

From: LQ complaints@lqgroup.co.uk
Subject: RE: Case ID - 201614085 CRM:0168179
Date: 29 August 2017 at 12:34
To: Mr Daniel Boyce McMorrow (danielboyce@made-net.net), LQ complaints@lqgroup.co.uk, # Housing Ombudsman
info: info@housingombudsman.org.uk

Good Afternoon Mr McMorrow,

I write further to receipt of recent correspondence from your disrepair submission.

I noted that you have taken up a disrepair case against L&Q. It is important to note that disrepair matters fall outside of our complaints process, which is in accordance with section 5.2 of our procedures.

I have therefore passed this matter to our disrepair team and I have closed your complaint within this department. A member of our disrepair team will be in contact with you soon.

Kind Regards

Hinal

From: Complaints & Feedback
Sent: 22 August 2017 16:24
To: 'Daniel McMorrow'; Housing Ombudsman Service HOS
Cc: Complaints & Feedback
Subject: RE: Case ID - 201614085 CRM:0168179

Good Afternoon Mr McMorrow,

As I mentioned in my previous email Russell is the specialist from Geberit who will be accompanied by L&Q's Technical Engineer, Trevor Hennessey.

I have checked with our social media team and can see they gave the address to you a few days ago, so the notice is on its way to us. If possible can you provide me with the recorded delivery number, so I can check this with our post room.

Kind regards

Hinal

From: Daniel McMorrow [<mailto:dmcmmorrow@made-net.net>]
Sent: 22 August 2017 16:03
To: Hinal Patel
Cc: Complaints & Feedback
Subject: Re: Case ID - 201614085 CRM:0168179

Hello,