



The Grange
100 High Street, Southgate
London N14 6BN
Tel: +44 (0)300 456 9998
Email: info@lqgroup.org.uk
Website: www.lqgroup.org.uk

Mr D McMorrow
Flat A
110 Sylvan Avenue
Haringey
London
N22 5HY

23 March 2017

Tenancy Reference: G899610

RE: Complaint Case- CAS-145327-F1N0N1 (Step One)

This is a formal response to your letter sent on 14 March 2017.

Firstly, we note your request to escalate to stage two and have taken this in to account. However, our investigation shows that there has been no failure in handling the stage one complaint and the delays you have experienced are not a direct result of our handling of the complaint.

Therefore, we are currently unable to accept your request to escalate to stage two of our complaints procedure.

In relation to your request to separate the repair complaints into individual cases; this has also not been accepted. The reason being, all the components of your repair complaint are related to reactive maintenance repairs which is managed and overseen by Property Services. Our responses to each item are clearly set out in a sub-headed format and segmented, making this simple to follow.

Wet Room flooring

In your letter you have advised that you received an SMS confirmation of the appointment for works order **AM/2972888-1** booked for 21 February 2017 PM.

In our original response letter, we stated that following the contractor's initial visit on 21 February 2017 a report was sent to L&Q to advise that the wet room flooring needed to be renewed which we received and authorised works for on the 22 February 2017.

In your letter you have questioned why a subsequent appointment was made by phone for the 01 March 2017. I have clarified this with the contactors whom have advised that they called you on the day, Wednesday the 1st March 2017 to inform you that they needed to attend that afternoon to carry out the pre-assessment for materials required as the job was booked to attend for the following day 2nd March 2017.

Following the pre-assessment the floor layer advised that, the works will take two working days to complete. Due to other works already booked in for the floor layer, the contractors were unable to offer you an appointment for two consecutive days, i.e. for the 2nd March 2017 and 3rd March 2017.

BECAUSE HOMES MATTER

Therefore, the appointment for the 2nd March 2017 was cancelled and it was agreed for them to attend and renew the floor on the 6th March 2017 and 7th March 2017, which they attended to and completed. We have noted that, you do not recall receiving a call, however there must have been some form of communication in order to agree the dates. As in your complaint letter 1 (attached) emailed to me and Justin you have advised us that, the works have now been arranged for the 6th March 2017.

The order was raised on 13 February 2017 and allocated on our system as a routine essential repair, which is 20 working days (not including weekends) and therefore the target date is generated as 13th March 2017. This is done because L&Q and contractor working hours are Monday to Friday 8am to 5pm for all repairs. The only expectation where L&Q provide 24 hours repairs service is for emergency orders only. All information on what constitute as an emergency repair can be found on our website. See link below.

<http://www.lqgroup.org.uk/manage-your-home/repairs-and-maintenance/speed-of-repair/>

In your letter you have advised us that due to the re-arrangement of the several appointments, this has caused delays in your daily routine, medicinal and dietary needs. We do sympathise with your personal circumstances and would recommend that in such incident you inform L&Q or the contractors of your specific requirements prior to the works commencing. So that we can work with you to advise how we can get the repairs completed with minimal impact to your well being. We do not have in depth details of your health and medical issues therefore the ownership is on you to advise us accordingly.

I have also spoken to the contractors whom have informed me that, they attended the property after 9am on both days (6th March and 7th March 2017) at your request so you can use the bathroom facilities before they started the works. The works were then suspended at roughly 12.30pm on both dates (6th March and 7th March 2017) while you used the bathroom facilities assisted by your carer. I trust that by you taking these steps with our contractors this has minimised the inconvenience caused to you.

Referral for Aid & adaptation

With regards to the delays in acting upon the OT's referral which was sent to L&Q on the 7th December 2016. Once again, we can only but offer our sincere apologies for the service failure here. As explained this was due to an oversight by our Housing Management Team. I have noted that you do not accept our response for the delays. However, I would like to assure you that the relevant departments have been spoken to and our management team have taken steps to ensure lessons are learnt from this service failure.

As stated in my original letter to you, following your complaint on this point, Property Services have been passed the Occupational therapists report for the Intercom. Order reference: AM/2998756 assigned to NACD. I have been informed that the appointment has now been agreed for NACD to attend on **Tuesday 28 March 2017 after 12pm** which my colleague Afshana Huda arranged with you via telephone on the afternoon of 22 March 2017.

Please do accept our apologies on behalf of NACD for the delays in arranging this appointment.

As explained by Afshana we need a survey to be completed by NACD first as we need to ensure that your requirements are met before any works commence on site. The survey allows us to determine what you need and how we can best deliver this service to you first time.

Disabled Facilities Grant

We note your comments that the Occupational Therapist, Ms Holly Walker is managing and updating you directly on the works to install a ramp and associate building works. If you do require any further advice or assistance from L&Q then please contact us.

Compensation calculation

I note that you are unhappy with our offer of £50.00 in compensation made and have rejected this. Please can you itemise what financial loss you have incurred as a result of our service failure to you, we have calculated our figure on the compensation policy set for fairness and consistency across the trust. As we do not understand the circumstance surrounding your financial loss we can not accurately assess your claim. Our offer of £50.00 is a genuine offer and will remain open for the next 28 days; L&Q make this offer in full and final settlement of the step one complaint made to L&Q.

Personal Injury Claim

I note your comments that the sound from the doorbell has caused and continues to cause you distress which has on a specific occasion, lead to the alleged personal injury incidents, namely the incident on the 26th October 2016 where you have claimed burns and damage to personal possessions.

As previously stated, if you wish to put in a personal injury claim, this must be done in writing. Our insurance team details are, Insurance Department, L&Q, One Kings Hall Mews Lewisham London SE13 5JQ Or alternatively you can email them the information to: Insurance@lqgroup.org.uk. You will need to provide the below information as part of your claim a long with the videos.

- The date and time of the alleged incident
- The location and address of the alleged incident
- Details on the injuries sustained
- Details of precisely how the injuries occurred
- A brief explanation of why you hold the Trust responsible for the injuries

L&Q will not be seeking any legal advice as this action is not necessary. The personal injury claim should you choose to pursue will also fall outside of the complaint process and will be dealt with as a separate matter via the insurance department. Should you have any further questions, please contact me on 0300 456 9998 Ext 7465 or the property services administer Afshana Huda on 0300 456 9998 Ext:7446

Kind regards,

Ashley Dray
PROPERTY SERVICES SURVEYOR - NORTH