

Mr Daniel McMorrow  
Flat 64  
Rosing Apartments  
45 Homesdale Road  
Bromley  
Kent  
BR2 9FN

Thursday 6th November 2014

One Kings Hall Mews  
Lewisham  
SE13 5JQ

Dear L&Q Complaint Team

Formal complaint of Daniel McMorrow.

On **12th December 2011** I move into my L&Q flat, and since this day have had nothing but stress and problems, largely caused by your ineptitude.

On **4th November 2011** I reported an issue with my wet room floor. In that it did not slope towards the drain, as a result water pooled on the floor.

I also informed you of the problem at my starter review.

<https://www.dropbox.com/s/46kyvopv078uv29/Letter%2014-09-2012.pdf?dl=0>

You acknowledge this in your letter dated **15th March 2012**

<https://www.dropbox.com/s/ealnf02n6ylu5nk/Response%20to%20Mr%20McMorrow%20CRN%2038054.doc?dl=0>

On **28th March 2012** I asked

<https://www.dropbox.com/s/88zlovp29po8hfa/LQ%2028-03-2012.pdf?dl=0> in response to your letter of **15th March 2012** - I never got a response.

On **1st April 2014** an extractor fan was fitted to remove the condensation from the room.

<https://www.dropbox.com/s/t3oi78u39dytno1/Appo%2026-03-2014.pdf?dl=0>

On **3rd April 2014** I logged a repair. As the wall in wet room was going moldy.

<https://www.dropbox.com/s/lqrsfmwbe3tmf37/Appo%2003-04-2014.pdf?dl=0>

On **4th July 2014** Found



On **10th & 11th July 2014** a new floor was laid again, having this time rescreened the concrete underneath.

<https://www.dropbox.com/s/x7b6m8xwl3fm31t/Appo%2008-05-2014.pdf?dl=0>

Recently the mould has recurred. **On 27th October 2014**. I was told a surveyor would come and inspect the issue, however on **6th November 2014** I given the date of **12th November 2014**. This delay is unacceptable !

Email from Gary Moir calling this situation "**brilliant**" is unacceptable. Nothing about your ineptitude is brilliant. This saga has gone on for far too long.

In **May 2014** I reported mold in the shared hallway this has caused damage to the floor and wall. This has still not been fixed.

In **August / September 2014** it took you six weeks to fix my toilet. You left a disabled man without a toilet for a weekend. For this I was given **£100.00** compensation.

There have been issues with the gas, water, tv, entry system, car park gate & my thermostat.

If I was asked for a recommendation about L&Q after I stopped laughing I would recommend people stay well away.

This open letter has be published on Twitter, Facebook, Google and my website

Yours sincerely,  
Daniel McMorrow