is probably no, but let me ask
7 it anyway: did that register with you? Did this fact
8 register with you, the fire retardancy of the
9 polyethylene core of the zinc cladding, as something
10 important to the residents at the time?
11 A. Well, I mean, my evidence to you is that we weren't
12 involved in any detailed discussion about — there were
13 no — I mean, I'm pretty — my evidence is we were not
14 provided with samples, so we weren't able to look at
15 something and see that it had a filling in it or ... so,
16 you know, like — you know, it would be interesting to
17 know how this got pushed forward, because I don't think
18 it was the residents pushing it forward, and — sorry.
19 Q. Would it follow from what you have just said about this
20 that you were not aware at the time that there was
21 a distinction, certainly so far as fire performance is
22 concerned, between the two types of materials, a zinc
23 cladding with a fire resistant polyethylene core on the
24 one hand and aluminium composite material panels with
25 an ordinary non—fire retardant core polyethylene?

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1 A. So my understanding about cladding at that time was,
2 like, virtually zero.
3 Q. Now, in the light of that, in late 2013, so moving on
4 about 16 months from this —
5 A. Yeah.
6 Q. — and at any time during 2014, did anybody ask you or
7 any other residents to your knowledge for your views
8 about changing from zinc cladding to aluminium?
9 A. No.
10 Q. And it would follow that nobody sought your views about
11 whether there should be a change from cladding with
12 an FR core to cladding without?
13 A. No, no one asked us that.
14 Q. Now, I appreciate that hindsight might make answering my
15 next question a little bit difficult, but if you went
16 back to 2012 now, how do you think that resident
17 consultation could have had an impact on the fire safety
18 of the materials chosen for the external rainscreen at
19 Grenfell?
20 A. How could it have done?
21 Q. Yes.
22 A. Well, if we'd been provided with proper, you know,
23 informed information, and more residents had been
24 involved rather than just giving a few days' notice,
25 you know, them talking about — you know, I mean, I only

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1 really come to understand about cladding and — I mean,
2 I saw the fires in, like, Dubai or whatever, but even
3 then I didn't sort of connect that with what could
4 happen to our building. It was like, I didn't get the
5 connection.

6 And I think — I mean, I don't know if we're going
7 to talk about my freedom of information request to
8 attend the monthly meetings, because I think that would
9 have allowed us to get the information that we wanted.

10 Q. Right. Well —

11 A. Sorry.

12 Q. The Dubai fires I think are 2015, aren't they?

13 A. Okay. So for me there was, like, not really
14 a connection between what they were doing to the outside
15 of our building and fire safety, but — and even after
16 the Dubai fire, I didn't really make that connection.

17 Q. No.

18 A. So I guess that just demonstrates the kind of lack of
19 knowledge that we had as residents around what was being
20 put — although I can't speak for everyone, but what
21 I had about —

22 Q. No. But, again, I mean, you are not a fire safety
23 professional, so perhaps that's less surprising.

24 A. Yeah.

25 Q. Can I just ask you, going back to your point about the

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1 hot building —

2 A. Yes.

3 Q. — Mr Anderson of the TMO — and I'm summarising his
4 evidence, I hope not unfairly — when he gave evidence
5 in Module 1 last year said that one of the reasons that
6 the TMO had considered overcladding the building was
7 reports from residents that the thermal efficiency of
8 the building was very poor. Was that something that you
9 were concerned about or you heard concerns expressed
10 about?

11 A. So my understanding of that is that was more like based
12 with the leaseholders, who were paying extremely high
13 service charges for the loss of stuff, like their fuel.

14 Q. Right.

15 A. And that that concern mainly came from them, that they
16 were being charged this extortionate amount of money,
17 and they couldn't understand how this fuel was —
18 you know, how the service charges were so high.

19 So, I'm sorry, I might not have explained that very
20 well.

21 Q. No, you have opened up an issue which I don't think
22 I know of.

23 A. That would be Shah Ahmed and Tunde and — sorry.

24 Q. But in relation to thermal efficiency and the connection
25 with that, I'm not sure I understand.

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1 Let me put the question a slightly different way: to
2 your knowledge, was the thermal efficiency of the
3 building a widespread concern of residents throughout
4 the building?

5 A. So I don't think so, because I think all of us found the
6 building very hot, despite the fact that the windows
7 were kind of out of date and needed replacing because
8 there were gaps. So there was some fuel poverty between
9 the windows, but the building still managed to retain
10 its heat.

11 SIR MARTIN MOORE-BICK: But did it remain warm in the winter
12 and reasonably cool in the summer?

13 A. So I never — I don't — we had heating. I don't think
14 I ever turned my heating on almost the whole time I was
15 there. And then during the summer it would get hot, so
16 we would have to open our windows, and that's why
17 opening our windows was quite an important thing to —
18 sorry.

19 SIR MARTIN MOORE-BICK: I asked the question because I think
20 one of the purposes of the overcladding, at least the
21 insulation aspect of the cladding, was to try and keep
22 the building cooler in summer and warmer in winter, but
23 you obviously didn't feel the cold in the winter.

24 A. Didn't feel the cold in the winter, no. It always
25 puzzled me, the reason that for the thermal efficiency

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1 of the building. I mean, we had like two inches of
2 concrete or whatever it was. That didn't seem to be
3 the — I mean, fixing the windows would have helped
4 probably, which they never even managed to do at the
5 end.

6 SIR MARTIN MOORE-BICK: Okay, thank you.

7 A. Sorry.

8 MR MILLETT: Can I then ask you some questions about the
9 Rydon tender review process.

10 A. Yeah.

11 SIR MARTIN MOORE-BICK: Mr Millett, are we going to another
12 topic?

13 MR MILLETT: Oh, we are, Mr Chairman, you're quite right.

14 SIR MARTIN MOORE-BICK: It just seemed to me if you're going
15 to another topic, this could be a good point.

16 MR MILLETT: Yes, a good point.

17 SIR MARTIN MOORE-BICK: I think it's time we had a bit of
18 a break, Mr Daffarn, so we'll take that now and come
19 back, please, at 3.35.

20 THE WITNESS: Okay.

21 SIR MARTIN MOORE-BICK: Again, please don't discuss your
22 evidence with anyone while you're out of the room.

23 THE WITNESS: Okay, thank you.

24 SIR MARTIN MOORE-BICK: All right, thank you very much.

25 (Pause)

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1 Good, 3.35, please.
 2 (3.21 pm)
 3 (A short break)
 4 (3.35 pm)
 5 SIR MARTIN MOORE—BICK: All right, Mr Daffarn?
 6 THE WITNESS: Yes, thank you.
 7 SIR MARTIN MOORE—BICK: Ready to carry on?
 8 THE WITNESS: Yes.
 9 SIR MARTIN MOORE—BICK: Good. Thank you very much.
 10 Yes, Mr Millett.
 11 MR MILLETT: Thank you, Mr Chairman.
 12 Mr Daffarn, two things before I go back to my track.
 13 The first is a correction to what I put to you
 14 before. Can I ask you, please, to go to {TMO10037666},
 15 please. I put to you, under a different reference, the
 16 email that you sent to Siobhan Rumble on 15 June. Do
 17 you see that as the second email down there, about
 18 having an opportunity to talk with Mark Anderson about
 19 influencing the designs for Grenfell Tower?
 20 A. Yeah.
 21 Q. I suggested to you, I think, that you had had no
 22 response to that email from Siobhan Rumble. In fact,
 23 I was wrong about that.
 24 A. Okay.
 25 Q. If you look at the top, you can see that she does

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1 respond to you the same day, and says:
 2 "Good morning Eddie
 3 "Mark emailed me yesterday to say he was busy but
 4 would call last night, I am guessing he was still busy
 5 as he didn't call.
 6 "I am about 10 minutes from the hub so will pop into
 7 his office and have a word with him if he is in."
 8 That was the response. There was one.
 9 Do you remember whether that issue, question, was
 10 taken any further?
 11 A. I can't remember, I'm sorry.
 12 Q. Right.
 13 The second thing I wanted to show you was the
 14 "Stairs of Shame".
 15 A. Yeah.
 16 Q. That's at {IWS00002230}, just to put that into the
 17 record. It is a blog post put up on 13 August 2014,
 18 it's only about a week before the one we were looking at
 19 before, and there is a photograph there. Are those the
 20 stairs of shame, as it were?
 21 A. Indeed.
 22 Q. There is a message in relation to that, because if you
 23 go to — just give me a second to see if I can find it.
 24 (Pause)
 25 Yes, it's in the third paragraph down on page 2

