

Department of Community and Children's Services

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Date 20 April 2015

Dear Resident

Fire at Crescent House

Residents may be aware of an incident which happened at 3pm yesterday afternoon at Crescent House. A fire occurred in the meter room below the building. This room houses electricity supply meters for the individual flats in the block.

It would appear from initial investigations that the fire started at a single meter, which then spread to others. The fire brigade attended and made the room safe, containing the damage to within the meter room. Unfortunately due to the extent of the damage caused, significant rewiring is required within the meter room before the individual meters can be replaced by the supply companies. The City of London cannot replace the damaged meters as these are the property of the supply companies.

36 homes in Crescent House are currently without electricity. Our contractors have put extra staff on site and are doing everything they can to complete the rewiring ready for the new meters as quickly as possible. We are told, however, that it will take several days to do this work.

Estate staff are working with the residents affected, and putting in place arrangements to support them. Vulnerable residents have been identified and we are working with Adult Social Care to make sure they have alternative accommodation and full support. Arrangements have been made for all residents so that they can have meals, make hot drinks and charge mobile phones and other equipment. Access to showers at Golden Lane Leisure Centre has been organised and alternative accommodation is being arranged for anyone who requires it. Torches are being made available to anyone who wants them.

The Estate Office is staying open until 7pm, and staff will be going out late this afternoon to visit the affected homes again and try to speak to the residents who were out when they called first thing this morning. A detailed letter is being delivered to each affected household.

Finally, we are aware of some concerns from residents regarding not being able to contact Estate Staff during the fire incident. I have now personally investigated this issue and have found that unfortunately, due to a shift change by a member of the on-call team, the correct out-of-hours telephone number was not updated. For this I would like to personally apologise unreservedly. We will immediately commence a review of our procedures to ensure this does not happen again.

I hope this is helpful and general information for the residents who are not affected but who are, understandably, interested in what is happening. If you have any further queries, please don't hesitate to contact the Estate Office.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Robert Jacks', written over a horizontal line.

Robert Jacks
Area Manager