

110a Sylvan Avenue
Wood Green
Haringey
London
07725 586 509
dmcmmorrow@mage-net.net

Hello,

Under L&Q complaints procedure I would like to raise a formal complaint regarding the issues detailed below. My intention is to complete the L&Q complaints process and then seek the assistance of The Housing Ombudsman if the response is unsatisfactory.

My overall opinion of L&Q is not positive. This is my second active complaint.

Yesterday my doorbell rang and scared the living daylights out of me. I've previously requested it was changed and the hand set in my bedroom moved. As is currently not useable in its location.

You said and OT referral was need.

Yesterday I contacted my OT Holly Walker (who now leaving. When a new OT is assigned i'll update you) about the referral.

I was surprised when she forwarded me the referral dated **7th December 2016**

This adaptation needs to be done and an explanation of the delay.

Mr McMorrow