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1 {IWS00002230/2}. It says:
 2 "In addition, residents are very upset that the TMO
 3 and Rydons believe that they can treat us like cattle
 4 and simply herd us around Lancaster West by closing off
 5 our 'rights of way' without providing any alternative
 6 routes. At present, if you happen to be a mother with
 7 pushchairs and children, a community elder, disabled or
 8 infirm and you cannot negotiate four flights of stairs
 9 (pictured above) then the TMO believe they have the
 10 right to force us on a half mile detour. We believe
 11 that this treatment of the vulnerable within our
 12 community is both illegal under Disability Legislation
 13 and is highly dis—respectful and immoral."
 14 Now, just pausing there, I don't think this point is
 15 a point you took up directly with the TMO other than
 16 through this blog, am I right?
 17 A. I can't remember raising it in another forum.
 18 Q. Right.
 19 Did the TMO, after you published that, come back to
 20 you or Mr O'Connor and take this point up with you,
 21 either by way of disagreement or by way of giving you
 22 reassurance?
 23 A. I can answer for myself, no.
 24 Q. Right.
 25 Now, can we go back to where we were, which is the

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1 Rydon tender review process. Can I ask you to look at
 2 Claire Williams' first statement to the Inquiry at
 3 {TMO00840364/8}, please, paragraph 39. She says there
 4 in the second line:
 5 "Residents were invited to take part in the tender
 6 review process."
 7 Pausing there, that happened in the first quarter,
 8 February in fact, of 2014. Just for your recollection:
 9 "Residents were invited to take part in the tender
 10 review process. Nobody responded to the general
 11 requests for assistance and participation and so
 12 I personally contacted a number of people to invite them
 13 to participate and ultimately I persuaded two
 14 leaseholders, namely Pily Burton (Flat 165) (now sadly
 15 deceased) and Mr Barakat (Flat 92) to provide a view on
 16 behalf of residents and they assisted us when no—one
 17 else came forward. They were involved with and looked
 18 at the part of the tender concerned with the residents'
 19 consultation process and the participation with
 20 residents."
 21 Did Claire Williams invite you particularly to take
 22 part in the tender review process?
 23 A. So can I just — so the Pily Burton and Mr Barakat was
 24 the PQQ —
 25 Q. Yes.

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1 A. — which was in November 2013. 30 November, is it?
 2 Q. Just focus on my question first, please. Where she says
 3 residents were invited to take part in the tender review
 4 process, were you invited to take part in —
 5 A. So it's kind of — I'm so sorry, but there is a bit of
 6 a long — not long, but there is a bit of a back story
 7 to that, and the fact is that we were advocating at
 8 a meeting I think in August that residents should be
 9 included, and I think again in September, and then there
 10 was a final meeting in November. So I was part of the
 11 residents that were saying, "You need to include us in
 12 this process", but then when it came down to the 30th —
 13 what I thought was 30 November, I had had — again,
 14 I had a couple of things going on in my life that made
 15 it — my aunt had actually passed away just at that
 16 time, and I went to — no, no, no, sorry, that's when my
 17 aunt had her stroke around that time, and then I went to
 18 Australia on 1 December. So I wasn't able to partake in
 19 that process myself, but we had been advocating for
 20 people to take part in that process.
 21 Q. Are you referring to the public consultation meetings?
 22 A. There were in — so public consultation meetings for
 23 residents?
 24 Q. Yes.
 25 A. So, yeah, in 2014 after the — so, sorry, in 2013 after

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1 the power surges we waited a long time to meet with
 2 Rydon. So there was a meeting in June, August and
 3 September. I missed —
 4 Q. Right.
 5 A. Sorry.
 6 Q. That's okay. I'm going to come to the consultation in
 7 just a moment.
 8 A. Okay, sure.
 9 Q. I am going to cover what you've just told us in a bit
 10 more detail in a moment.
 11 Can I just get an answer to my question: did
 12 Claire Williams invite you specifically to take part in
 13 the tender review process?
 14 A. I don't remember her inviting me specifically, no.
 15 Q. Right. Did anybody else at the TMO tell you that
 16 residents were being invited to participate in the
 17 tender review process, as she says in this statement?
 18 (Pause)
 19 A. The reason I pause is because of the problem that I have
 20 in my mind, and remember some of this was quite a long
 21 time ago, is that — I can't — the disconnect that
 22 I have is I can't understand what happened between us
 23 advocating to be included and it going ahead without us.
 24 Q. Right.
 25 A. I don't — my evidence to you is that I don't know

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1 whether that was because we were excluded from that
 2 process or whether life just took over and I wasn't able
 3 to do it.
 4 Q. I follow.
 5 A. I'm sorry for that.
 6 Q. No, I follow.
 7 SIR MARTIN MOORE-BICK: Just let me be clear about this.
 8 You can see what she says in line 3. She refers to
 9 general requests for assistance and participation.
 10 Now, do you recall any requests going out to tenants
 11 generally to take part in —
 12 A. I believe they put something in one of the newsletters
 13 asking people to take part.
 14 SIR MARTIN MOORE-BICK: Right. But you either didn't want
 15 to or weren't able to respond to that; is that right?
 16 A. Sir, that's my — that's where I — yes.
 17 SIR MARTIN MOORE-BICK: Okay, that's helpful. Thank you
 18 very much.
 19 MR MILLETT: Thank you, Mr Chairman.
 20 Mr Daffarn, let's just take this —
 21 A. Sure.
 22 Q. — a little bit in stages, because we might be able to
 23 get to the bottom of it a bit better that way.
 24 Can I ask you first to go to another part of this
 25 witness statement, page 30 {TMO00840364/30},

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1 paragraph 170, and we can see what Ms Williams says
 2 there. She says:
 3 "Whenever there were any public meetings involving
 4 Grenfell Tower, the meetings could become difficult with
 5 disruptive conduct from a small number of residents who
 6 took over and dominated the meetings with their comments
 7 to the exclusion of other residents who complained to me
 8 about this. As a result, at the drop in session on
 9 12 December 2013 we undertook a survey on how people
 10 wanted to be consulted which showed the majority of
 11 people did not want formal meetings. This was published
 12 to residents in the January 2014 Newsletter ... This
 13 meant that subsequent consultation was largely by
 14 drop-in sessions, Newsletters and on a one-to-one basis
 15 wherever or whenever that could be achieved."
 16 Now, do you agree that public meetings by the end of
 17 2014 could become difficult, with disruptive conduct
 18 from a small number of residents?
 19 A. I would say that the meetings were difficult.
 20 Disruptive? I would say no. I would say that there
 21 were a number of residents that were prepared to,
 22 you know, hold the people to account, and I don't think
 23 they were disruptive. I think they may have been
 24 challenging, they may have been slightly unpleasant for
 25 the TMO, but, you know, they weren't ... I wouldn't say

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1 they were disruptive. I would have said they were
 2 just — they may have been unpleasant for the TMO
 3 because they were being challenged about what they were
 4 doing, so —
 5 Q. Was one of those residents you?
 6 A. Yeah.
 7 Q. Right. Claire Williams —
 8 A. One of them was me.
 9 Q. Claire Williams told us — sorry, I started my next
 10 question and you hadn't quite finished.
 11 A. I said one of them was me.
 12 Q. One of them —
 13 A. But I wouldn't use the word "disruptive".
 14 Q. No.
 15 A. I would use the word that we were prepared to challenge
 16 what was being told to us.
 17 Q. I understand.
 18 Now, Claire Williams said when I asked her about
 19 that sentence on Day 56 — and for reference purposes,
 20 it is {Day56/50:17–25} and {Day56/51:1–6} — that you
 21 were one of those residents. You agree, but you don't
 22 agree that you were disruptive. I understand your
 23 evidence.
 24 Was it your impression from being at those meetings
 25 that some residents felt unable to contribute because of

