

From: **Erika Tompkins** [erika.tompkins@broadspiregroup.co.uk](mailto:erika.tompkins@broadspiregroup.co.uk)  
Subject: **Insurance Claim against L&Q Our Ref: 5074592**  
Date: Today at 14:40  
To: **Mr Daniel Boyce McMorrow** [danielboyce@mag-red.net](mailto:danielboyce@mag-red.net)

Good Afternoon Mr McMorrow,

We are writing further to our previous correspondence and can confirm that our investigations are now complete.

Please be advised that matters such as these are not governed by strict liability. Therefore liability cannot attach to our client simply because the incident occurred.

We have reviewed all relevant documentation and can confirm that our Client first received the report from the Occupational Therapy Service when you wrote to them on 02/03/2017. There is no previous record of this report. Our Client was therefore not able to take any action before you sustained the unfortunately injury on 01/03/2017 as they were not on notice that any works were required.

Taking the above into consideration, our Client did not act negligently and liability can not attach. We appreciate that this is not be the outcome you were looking for, but we can confirm that we will not be making any offers in this matter.

Please be aware that you are entitled to seek legal advice and/or consult with organisations such as the Citizens Advice Bureau regarding this claim.

Kind Regards,

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