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Hello,

This is response to the Letter dated 14th March 2017.

You've responded to my **stage one** complaint and I have a few concerns as such...

Under L&Q complaints procedure I would like to raise a formal complaint at stage two 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.

Firstly as advised on **13th March 2017** I've accepted, Justin McAniskey (JMcAniskey@lqgroup.org.uk) response of the **3rd March 2017** at **08:58** as the response to **stage one**. I am however happy to accept this letter as the **stage one** response.

First a request can you please respond to future complaints individually. It helps me keep things in order.

Wetroom AM/2972888-1

In the response you state **"...on the 13th February 2017 and not a letter confirmation"** I'm not sure a letter confirmation was ever stated but yes a confirmation was made by SMS to my mobile ending 6509.

If the appointment on **21st February 2017** led to the works being **reported on 22nd February 2017** and agreed to per L&Q procedures, why was a subsequent appointment made by phone on **1st March 2017**. This subsequent appointment made several changes to **pre-arranged** specification and appointment.

In the response you state **"...you received a call from the contractors"**

I can't find any record of this call, I do remember however being told by the floor layer that The job would require **two** days and that the appointment booked for **2nd March 2017** was cancelled.

If the call was logged **13th February 2017** 20 days would not be **13 March 2017**.

In the summary where L&Q's actions are excused you fail to account for the upheaval to my life. I had to rearranged several appointments including a physio appointment set for **1st March 2017** to allow me to be home to support the works.

A one day job requires a very minor change to my medication routine whereas two require a bit more managing.

As there was a chance the toilet would be out of action during the works and shortly after as the new floor dried. My laxatives needed to be suspended. As a result of that I could not take my dietary supplements. This has an impact on my health.

Intercom

In the response you state **“The team was entering a restructure”**

This has not been the first time this excuse has been used. You have a duty to residents to maintain a working service during any reorganisation. In no other business would **restructure** be an acceptable excuse for service failure.

You also talk about the Ramp and associated works. I’m unsure how this topic has been raised. I’m aware of the **Disabilities Facility Grant** application and am updated by **Haringey’s OT** (formally Holly Walker) on it’s progress.

The intercom is not part of the current **DFG Application**. If it was it would not come under Aids and Adaptations

You **Compensation** offer is a joke. My last three month delay resulted in **£1000.00**.

We now once again have **three month delay and personal injury**.

I have **three** separate videos showing my reaction and My New OT and four separate people have experienced first hand the intercom.

My personal injury claim will date back to **7th December 2016**. Each time since that date when the intercom has be used I’ve been scared out of my mind.

While I won’t specifically claim for burns received on **26th October 2016** the following picture demonstrates the potential injuries I could sustain



As you can see from the above picture my laptop is covered in water. As it was just made it was boiling hot water it burnt my hand and upper leg.

Today **17th March 2017** I received a letter informing me an appointment will be arranged by **NADC** to provide a **quotation**. In your letter you refer to it as a **survey**. This suggests the works have not been approved.

I was also under the impression **NADC** would call me by **17th March 2017** however this has not happened. It’s now gone 11 o’clock on **Monday 20th March 2017** and no contact with **NADC**.

I suggest you seek legal advice prior to making ridiculous offers.

Mr McMorrow