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1 the actions of other residents?
 2 A. No, that is not my understanding.
 3 Q. Right.
 4 A. In fact, quite the opposite. I think that people would
 5 have felt more empowered to speak out because others
 6 were speaking out to them.
 7 Q. Were you aware of drop-in sessions at Grenfell Tower at
 8 this time, late 2013?
 9 A. Are these coffee mornings or something different?
 10 Q. Drop-in sessions is what they have been called.
 11 A. Not really. By now I kind of wasn't really engaging
 12 in — I was happier to write emails to them.
 13 Q. Let me show you an email that Judith Blakeman sent on
 14 11 December 2013, so the day before the 12 December 2013
 15 drop-in session referred to by Ms Williams here. This
 16 is at {RBK00003386}.
 17 Now, it's quite a long email, second one down, and
 18 it's addressed to Rock Feilding—Mellen, copied to
 19 Laura Johnson and Nicholas Paget—Brown, Wednesday,
 20 11 December 2013, at 7.51:
 21 "Dear Rock
 22 "Thank you very much for the clarification — as
 23 a ward councillor I can confirm that Mr. Daffarn does
 24 not represent the general opinion on the Estate, Tunde
 25 does represent the views of the Grenfell Tower

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1 leaseholders on the issues of concern only to those
 2 leaseholders and the lady, who I suspect was
 3 Christine Richer, is the Chair of the Lancaster West
 4 Residents' Association, so to an extent can claim to
 5 represent some local views."
 6 Then it goes on about the school.
 7 Halfway down the email, she says this:
 8 "Unfortunately Mr. Daffarn continues to claim that
 9 he and his colleagues represent the Estate. They speak
 10 very loudly indeed and their views do influence people.
 11 I am confused as to how many meetings with them have
 12 actually taken place; I was at the first one that you
 13 held at the EMB Rooms, you refer to a further one of
 14 which I am also aware, but I am told that there have
 15 been at least two meetings and possibly more with the
 16 Leader.
 17 "My personal view is that continuing to give these
 18 people so much access to put their views is unhelpful as
 19 it gives them greater legitimacy, which they then use in
 20 discussions with residents. Mr. Daffarn keeps shouting
 21 that this is 'democracy' and any attempt to silence him
 22 is 'undemocratic' — I would call it more bullying than
 23 'democracy'. They are also strenuously claiming that
 24 the Council wishes to cleanse the Estate socially by
 25 demolishing the finger blocks — and people do tend to

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1 believe this.
 2 "At the moment Mr. Daffarn [redacted] but he has
 3 been so disruptive during the Grenfell Tower
 4 consultations that Peter Maddison has suggested and
 5 I have agreed that we do not hold any more open
 6 meetings. Indeed, while complaining loudly at the delay
 7 in obtaining planning permission Mr. Daffarn then sought
 8 to delay it further by submitting a couple of additional
 9 objections. The last open Grenfell Tower consultation
 10 was attended only by Mr. Daffarn and some leaseholders
 11 who, as I think you are aware, have a different set of
 12 axes to grind."
 13 Then she goes on over the page {RBK00003386/2}:
 14 "On the positive side there have been a number of
 15 productive drop-in sessions and also good responses when
 16 TMO staff knock on the doors of Grenfell Tower
 17 residents. This does seem now to be the preferred way
 18 forward. We have a drop-in tomorrow at an empty flat
 19 that has been set up to demonstrate how some of the
 20 improvements will work. The difficulty I encounter on
 21 the front line is that so much information becomes
 22 distorted in transmission that it becomes very difficult
 23 to counter it all. I am sure this situation will
 24 continue for some time.
 25 "At his last very aggressive face—to—face

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1 confrontation with me (after the last Grenfell Tower
2 consultation) Mr. Daffarn said 'we will re-form the
3 Grenfell Action Group and we will fight' — but when
4 I asked him what they were going to fight, he became
5 completely confused and moved away!"

6 Now, I've read that to you partly because the TMO
7 have put it as part of their opening submissions and
8 it's fair to them for me to put that to you and ask for
9 your comments on it.

10 This is obviously Councillor Blakeman's
11 observations. Is there anything in what I've read out
12 to you with which you would agree? Let me put it that
13 way round.

14 A. Not the main part of it, no.

15 Q. Right. So you don't accept that you —

16 A. Sorry, if you could go back to the top.

17 Q. Certainly, go back to page 1 {RBK00003386/1}, yes, of
18 course.

19 A. So this is the email that was used by the TMO in their
20 opening.

21 Q. Yes.

22 A. Right, to try and paint me as being irrelevant,
23 aggressive and stupid.

24 Q. Well, I'm not sure irrelevant or stupid —

25 A. Well, that's how it read to me.

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1 Q. — are the words that are used, I don't think that's
2 fair. I've read it to you.

3 My question is: is there anything in this with which
4 you would agree, in the parts that I've read to you?

5 (Pause)

6 A. No.

7 Q. Now, it certainly looks from this that drop—in sessions
8 and then door—knocks became preferred to consultation
9 meetings. As a fact, is that what you observed?

10 A. Indeed, they told us they weren't going to meet publicly
11 with us anymore because they preferred to meet
12 one—to—one or whatever, and that that decision had been
13 taken by a survey, which I always kind of doubted,
14 but ...

15 Q. Now, Claire Williams, as I've shown you, referred to
16 a drop—in session the next day, 12 December 2013, when
17 there was a survey on the preferred means of
18 consultation. Did you attend that drop—in session, do
19 you think?

20 A. I was away at the time of —

21 Q. You were in Australia, were you?

22 A. I was.

23 Q. Right. Did you complete a survey about —

24 A. No, I was in Australia.

25 Q. Did it not come to you by email?

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1 A. No.

2 Q. Right.

3 Let's then look at perhaps how it is described.
4 {MET00041714}, please. This is the 16 January 2014
5 Grenfell Tower Regeneration Newsletter that
6 Claire Williams refers to, and the date of that is on
7 page 2. If we look at the fourth paragraph down, after
8 the reference to the drop—in session, she says:
9 "We also asked those who came about the way we
10 consult residents. The majority said that they
11 preferred an individual letter posted through their
12 letterbox (60%) or, alternatively, emailed to them
13 (25%)."

14 Now, I don't think you received the consultation
15 document itself. Did you receive this newsletter?

16 A. So what date — I got back from Australia, I think, on
17 15 January, so, sorry, what date is this?

18 Q. Right. The next day, as it turns out, if you go to
19 page 2 —

20 A. Okay. Then I always accept that the majority of
21 newsletters I would have received. There's no reason
22 why I shouldn't have done.

23 Q. Did you read it?

24 A. Sorry, can we just go back to the main —

25 Q. Yes, of course, absolutely. It starts off:

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1 "Dear residents
2 "A happy new year to you all!"
3 From the TMO. You might have remembered that.

4 A. Right. So I may have read it.

5 Q. Right.

6 If you did read it, did you understand from it that
7 there would now be no more public meetings on the
8 subject of how consultation would happen or on the
9 subject of the Rydon tender?

10 A. Erm ... so what I'd kind of like to say is that that
11 wouldn't have surprised me, really. But I'm not sure
12 I would have, just through that paragraph, understood
13 the significance of what they were saying.

14 Q. Can we go to {MAX00001498}, please. This is another
15 newsletter from July 2014 we looked at earlier and
16 I showed you the part about fire safety. Can I show you
17 page 1 at the foot:

18 "Coffee mornings: successful coffee mornings were
19 held on 26 June and 10 July. Those who came told us
20 that they found it really helpful to have their
21 questions answered."

