

Subject 110a Sylvan Avenue CR137985 Customer Relations Review
From Complaints & Feedback <complaints@lqgroup.org.uk>
To <dmcmmorrow@mage-net.net>
Date 2016-10-05 15:55



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

5 October 2016

Case Reference: CAS-137985-K8H0V9

Tenancy Ref: G899610

Dear Mr McMorrow,

Customer Relations Review

I am writing further to my acknowledgement email dated 22nd September 2016, and our correspondence since this time. Please accept my apologies a Customer Relations Review was required in order to address your concerns regarding the following issues:

- Incorrect WC seat fitted to specialist WC system.
- Intercom not working at time tenancy commenced.
- Water pressure low, causing low temperature in the property.
- Gifted electric cooker, which is faulty and trips electrics to the property.

I have since liaised with our Property Services Team's in order to investigate your complaint further, and have discussed this with you also. Please see the following for my findings.

Incorrect WC seat fitted to specialist WC system

You advised that when you moved into the property the seat to your WC was incorrect, and was not suitable for the specialist WC installed within the property. This means that the clean/dry mechanism to this WC was not functional, and it also caused you discomfort.

During the time 110a Sylvan Avenue was void, a standard seat was fitted to the WC, as a like for like seat was not available. The Surveyor and contractor were not aware that this would affect the functionality of this WC, and had no knowledge of who was going to move into the property, or their specific needs. As such, a standard seat was deemed to be acceptable.

We have discussed this in detail previously, and I am aware this has caused you some great distress, for which I sincerely apologise.

I have been considering how we may have been able to prevent this, and I feel that we may need to consider some improvements to our processes moving forward. I personally believe it would be prudent for an Occupational Therapist and a Neighbourhood Services Officer to attend alongside our residents, once we identify that a resident with specific needs has been allocated a new property. This way we may be able to ascertain any adjustments that are required to said property, in advance of the tenancy commencing. In this case, it was impossible for our contractors to know your specific requirements, and as such were unaware the WC was unsuitable, and a visit beforehand would have been valuable. I will suggestion this improvement to our Letting's Team, however I am aware there may be restrictions in relation to having an Occupational Therapist attend.

Once we became aware of your concerns regarding the WC seat,, we raised a work order for this to be looked into and addressed. As you know, this has proved slightly difficult as this is a specialist unit, and our Property Services Team have been chasing our contractor for updates regularly.

We have now taken steps to allocate this matter to a new specialist contractor (HSM Environmental) under reference AM/2857117-1, and they will be contacting you shortly to arrange a visit to your home. Once they are aware of the requirements here, we feel they will be much more efficient in sourcing and fitting the specialist WC seat.

I would like to assure you that this is a priority matter, and we will continue to monitor this through to completion, at the soonest possible time. Please accept my apologies once again, for the delays in having a new WC seat fitted.

Intercom not working at time tenancy commenced

You advised that your intercom system was not working at the time that you moved into the property, however this repair was completed by the time you registered your complaint with L&Q.

Our Property Services Team have confirmed that the door entry handset was functional at the time of the void works, and that this was tested at this time. You reported this repair to us on 2nd September 2016, and this has now been completed by our specialist contractor NACD. Our contractor reported the following to L&Q subsequent to their visit to your home:

The handset in the lounge was found to be not working, as the cable to the handset, which used to run underneath the carpet, is now exposed and running across the door way to the lounge, as the carpet has been lifted. The cable has therefore been damaged by the wheelchair running across it. A new cable was run around the door frame, and joined to the old cable within the cupboard, in order to complete this repair.

Upon reflection of this report, I cannot verify that the handset was not working when your tenancy commenced on 29th August 2016.

I understand that you would prefer to have a video door entry system installed in your home, so that you can see who is visiting you before you let them into the property. Whilst I fully appreciate the reasons you may want this Mr McMorrow, this would be seen as an improvement and not a repair. As we have already discussed, I encourage you to contact your Occupational Therapist so they may undertake a review of your needs and the property itself. They can then make any recommendations to L&Q, and we will of course action these once a full report is received. In the meantime, the door entry system in place is fully functional.

Water pressure low, causing low temperature in the property.

You have advised that when you first moved into 110a Sylvan Avenue, the water pressure was low, and your heating was unreliable due to this.

I would firstly like to apologise for any distress caused to you when reporting your concerns Mr McMorrow, as I understand our Customer Service Advisor was asking you to check certain things within the property, that you were unable to do. I am sure you can appreciate the reasons that our Customer Services Team ask these questions, however as any given Advisor would not know the extent of your abilities, I do understand this can be frustrating. Please do just notify our Advisor's that you are unable to carry out such checks moving forward, and they will certainly do all they can to assist you Mr McMorrow.

I understand that the water pressure issue has now been resolved, however you have advised the temperature in the property is too low for your specific needs and requirements (optimum temperature for you is 30 degrees, however your thermometer is reporting highs of 22 degrees). I have therefore raised a work order for our contractor TSG under reference AM/2857846-1, to attend and check the temperature in the property. They will be in contact with you shortly, to arrange an appointment with you.

I will obtain an update following TSG's visit to your home, and hope we can resolve this issue for you shortly.

Gifted electric cooker, which is faulty and trips electrics to the property

L&Q do not remove any cookers or gifted items during a void period, and so I do apologise if you were advised this item would be removed in advance of your tenancy commencing. To clarify any 'gifted' item is not gifted from L&Q, but from the previous resident in said property.

Our contractor carried out an electrical safety test during the void period, however this test would not pick up any faults to the cooker, as we would not test or use this item.

We have now raised a work order to KDS Appliance Ltd, and requested they provide us with a quote to replace the electric cooker in your home. I have chased KDS for an update as recently as today, and am currently awaiting further information from them.

I will continue to monitor this matter, until such a time that a new electric oven is in situ and working correctly.

I would like to apologise for the frustration caused to you when reporting these repairs Mr McMorrow. I do hope the information provided above has helped to clarify matters a little further, and assures you that we are taking your concerns seriously.

You have mentioned that when you call into L&Q you use our '0844' number, and can sometimes be on the phone to us for up to twenty minutes. Please know that L&Q have a number you can call at a cheaper rate, which would be better for you when you report any concerns to us – 0300 456 9998. I do appreciate that it can sometimes take longer than expected to reach a Customer Service Advisor, however we answer all calls at the soonest possible time, and ask you to please be patient with us when we do experience high call volumes.

Thank you again, for taking the time to report your concerns, and for your communication with me over the last few weeks. I will be monitoring your case closely, in order to ensure all matters raised within this complaint are addressed and resolved at the soonest possible time. As always, please do not hesitate to contact me, if you have any queries that I may be able to assist you with. I will of course be in contact with updates, as and when these are available.

Kind regards

Kerry Smith
Customer Relations Officer
0300 456 9998 ext 6150
complaints@lqgroup.org.uk