

From: LQ complaint@haringey.gov.uk
Subject: L&Q Complaint CJR - CAS-146431-J7Y4X0 CRM:0202290
Date: 3 May 2017 at 11:35
To: Mr Daniel Boyce McMorrow d.mcmorrow@haringey.gov.uk

Dear Mr McMorrow, thank you again for taking the time to register your complaint and for taking the time to speak with me earlier.

I am sorry to hear about the delays you have encountered following the report of the Wc pan showing intermittent faults, particularly when the shower is used. This is certainly not the level of experience we wish you to receive and I formally apologise.

As discussed earlier, following an initial call-out by L&Q's contractor HSM a referral was made to the manufacturer of the Aquaclean Wc pan. Their assessment confirms there is no fault with the installation of the toilet and it is being affected by water spillage from the shower use. As shower use is not constant, I am advised by the manufacturer it works as intended at other times when the shower is not in use.

The manufacturer has recommended we install a screen between the shower and the Wc pan, however, as discussed with you we cannot proceed with this until it has been authorised by an OT.

I contacted Haringey OT who confirmed your OT Assessor, Holly Walker has now left. Haringey's OT administrator then confirmed we do not need their input because the installation of a shower screen is not to assist with your functional use of bathing facilities.

As mentioned during our call, I am not altogether satisfied with the OT Administrators advice. It's my understanding any changes to your bathing facilities require the go-ahead from an OT assessor. At this point in our conversation you confirm within the last two, possibly three months an OT report had been sent to L&Q stating minor changes to the shower were needed and a screen installed between the shower and Wc.

Looking in detail at the records we hold for you, we have recent OT reports from October 2016 and another dated March 2017, neither of these relate to the shower or a screen. Our notes also show any contact from the OT is generally made via email, including recommendations and I was unable to locate any emails received around this time.

I confirmed I would contact Haringey immediately and request an urgent copy of this missing report and you kindly suggested you carry out this task and then send it on to us.

I look forward to hearing from you regarding this so that we can get this work completed as soon as possible to remedy the current situation. Until then your complaint will remain open within customer relations and you are welcome to contact me at any time to discuss this on-going matter.

kind regards

Chris Recardo
Customer Relations Team
030 456 9998 Ext 6150