22 I think you told us earlier that you didn't go to —

23 A. No, I didn't go to the coffee mornings.

24 Q. Why didn't you go to the coffee mornings?

25 A. Well, I may have been busy, and, I mean, they were held

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1 at like 11 o'clock during a weekday, and then also,
 2 you know, by then there was nothing really — I didn't
 3 really have anything to say in a one-to-one meeting with
 4 them.
 5 Q. Right. Did you attend any other drop-in sessions or
 6 meetings as advertised by the TMO at this time at all
 7 during 2014?
 8 A. Not that I can remember. Sorry, sometimes the
 9 chronology is a bit — with so much time and everything,
 10 it's — and such a long period of time, it's a little
 11 bit hard to place everything, but I don't remember 2014
 12 being a time of meetings.
 13 Q. Right.
 14 Now, I want to go back to the subject of Grenfell
 15 Community Unite and the Grenfell Compact in the context
 16 of the refurbishment, which takes us to the early part
 17 of 2015, so the following year from this newsletter.
 18 A. Right. Can I just say, am I going to have a chance to
 19 sort of — because Judith Blakeman said some pretty,
 20 you know, derogatory things about me there.
 21 Q. Yes.
 22 A. So, I mean, I have included my relationship with
 23 Councillor Blakeman in my statement, and I think that
 24 people should read that statement and understand the
 25 relationship that I had with Councillor Blakeman and why

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1 she might want to write something like that about me,
 2 because I dispute what she wrote about me there, which
 3 I think I'm entitled to do, because it's very
 4 derogatory.
 5 I had a very difficult relationship with
 6 Councillor Blakeman, but I was not aggressive towards
 7 her. We did not get on with each other. She
 8 particularly took a dislike to me, a very vehement
 9 dislike to me, and I think that kind of coloured the way
 10 that she saw me and treated me, and I'm sorry about
 11 that. And we did have kind of periods where we got on
 12 better with each other. But, yeah, that's my evidence
 13 to you.
 14 Q. Right. Is there anything you want to add to that?
 15 A. Do you know, I don't really want to do it — it's kind
 16 of like dirty washing and I don't really want to do it
 17 in public, but I just think it's important for me to say
 18 that, you know, I had a very difficult relationship
 19 with — not — in fact, surprisingly few of the
 20 characters. I mean, you know, Simon Lawrence I think
 21 I met once, and so there are people saying, like, lots
 22 of things about me, but in fact they didn't really know
 23 me, or people need to understand the relationship I was
 24 having with these people.
 25 You know, Councillor Blakeman came up — you know,

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1 part of the problem was that you would raise an issue
 2 about what was happening in the community, and I felt
 3 that they would — that would be a reason for them to
 4 sort of come after you personally, rather than
 5 understand that, as citizens, we have a right to raise
 6 concerns, and if you do raise concerns or challenge
 7 policy or challenge how you're being treated, the
 8 default position shouldn't be to come after that person
 9 individually, and I experienced that not only with
 10 Councillor Blakeman, but I experienced it with
 11 Nick Paget-Brown, many members of the council, many
 12 council officers, and it's disappointing, because I'm
 13 a social worker and I understand that, you know, you get
 14 all sorts in this world and you need to treat everyone
 15 fairly, and that didn't happen to me.
 16 Q. No.
 17 A. So I'm sorry about that.
 18 Q. No, thank you for sharing that with us. One of the
 19 reasons I wanted to put the email to you was to give you
 20 a fair opportunity to say what you wanted to say.
 21 A. Okay. I'm happy to leave it at that as well.
 22 Q. Let's do that.
 23 A. My statement explains that there were periods when
 24 things were difficult, you know, like in my relationship
 25 with some of these bodies and, you know, I certainly —

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1 you know, there were difficult times, but we were going
 2 through a difficult thing and there was a nasty thing
 3 happening to us. It was kind of a consequence of all of
 4 that.
 5 Q. Yes.
 6 A. Okay.
 7 Q. I understand, and I'm grateful for your sharing that
 8 with us.
 9 A. Okay, thank you.
 10 Q. Can I go back to the refurbishment, 2015, Grenfell
 11 Community Unite and the Compact.
 12 A. Right, sure.
 13 Q. If we can go to your second statement, please, at
 14 page 57 {IWS00002109/57}, you identify at paragraph 151
 15 some concerns that Grenfell Community Unite had about
 16 the refurbishment.
 17 A. Yeah.
 18 Q. You have listed them in five subparagraphs there.
 19 A. Yeah.
 20 Q. "a. Cheap looking materials and shoddy workmanship;
 21 "b. Windows;
 22 "c. Boxing-in of pipework;
 23 "d. Bullying and harassment by workmen including
 24 threats of legal action and unauthorised access to
 25 properties;

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1 "e. Lifts being used by workmen and lifts not
2 working."
3 Now, apart from concerns that you yourself raised
4 individually, is it right that none of the concerns of
5 Grenfell Community Unite group that we see here listed
6 by you were related to specific fire safety concerns?
7 A. So I think a number were, actually, the placement of the
8 HIU above the electrical appliances, which was something
9 that David Collins was very keen to get resolved, and
10 I think that the changing in the floor numbers was
11 something that we raised as a concern, and I believe
12 also the other issue that we talked about previously
13 about access to the tower through the stairs of shame
14 was something that we raised as a Compact.
15 Q. I see.
16 Can we then move on to Councillor Blakeman's second
17 statement, {MET00045751/8}, please. This is her second
18 witness statement, and she says at page 8, second
19 paragraph down:
20 "Following the refurbishment I worked with two
21 residents Mr Daffarn and Mr Thompson and together we
22 drew up a matrix of outstanding problems. This was sent
23 to the TMO and I requested regular updates. The matrix
24 was a table highlighting some of the outstanding
25 problems, with a further column for the TMO and/or Rydon

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1 to set out what actions they were taking to address the
2 issues. Fire safety was an issue included in this
3 matrix and the fact that the stairwell hadn't been
4 included in the refurbishment. I produce as my
5 exhibit JB/5 copies of the matrix from August 2015 and
6 May 2016."
7 Now, I'm going to show you both of those.
8 First, the August 2015 version, {MET00045762},
9 please. You can see the form in which the matrix is set
10 out. There is the number column, there is the resident
11 issue column and then there is the response column,
12 "TMO/Rydon Response".
13 Looking at this, it runs to just over two pages,
14 onto the third page. Do you recall which parts you
15 worked on?
16 A. Not specifically, no.
17 Q. Right.
18 We can see item 23 at the bottom of page 2
19 {MET00045762/2}:
20 "Change floor numbers back to reflect current flat
21 numbers and find an alternative numbering system for the
22 two new floors."
23 A. Yeah.
24 Q. That was an issue, I think, which you had raised, or the
25 Compact had raised, right from the beginning, wasn't it?

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1 A. Yeah.
2 Q. From March 2015. You can see the answer:
3 "Royal Mail requires the lower floors to be
4 numbered, so that the address is easily identifiable for
5 the emergency services in the case of any incident.
6 Floors have been re-numbered and temporary signage
7 fitted until the final version is available. The floor
8 levels have been altered and it is not possible to
9 revert to the old numbering."
10 Were you satisfied with that response?
11 A. I was so unsatisfied with that response that I carried
12 out a freedom of information request to RBKC to obtain
13 the correspondence they had with the Royal Mail to find
14 out whether what they were telling us was true or not.
15 Q. And what did you discover?
16 A. I think the outcome of that is that it wasn't — it
17 hadn't come from Royal Mail. That was my ...
18 Q. If you go to the next version in May 2016, that's at
19 {RBK00046509}. Again, it's in the same format, as you
20 can see. You can see the outstanding issues: front
21 door, compensation, fire alarm and smoke vents, lifts,
22 HIU, CCTV, et cetera.
23 Again, do you remember which bits you worked on?
24 A. Well, go back to the previous page.
25 Q. Go back to page 1, please.

