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LONDON  
W10 5BE

Siobhan Rumble

0207 727 9464  
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Date: 12<sup>th</sup> August 2013

Dear 

**Re: Outcome of investigation into the power surges in May-June 2013**

I would like to advise you that all necessary repair works to the electrical system have now been completed and we have received the final outcome of the insurance investigation into the power surges at Grenfell Tower.

Zurich Insurance, the TMO's insurer, has completed its investigation following the power surges in May 2013 and has found the TMO is not liable for any damage to electrical appliances.

Zurich found that it was not foreseeable that the power surges would occur, given that all required electrical inspections had been carried out in accordance with statutory requirements. Once the TMO was aware of the electrical issues, it was found to have acted appropriately, working with UK Power Networks and the TMO's contractors to identify and resolve any issues.

For these reasons Zurich has found that the TMO has not been negligent in regards to this incident. They have therefore declined to provide compensation with regards to residents' insurance claims.

The TMO does recognise that due to the power surges you have experienced some inconvenience. For this reason, the TMO is offering a goodwill payment of £200 per affected household. This offer is not an admission of liability and is made without prejudice.



Delivering excellent  
housing services  
through resident led  
management

To accept the TMO's offer please complete the attached response form and return it in the pre-paid envelope provided. On receipt of your acceptance, we will instruct our finance department to send you a cheque for £200 within 28 days.

If you have any queries regarding the TMO's goodwill offer or would like to meet to discuss these issues, please contact Siobhan Rumble, Neighbourhood Manager Lancaster West on 0207 727 9464.

Yours sincerely,

Siobhan Rumble  
Neighbourhood Manager Lancaster West  
Income Manager TMO

I \_\_\_\_\_, the undersigned, accept the amount of £200.00 from Kensington and Chelsea TMO Ltd as a gesture of good will to the residents of Grenfell Tower who were affected by the recent power surges. I understand this offer is not an admission of liability by the TMO and is made without prejudice.

I am aware that Kensington and Chelsea TMO will make payment via cheque within 28 days of this completed form being returned.

Signed.....  
Address.....  
Date.....

Please return in the Self Addressed Envelope provided to:  
Siobhan Rumble  
Neighbourhood Manager Lancaster West