



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

1<sup>st</sup> December 2016

Our ref: JJM

Dear Mr McMorrow

### **Step Two Complaint.**

Thank you for your time yesterday – very much appreciated. It was nice to meet with you and your mother.

I am pleased that the work to renew the Gerberit wc has now been completed. I know that the delay has caused you much distress and inconvenience and I apologise for the length of time that it has taken to complete works.

Following our discussion yesterday, I can confirm that a 'repair alert' has now been added to our IT system to advise call handlers that the new Gerberit wc is under warranty. In addition, I have also requested that our Mechanical & Electrical team place the unit on a regular servicing programme.

Whilst writing, I can confirm that the following vulnerability 'flags' are visible to call handlers in our IT system when you contact L&Q; illness indicator, physical support required indicator, wheelchair support indicator and sight support indicator. I trust that these are satisfactory but please do not hesitate to let me know should you require any amendments or have any additional requirements in this regard.

We discussed the intercom and whilst this is currently operational you have confirmed that it doesn't fully meet your needs. I understand that the Occupational Therapist (O.T.) will be visiting you on 6<sup>th</sup> December to undertake an assessment and if I can be of any further assistance in

respect of upgrade works to the intercom or any other aids and adaptation works please don't hesitate to let me know.

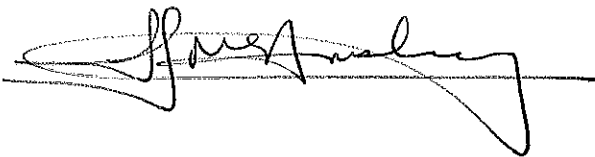
I am pleased that both issues with your water pressure and hot water temperature have now been resolved. However, should further problems occur with either the water pressure or hot water temperature please do not hesitate to let me know.

As discussed yesterday, I am sorry that you had to purchase an oven and I can confirm that L&Q will cover the full cost of this appliance. I also apologise for the inconvenience caused when the appliance failed and you were left without oven facilities until the new oven was installed.

I fully appreciate that the issues that you have experienced have caused you great distress and inconvenience and I'm sorry that our service has been below what we would expect. Following our discussion yesterday I can confirm that I will arrange a cheque to be forwarded to you in the sum of £1240.00 (one thousand two hundred and forty pounds) which covers the cost of your oven (£240.00 – two hundred and forty pounds) together with the balance in compensation for the high levels of distress and inconvenience that you have suffered since you moved into your new home.

I do trust that the above meets with your approval and I trust that you are now able to confirm that you are agreeable for your current complaint to be closed.

Yours sincerely

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

**Justin McAniskey**  
Head of Performance & Surveying Services

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