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1 A. And then I think the fire alarm and smoke vents.
2 Q. That was one of yours, was it?
3 A. Well, that's when the alarm — sorry, when the alarm
4 went off and the vents went off and no firefighters
5 attended, and the first people to attend was like the
6 heating engineer, and I thought that's a little bit
7 strange, that if you've got a fire alarm going off, the
8 first person that attends isn't the Fire Brigade, it's
9 a heating engineer, and that's why I raised that as
10 an issue with Councillor Blakeman at her surgery, and
11 then I believe that she put that into an email and made
12 that into a complaint or question to Peter Maddison.
13 Q. Yes, in early 2016, I think.
14 A. Yeah.
15 Q. And that's why it finds its way, I think, into this
16 matrix.
17 A. Yeah.
18 Q. In general terms, how did you and Willie Thompson go
19 about identifying the outstanding problems listed in
20 these two matrices?
21 A. So by then we were part of the Compact, so we would hold
22 regular meetings. We had, whatever it was, six lead
23 members, and we would invite people to come and tell us
24 what their problems were. I think we did some
25 door-knocking around then as well, sort of, you know,

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1 just to try and find out how people were feeling in the
2 tower.
3 Q. Can we then go to {TMO00846193}. This is an email from
4 Councillor Blakeman to Peter Maddison and
5 Claire Williams on 2 October 2015. It's quite long, and
6 there are a number of issues in it, but we can see from
7 the first line the point of the email was to provide
8 them with a list of issues raised with members of
9 Grenfell Compact at a surgery meeting.
10 First of all, do you remember being at a surgery
11 meeting with Councillor Blakeman and, indeed,
12 Councillor Atkinson?
13 A. So I think the meeting was actually just with
14 Councillor Atkinson.
15 Q. I see.
16 A. And I think that Councillor Atkinson then sent his
17 concerns to Councillor Blakeman and she then constructed
18 this email from that information.
19 Q. If you look at the foot of page 1, item 7, it says:
20 "They would like another independent inspection of
21 the arrangements in the event of a fire. Perhaps this
22 might be better carried out at the end of the project,
23 although I think they have concerns about what would
24 happen during the works in the event of a fire,
25 especially because of the floor numbering problem. This

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1 request should also receive further consideration."
2 Who was it who requested an independent inspection
3 of the arrangements in the event of a fire?
4 A. So I believe this is linked to the stairs of shame.
5 Q. I see.
6 A. So that's, you know, like a major issue that we've still
7 got, is that people can't get into the building if there
8 was a fire, and then separate to that you have the floor
9 numbering issues as well.
10 Q. Right. Was there a reason why Grenfell Compact
11 considered it necessary to have an independent
12 inspection of the fire safety arrangements, given that
13 there was a fire risk assessor retained by the TMO?
14 A. So, like, we were very, very keen to have an independent
15 inspection of what had happened at Grenfell through the
16 housing and property scrutiny committee, and this may be
17 some kind of legacy of that, of just feeling more
18 confident if it was someone that wasn't attached to
19 the council or the KCTMO.
20 Q. Yes. You can see in this one there is a specific
21 reference to the floor numbering problem.
22 A. Yeah.
23 Q. Now, we've seen reference to that in the matrix, so it
24 had already been raised.
25 In simple terms, what were the Grenfell Compact's

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1 concerns about a fire arising from what you call the
2 floor numbering problem?
3 A. Okay. So if you had a visitor to the flat, they would
4 end up getting lost the whole time, because the whole
5 numbering system just didn't make any sense, and it
6 would seem quite logical that if our friends who even
7 had some familiarity with the building would get lost,
8 then what would happen if the firefighters came and how
9 difficult would it be for them to make sense of what was
10 going on?
11 It was just such an illogical — great example of
12 someone that didn't know the building, didn't know the
13 community, making a decision on our behalf that could
14 have been sorted out in a completely different way, in
15 a very simple way, just by renumbering the floors below.
16 But they didn't live there, they didn't care about us,
17 didn't care about the impact that changing the numbers
18 of the floor would have on you. So you've lived on the
19 13th floor for 20 years or the 14th floor for all your
20 life, and next thing you're living on the 17th floor.
21 It's just like — for no reason. And so there was that
22 kind of concern, but then that concern then transferred
23 to how that might impact on people that didn't know the
24 building and coming into the building.
25 Sorry, that's a long-winded ...

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1 Q. Now, turning to the topic of the refurbishment review,
2 in your statement you've set out the efforts you made to
3 have Grenfell Community Unite granted recognition, and
4 explained — and I'm summarising — that the TMO
5 eventually granted Grenfell Compact recognition after
6 Lady Borwick —
7 A. Yeah.
8 Q. — Victoria Borwick intervened in July 2015.
9 A. Yeah.
10 Q. After that time, there was a meeting, I think, in
11 December 2015 with Victoria Borwick. Did you attend
12 that meeting, do you think?
13 A. I did, yes.
14 Q. Did you take the TMO attendance at the meeting as
15 a positive commitment to working with the
16 Grenfell Compact?
17 A. So it would have taken a lot more than just one meeting
18 with our MP with the TMO in the room to kind of signal
19 a change in culture within the TMO organisation. It was
20 a step forward because they'd at least now agreed to
21 meet with us, which they hadn't done — well, they
22 hadn't allowed us to form a group that could meet with
23 them.
24 Q. Right. I mean, there were other meetings as well.
25 I think there was one in November and one in December,

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1 as well as one in October, all of which I think the TMO
2 had attended. So I think by the time you get to the end
3 of 2015 there had been three meetings —
4 A. Yeah.
5 Q. — at which Lady Borwick, TMO and the Grenfell Compact
6 had all sat round the table?
7 A. Yeah.
8 Q. By the end of 2015, did you not get the sense that you
9 might be able now at least to be able to raise
10 residents' collective concerns with the TMO and get
11 somewhere?
12 A. So we were able to sit with the TMO which, like I said,
13 hadn't happened, but in fact my experience is that once
14 we'd formed as a Compact, we were kind of treated even
15 worse than we were before by the TMO and we achieved
16 even less, and then within a matter of months the
17 Compact kind of — we just couldn't take any more and we
18 just — it was just too much, it was like — so we
19 disbanded the Compact.
20 Q. I was going to ask you, but you say in a nutshell,
21 actually, "We were kind of treated even worse than we
22 were before". In very brief terms, can you describe
23 what you mean by that? How would you describe being
24 treated worse?
25 A. Okay, so — well, how we were treated before and how we

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1 were treated then is like, you know, not being listened
2 to, not being respected, not having people understand
3 that these were our homes and our community, having
4 things done to us rather than with us. I mean,
5 you know, if a good organisation is front-facing, where
6 they're looking towards their tenants to engage with
7 them, to listen, the TMO had their back to us the whole
8 way through this process, and that just became
9 demoralising and it just became — and that's kind of
10 what led to the end of our efforts to deal with them,
11 and then within too long we had the fire and that was
12 how it all ended.
13 Q. Right. I was going to ask you to give me a specific
14 example. Can you give me a specific, concrete example
15 of being treated worse after —
16 A. Okay, so I will do.
17 So we had been campaigning very, very hard for the
18 HIU units to be placed where they'd originally told us
19 that they were going to place them, and in fact then
20 they just, without any consultation, decided to place
21 them in the hallways, and I know other witnesses have
22 given evidence about that. That was like a major thing
23 that happened to us. People did not like that, and
24 that's why 100 people came to our original meeting.
25 But we were trying not just to have that victory of

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1 then having our — the people that had resisted having
2 their HIU units placed where they wanted them, we were
3 trying to get units that had been placed in the hallway
4 for residents who didn't want them there moved, and we
5 had absolutely no movement with the TMO about that.
6 Just told it would be dealt with at the next meeting,
7 they would be carrying out a survey, if there's any
8 money left they might do it. So it's kind of like not
9 being taken seriously. You know, that's kind of another
10 example of how things didn't change for us in any
11 meaningful way.
12 Q. In fact, I think it's right that in the end the TMO did
13 agree to move the HIU units when you met with
14 Victoria Borwick and the TMO.
15 A. Only for people that hadn't had them installed already.
16 Q. Yes, indeed.
17 A. Yeah.
18 Q. Is what I'm putting to you correct, that in fact once
19 Victoria Borwick had got involved, the MP had actually
20 got involved —
21 A. Yeah.
22 Q. — then you saw some movement?
23 A. Well, also it took a campaign by about 40 residents
24 putting signs on the outside of the door, not allowing
25 Rydon into their flats. So there was a concerted effort

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1 to have that — that upset a lot of people, and in fact
2 it was probably the TMO's greatest mistake in their
3 treatment of us or in their ill-treatment of us, to do
4 that without consulting people, because most people —
5 a lot of people just wanted to get on with their lives,
6 not have this major hassle the whole time, but that was
7 a step too far, and, yeah, it caused a lot of upset and
8 a lot of — you know, people didn't want that in their
9 homes.
10 But we still didn't manage to then get that — for
11 the people who had had that installed, we didn't manage
12 to get that changed. We were promised a survey by the
13 TMO that was going to happen after the works. That
14 never happened. There was lots of things, you know.
15 Q. Can I ask you to go to another document, {IWS00002249}.
16 This is an email dated 3 January 2016 from you to
17 Sacha Jevans at the TMO. You say:
18 "Dear Ms Jevans,
19 "I hope you had a nice Christmas and New Year.
20 "Thank you for visiting my flat just prior to the
21 holidays and for listening to some of my concerns
22 regarding the relationship between residents on
23 Lancaster West and the TMO. If you are really serious
24 in your offer to sit down with members of the
25 Grenfell Tower Resident Association in order to work

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1 together to improve these relationships then I would be
 2 happy to speak to other Lead Representatives with a view
 3 of setting up a meeting early in the New Year?
 4 "However, to save everyone's time, please do not
 5 agree to meeting with us unless your motives are
 6 entirely genuine and you are willing to use your power
 7 within the TMO to instigate positive change for our
 8 community.
 9 I can assure you that most residents are totally fed
 10 up with the ill treatment and lack of meaningful
 11 resident involvement we are subjected to by the TMO and
 12 would be willing to work to find an alternative way
 13 forward.
 14 "I shall look forward to hearing from you in the
 15 near future.
 16 "Regards,
 17 "Edward Daffarn."
 18 Now, it appears from this that Sacha Jevans came to
 19 you and visited you at home in December 2015; is that
 20 right?
 21 A. That was part of the TMO's door-knocking after we'd done
 22 our door-knocking prior to the housing and property
 23 scrutiny committee meeting.
 24 Q. Oh, I see. So this wasn't a special visit?
 25 A. No, she was visiting all the — her and her team were

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1 visiting all the flats.
 2 Q. Right.
 3 Now, it appears from this that she offered to work
 4 with members of the Grenfell Compact to improve
 5 relationships. Is that actually correct, did she offer
 6 to do that?
 7 A. Do you know what, I think this is an example of us —
 8 the conciliatory nature of us as residents in — I mean,
 9 this had come after, like, a lot of bad blood between
 10 the TMO and the residents, and yet we were still willing
 11 to sit down, wipe the slate clean, start a new
 12 relationship with them.
 13 Q. Yes. You see, I'm wondering, because you had had three
 14 meetings with the TMO with Lady Borwick present in
 15 October, November and December 2015, having got that
 16 far. Do you know why Sacha Jevans felt she needed to
 17 make the offer that you record here, having had those
 18 meetings?
 19 A. I'm not sure that she made the offer. I think that we
 20 had a conversation and maybe, like, I made the offer to
 21 her that, would she be willing to sit down with us and
 22 see if we can find a better way forward, and then — it
 23 doesn't come across in that email, but that's ...
 24 in fact, that is my memory of it and that is my evidence
 25 to you.

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1 Q. Right.
 2 A. Yeah.
 3 Q. Why did you think that the offer might not be genuine?
 4 A. Because of everything that had gone on before. So if
 5 I was going to go and talk with other lead
 6 representatives and say, "Sacha Jevans has been in my
 7 flat, you know, there is a chance that we can meet",
 8 I think we'd need some kind of concrete commitment from
 9 them that they weren't just going to be the normal TMO,
 10 that they were going to actually try and change and do
 11 something more, you know, resident-facing.
 12 Q. Did you get a response to this message?
 13 A. So I think that we — I think at this time — so this
 14 was 3 January, so this is like three days before the
 15 housing and property scrutiny committee meeting.
 16 Q. It is.
 17 A. And I think that that was a very difficult meeting for
 18 us.
 19 Q. That was your speech which you say was —
 20 A. It wasn't my speech, it was a speech that I made on
 21 behalf of — sorry to —
 22 Q. I was just trying to —
 23 A. But it was a speech that I made on behalf of the
 24 Compact.
 25 Q. Yes.

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1 A. So I think that we kind of decided as Compact lead reps
 2 that maybe we needed just to kind of leave things just
 3 be a little bit.
 4 Q. Let's just look at that, because I was going to come to
 5 that now. It's right, I think, that you address the
 6 housing and property scrutiny committee about a petition
 7 that had been presented by Councillor Blakeman and
 8 Councillor Atkinson, signed by 51 households.
 9 A. So the petition that Councillor Blakeman had presented
 10 enabled us to have a meeting at the housing and property
 11 scrutiny committee, but there was another piece of
 12 information which we took there, which was our own
 13 petition — sorry, our own survey of residents.
 14 Q. Yes. You summarise the key issues that you raised in
 15 your second statement, if we can just look at that, at
 16 page 69 {IWS00002109/69}, paragraph 182. You say there:
 17 "I had prepared a speech to read to the HPSC on
 18 behalf of the residents. I wanted to deliver our
 19 complaints to the Council in a measured, coherent,
 20 cogent voice, without being rushed. However, I wasn't
 21 even allowed to deliver the full speech, as
 22 Quentin Marshall cut me off about two thirds of the way
 23 through because he said I was taking too long. The
 24 speech I was delivering was representing the views of
 25 a great number of residents who had endured years of

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1 hellish building works in and around our homes. One of
 2 our first residents meetings had involved around 120
 3 residents. The petition we had circulated which led to
 4 the HPSC meeting was signed by over 50 households.
 5 However, we were told by Quentin Marshall that my speech
 6 (that only lasted a few minutes) was too long and he
 7 tried to prevent me from finishing its delivery to the
 8 HPSC. The minutes of the meeting are available on
 9 Relativity and record a summary of my speech where
 10 amongst other things I raised:
 11 "a. Lack of consultation and resident engagement;
 12 "b. Threats, harassment, lies and intimidation from
 13 the TMO;
 14 "c. Lack of response to legitimate complaints;
 15 "d. Poor workmanship and site management;
 16 "e. The need for urgent scrutiny and an independent
 17 investigation
 18 "f. The need for lessons to be learned for any
 19 future works."
 20 Now, those issues are the same as those that you and
 21 David Collins then raised later that year in April 2016,
 22 weren't they, when you came to those again?
 23 A. So, sorry, in April when did we raise ... so this was
 24 the scrutiny committee meeting in January.
 25 Q. Yes, I'm sorry, April 2015. These were the same issues

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1 that in fact you had raised with the TMO initially after
 2 the Compact had been formed —
 3 A. Right, okay, fair enough.
 4 Q. — in the April the previous year.
 5 A. Yeah.
 6 Q. Yes.
 7 A. Yeah.
 8 Q. And nothing, in essence, as far as you were aware or you
 9 felt had changed since then.
 10 A. So, I mean, I think — so most of the works had been
 11 completed by then. I mean, yeah, I don't know what
 12 could have changed between then and — so can we go back
 13 to the top. I'm on (c) here. If we can go back to —
 14 Q. Do you want to go to the previous page?
 15 A. Yeah, just so I can get a list of — so lack of
 16 consultation and resident engagement, that was
 17 an ongoing historic issue. I don't think we'd felt that
 18 the threats, harassment, lies and intimidation from the
 19 TMO, whose survey we conducted I think in November, so
 20 I'm not sure we would have had that information for all
 21 the meetings with the TMO.
 22 Then if we could go to (c).
 23 Q. If we could turn the page, please, to page 70
 24 {IWS00002109/70}.
 25 A. Lack of response to — ongoing issue. Poor workmanship

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1 and site management, horrific. Need for urgent scrutiny
 2 and independent investigation, which was our whole
 3 thing, that we wanted someone — not TMO to investigate
 4 themselves, and of course the TMO investigated
 5 themselves.
 6 Then the last one, the need for lessons to be
 7 learned for any future works, was what was called the
 8 "Grenfell pathway", which was something that
 9 David Collins and Judith Blakeman had worked on, which
 10 was a very useful document, or could have been a very
 11 useful document, had it been adopted.
 12 Q. Did you have any fire safety concerns at this time, the
 13 time of your speech?
 14 A. So I'm not sure that fire safety concerns made it into
 15 that speech.
 16 Q. Right.
 17 A. Okay.
 18 Q. Now, in general terms, did RBKC ever respond to the
 19 points that you made in that speech, so far as you got
 20 to make it?
 21 A. RBKC responded to that speech by ensuring that our
 22 concerns listed in that speech were never investigated
 23 independently, but were investigated by the KCTMO.
 24 Laura Johnson ensured that that happened, along with
 25 Robert Black, and I don't know what other collusion was

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1 going on inside the housing and property scrutiny
 2 committee meeting, what role Quentin Marshall had,
 3 Condon—Simmonds, the councillor called Condon—Simmonds.
 4 I mean, it was a very abusive evening in terms of going
 5 into the room and seeing Laura Johnson and Robert Black
 6 kind of, you know, just like laughing at us, really, and
 7 then you had the whole TMO chief exec sitting down. It
 8 was — you know.
 9 We spent a lot of time and a lot of effort trying to
 10 get the right thing done but with a power imbalance
 11 against us. It was just — we couldn't control these
 12 things. We couldn't — we were promised an independent
 13 investigation, a working group at that housing and
 14 property scrutiny committee. By the time we were out of
 15 the door, they changed it into something else. They
 16 changed into, "Well, it will happen if there is time
 17 when all the other groups are finished. Well, actually,
 18 the TMO will do it". And the TMO ended up marking their
 19 own homework, giving Peter Maddison top marks for doing
 20 an amazing project management job, and the truth of it
 21 was, you know, we might not be sitting here if someone
 22 independent had actually come and seen what had gone on.
 23 Q. Some very short questions finally about gas pipes.
 24 A. Yeah.
 25 Q. I'll show you the document, {IWS00000169/82}, your

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1 exhibit. This is an email from you to Ben Dewis at the
 2 LFB dated 20 March 2017, and you forwarded an email of
 3 7 March below it, you can just see that.
 4 In your email of 20 March you say:
 5 "Dear Mr Dewis,
 6 "I am requesting that the London Fire Brigade come
 7 and inspect the new gas pipework that has been installed
 8 in Grenfell Tower.
 9 "The Vice—Chair of the Grenfell Tower Leaseholders
 10 Association has made the following concerns public and
 11 these health and safety fears are backed up by a number
 12 of tenants. We have also been informed that the
 13 National Grid will not be returning to Grenfell Tower to
 14 re—earth the power supply to newly installed meters.
 15 "Please can you keep this correspondence private and
 16 confidential between ourselves as I fear [repercussions]
 17 from my landlord if they discover the source of this
 18 complaint."
 19 Did you share the concerns raised by GTLA about the
 20 gas pipes?
 21 A. I shared them — sorry?
 22 Q. Sorry, did you yourself have —
 23 A. Oh, sorry, did I share those concerns?
 24 Q. Yes.
 25 A. To a degree, yes, yeah, to a degree.

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1 Q. Did the GTLA ask you to raise these concerns with the
 2 LFB?
 3 A. No, I think I probably offered to do that. You know, we
 4 worked quite closely together, and I think, you know,
 5 I was probably able to say to Tunde, Shah or whoever,
 6 "Look, you know, I've got this guy Ben Dewis' email
 7 address, I'll be very happy to forward that on to him".
 8 I don't think they felt that they were making the
 9 progress that they felt needed to be made, and I felt
 10 that I was able to help them by at least bringing
 11 Ben Dewis and the LFB into it.
 12 Q. Right.
 13 Now, you asked Ben Dewis to keep the information
 14 private and confidential because you feared
 15 repercussions from your landlord; from whom did you fear
 16 repercussions?
 17 A. Yeah, I mean, I guess maybe by that stage I was just
 18 getting a bit worn down with the TMO and the kind of,
 19 you know, what I would perceive as like kind of,
 20 you know, victimisation if you put your head above the
 21 parapet. So, you know, like I was explaining, From the
 22 Hornets Nest kept themselves anonymous and I felt, you
 23 know — I don't know, maybe it was — I didn't do that
 24 on much other correspondence, but I just felt that —
 25 you know, I didn't expect them to come round and

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1 sort of, you know, threaten me or anything, but I just
 2 felt that — yeah, I just didn't want my — you know,
 3 I was just getting tired of sort of how I was being
 4 treated, really, by the end of it all, and that seemed
 5 like a way of sort of keeping my name out of it.
 6 But it wasn't like I'd made a conscious decision to
 7 do that on all correspondence, it just happened to be in
 8 that correspondence.
 9 MR MILLETT: Okay, thank you very much.
 10 I have come to the end of my prepared questions, bar
 11 one. I do have one more question for you but I'm going
 12 to ask it right at the very end if I may do that.
 13 But, Mr Chairman, it's probably a convenient point
 14 to take the break to see if there are other questions.
 15 I think there are, looking at my emails.
 16 SIR MARTIN MOORE—BICK: Yes. Well, would it be sensible
 17 this time to allow a little bit more time than we have
 18 been lately, say 4.45?
 19 MR MILLETT: That would be very good. If we need longer,
 20 which we might, I can always ask you.
 21 SIR MARTIN MOORE—BICK: You can always let me know.
 22 MR MILLETT: Yes. But I'm grateful to you, thank you.
 23 I know it's 4.30 but that —
 24 SIR MARTIN MOORE—BICK: No, that's fine.
 25 Mr Daffarn, we always have a break at this point

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1 after counsel thinks he has got to the end of his
 2 questions, just to make sure that he has, and to give
 3 other people a chance to suggest questions that we might
 4 need to put to you.
 5 So we will have a break now. We will come back, if
 6 we may, at 4.45, and then we will see if there are more
 7 questions that we need to ask you.
 8 THE WITNESS: Okay.
 9 SIR MARTIN MOORE—BICK: All right? And the usual request,
 10 please: don't talk to anyone about your evidence —
 11 THE WITNESS: Of course. Of course.
 12 SIR MARTIN MOORE—BICK: — while you're out of the room.
 13 THE WITNESS: Of course.
 14 SIR MARTIN MOORE—BICK: Thank you. Would you go with the
 15 usher, please.
 16 (Pause)
 17 Right, thank you, 4.45, then, please.
 18 (4.30 pm)
 19 (A short break)
 20 (4.45 pm)
 21 SIR MARTIN MOORE—BICK: Right, Mr Daffarn. Well, we will
 22 see if there are any more questions for you.
 23 Yes, Mr Millett.
 24 MR MILLETT: Yes, Mr Chairman, just one or two.
 25 Can I start by asking you to look at {TMO00830724}.

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1 This is the Grenfell Tower Regeneration Newsletter from
 2 February 2016. Halfway down the page, you can see that
 3 it says:
 4 "Progress.
 5 "You will have noticed the following progress since
 6 Christmas."
 7 Then there is a list with the little arrows, which
 8 are identified, you can see the list of topics.
 9 Then if you go over the page {TMO00830724/2}, to:
 10 "16 February: drop—in for new billing system for
 11 heating ...
 12 "22 February: drop—in for new door entry system and
 13 to view new homes."
 14 I take it you didn't go to those drop—in sessions?
 15 A. So I — they never actually managed to — I never let
 16 them into my flat to put the new billing system in for
 17 my heating.
 18 Q. Right.
 19 A. So I didn't have to attend that meeting, and —
 20 Q. I see. Why didn't you let them into your flat?
 21 A. To do the — well, one was a mixture of when they tried
 22 to come — when they wanted to arrange to come to my
 23 flat to do it, it wasn't convenient for me because
 24 I wasn't there, and then it just — they didn't come
 25 back, so I was left without the meter. I just had to

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1 pay my standard, like, debit.
 2 Q. If you look at the very foot of page 2 {TMO00830724/2},
 3 you can see that it says:
 4 "Compact meeting.
 5 "The next Grenfell Tower Compact meeting will take
 6 place at 6.30pm on 23 February at the Lancaster West
 7 Community Rooms."
 8 Over the page, page 3 {TMO00830724/3}:
 9 "For anyone who is not sure what a compact is, put
 10 simply it's an agreement between representatives of
 11 a block or estate and the TMO which sets out how
 12 residents will be involved in decisions affecting their
 13 homes. This is an alternative to a residents'
 14 association as a means of influencing decision-making,
 15 but without the formalities that go with it."
 16 First of all, did you see this newsletter when it
 17 came through your door, do you think, in February —
 18 A. Like I've always said, I may well have done, yes.
 19 Q. You could see from it that the TMO and Rydon — because
 20 it's a joint document —
 21 A. Yeah.
 22 Q. — were advertising to everybody in the block the fact
 23 of the Compact's existence and an explanation of what it
 24 was. Was that not something of assistance to you?
 25 A. Well, I mean, we certainly were putting our own

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1 newsletters around the estate. I mean, it was a step
 2 forward, I guess, that they were mentioning that there
 3 was now a Compact. I mean, we wanted to be
 4 a residents' association; we had to be a compact. So
 5 just reading that's a little bit upsetting in itself,
 6 because we weren't allowed to be
 7 a residents' association; we had to call ourselves
 8 a compact. But if you're asking me: is this a sign of
 9 progress and ... you know, I mean, it is a sign, because
 10 previously we hadn't been allowed to form a group. The
 11 fact that they're putting it on their newsletter,
 12 I mean, yeah, whoopee.
 13 Q. You say whoopee; was it their idea to do that, or did
 14 you push for them to include the Compact in the
 15 regeneration —
 16 A. So I think what we'd have been pushing for would be for
 17 like a more, like, openness that there was a compact and
 18 that we had to — you know, it would be good if we could
 19 kind of work more jointly together, and if this was
 20 a sign of working more jointly together then that would
 21 have been something that we would've promoted.
 22 Q. I see. As a result of this statement in this document
 23 in February 2016, do you recall whether more residents
 24 of the tower sought to join the Compact?
 25 A. I very much doubt it. I'm not sure how many other

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1 residents — like, I may have been a bit of — you know,
 2 like, I would have read pretty much everything that came
 3 through the door. I'm not sure by this stage, I mean,
 4 what other people were reading or whether it would have
 5 influenced them. We had quite a ... you know, quite
 6 a good — well, I say it myself, but, you know, the
 7 Compact produced a newsletter and we, I think — I don't
 8 think — I don't think residents would have not known
 9 about us and their opportunity to be a part of what the
 10 Compact was. We called ourselves the RA, but they
 11 would've known who we were, they would've known where to
 12 find us, and hopefully we were able to sort of represent
 13 people a bit better.
 14 Q. How many members were there of the Grenfell Compact?
 15 A. So, off the top of my head, I don't know. We had six or
 16 seven leads, like, lead representatives they were
 17 called. But I don't know if we were required to sort of
 18 have a standing list of members. I'm not sure it worked
 19 that way. I could be wrong, so it might be well to
 20 check that, but I don't think we had to kind of go and
 21 say, "Will you be a member of the Compact?" I think we
 22 had our lead reps and then that allowed us to be the
 23 Compact. But you can see from our efforts to be
 24 democratic that we were inviting everyone to come to
 25 meetings, let their views be known.

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1 So, and I do think we did — I think, you know,
 2 like, I've gone back to kind of the meeting that we had
 3 with Grenfell Community Unite where, you know, we broke
 4 into groups, tried to facilitate this kind of
 5 information sharing, putting it into one place. So ...
 6 Q. I see.
 7 Can I then ask you to go to {TMO00831726/7}. I'm
 8 showing you this document in light of our discussion
 9 earlier about being shown the cladding?
 10 A. Okay.
 11 Q. This is the July 2014 Grenfell Tower Regeneration
 12 Newsletter. You can see, as you rightly say at the very
 13 beginning, that the metal canopy around the block had
 14 been removed. Then you can see the photographs, and
 15 then underneath that it says:
 16 "From the next month the main temporary access ...
 17 will be the walkway leading from Latimer Road or the
 18 stairs from Grenfell Road."
 19 Then it says:
 20 "We've now put up samples of the cladding panels for
 21 the Council's planners to look at and approve; these
 22 panels overlook the walkway."
 23 A. Yeah.
 24 Q. Did you, or anybody else to your knowledge, use that
 25 opportunity to have a look at the sample or samples of

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1 the cladding panels yourself?
 2 A. Look, I think that sentence there says it all, that they
 3 were put there for the council's planners to look at.
 4 We couldn't avoid looking at them, because they were
 5 stuck on the side of the building. But it doesn't say,
 6 you know, "We would welcome the views of residents once
 7 they've had a look at the cladding", because our views
 8 did not count. It was chosen by the planning —
 9 Councillor Blakeman told me that the windows and the
 10 cladding had been chosen by the RBKC planning
 11 department, so I kind of always knew it was a done deal
 12 really.
 13 Q. Yes, thank you very much.
 14 Mr Daffarn, those are my questions but for one, and
 15 I have a final question for you. If you could
 16 summarise, if you can, in a sentence, what was it that
 17 the TMO didn't do or RBKC didn't do that you say they
 18 should have done?
 19 (Pause)
 20 A. They didn't treat us with respect or humanity or
 21 empathy, and if they had done, we wouldn't be sitting
 22 here now. And I thank you for the work you're doing,
 23 but what's really, really important is that the culture
 24 of the KCTMO, the lack of scrutiny by RBKC, is
 25 believed — I believe, and I believe many residents

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1 believe — is a causative factor of what happened on the
 2 night of the fire and what led to the fire, and I just
 3 ask you that you bear that in mind.
 4 MR MILLETT: Mr Daffarn, thank you.
 5 Thank you very much for all of your answers, the
 6 whole of your evidence. We're extremely grateful to
 7 you, and it only remains for me to say thank you to you,
 8 and to wish you well. Thank you.
 9 SIR MARTIN MOORE—BICK: Mr Daffarn, on behalf of the panel
 10 and myself, I think all three of us would like to thank
 11 you very much for coming to give your evidence today.
 12 We've all found it very interesting and very helpful to
 13 hear what you have to tell us. I'm sorry to take a day
 14 out of your life, as it were, to come and give
 15 evidence —
 16 THE WITNESS: You're welcome.
 17 SIR MARTIN MOORE—BICK: — but we are very grateful. Thank
 18 you very much.
 19 THE WITNESS: Okay.
 20 SIR MARTIN MOORE—BICK: All right, thank you. So that's it,
 21 then.
 22 THE WITNESS: Okay. Thank you.
 23 SIR MARTIN MOORE—BICK: If you would like to go with the
 24 usher, you can make your way home.
 25 THE WITNESS: Okay, thank you.

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1 SIR MARTIN MOORE—BICK: Thank you.
 2 (The witness withdrew)
 3 SIR MARTIN MOORE—BICK: Well, Mr Millett, that must be all
 4 we have time for today.
 5 MR MILLETT: It is, Mr Chairman, yes.
 6 SIR MARTIN MOORE—BICK: We have other witnesses coming
 7 tomorrow.
 8 MR MILLETT: We do, and before the first of the oral
 9 witnesses starts there is some further resident evidence
 10 to be read into the record, and I shall be doing that.
 11 SIR MARTIN MOORE—BICK: Yes. Thank you very much. Well, we
 12 will do that at 10 o'clock tomorrow.
 13 MR MILLETT: 10 o'clock. I'm most grateful, thank you.
 14 SIR MARTIN MOORE—BICK: Thank you.
 15 10 o'clock tomorrow, then, please.
 16 (4.55 pm)
 17 (The hearing adjourned until 10 am
 18 on Thursday, 22 April 2021)
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