

- BY POST -

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Hello,

**Housing Ombudsman Service
Exchange Tower, Harbour Exchange Square, London, E14 9GE**

I spoke with your helpline **28th March 2017**. Was advised you maybe able to assist with my case.

I've included a CD of attached files to support my claims and demonstrate the issue. These printed files do not have to be returned.

I'm disabled as outlined in the Equality Act. I've been a L&Q tenant since **2011**. On **1st September 2016** I moved to Wood Green. Since my move I've had several complaints with L&Q.

When I moved to my new flat I asked my Landlord London and Quadrant (**L&Q**) to firstly **fix my intercom**.

There are two intercom units in my flat.
One in the bedroom & One in the lounge.

**The intercom in the bedroom is unusable in its current location.
The intercom in the lounge is so loud, it scares me to death when it rings.**

As a disabled man I rely heavily on deliveries, I can't simply pop to the shops if I run out of stuff.

My landlord said an **Occupational Therapist (OT)** needs to make a referral. I accept L&Q would not want to do something that could be detrimental to my health as such they asked for a **OT Report / Recommendation**. [Letter 2016-09-26](#) ⁽¹⁾

On **1st March 2017** The doorbell rang I jumped and hurt my hand and leg. As a result I contacted my **OT** [Email 2017-03-26](#) ^(xx)

My **OT** informed me the referral had been made on **7th December 2016**.

[Letter 2016-12-07 - OT Recommendation Video Intercom](#) ^(xx)
[Email 2017-03-02](#) ^(xx)

On **2nd March 2017** I submitted [L&Q Complaint - 1 - Intercom - 2018-03-02](#) ^(xx)
[Email 2017-03-02](#) ^(xx) Is proof of submission.

On **3rd March 2017 at 08:58** ^(xx) I received an acknowledgement to my [L&Q Complaint - 1 - Intercom - 2018-03-02](#) ^(xx)

I respond with [Email 2017-03-03 at 09:18 \(xx\)](#)

On [3rd March 2017 at 15:35 \(xx\)](#) Justin Responded Saying his Colleagues Will Respond.

On [7th March 2017](#) I submitted [L&Q Complaint - 1 - HHSRS - 2018-03-07 \(xx\)](#)
I was advise to make a complaint under [Housing health and safety rating system \(HHSRS\)](#) by Shelter. I&Q

On [9th March 2017 at 10:52 \(xx\)](#) Martha Price From Haringey Contacted me with an update. Mrs Price asks for the installation to be completed **urgently**

On [14th March 2017](#) I received [L&Q Letter 2017-03-14 \(xx\)](#)

As this is a letter it's very hard for me to quote.

In the [L&Q Letter 2017-03-14 \(xx\)](#) L&Q state **"The team was entering a restructure"**

This has not been the first time this excuse has been used. L&Q have a duty to residents to maintain a working service during any reorganisation. In no other business would **restructure** be an acceptable excuse for service failure.

L&Q also talk about the Ramp and associated works. I'm unsure how this topic has been raised. It's a theme in discussion with them were unrelated topic are brought up, I assume to confuse,

I'm aware of the **Disabilities Facility Grant** application and am updated by **Haringey's OT** (formally Holly Walker) on it's progress.

The intercom is not part of the current **DFG Application**. If it was it would not come under Aids and Adaptations

The **compensation** offer they make is a joke! My last **three** month delay I was given **£1000**
You may have the paperwork on file, tho I called the complaint once payment had been made.

The complaint does not cover the **personal injury**

As a result of the weak **stage one** response I submitted [L&Q Complaint - 3 - Intercom - 2017-03-20 \(xx\)](#) [Email 2017-03-20 \(xx\)](#) Show this was submitted.

On [23th March 2017](#) I received [Mr D McMorrow - Complaint Response - 2 \(xx\)](#)

It states...

"This is a formal response to your letter sent on 14 March 2017."

My request to **stage two** was made **20th March 2017** these simple mistakes make it extremely hard for me to follow whats going on. I spent an hour reading everything before releasing it was a mistake.

It also states...

"Firstly, we note your request to escalate to stage two and have taken this in to account. However, our investigation shows that there has been no failure in handling the stage one complaint and the delays you have experienced are not a direct result of our handling of the complaint"

Nothing in the L&Q Complaint process gives them discretion over escalation of a complaint.

It also states...

“In relation to your request to separate the repair complaints into individual cases; this has also not been accepted. The reason being, all the components of your repair complaint are related to reactive maintenance repairs which is managed and overseen by Property Services. Our responses to each item are clearly set out in a sub-headed format and segmented, making this simple to follow.”

This was in response to my request on **14th March 2017**

It's reasonable to expect L&Q to know I'm disabled.

My request constitutes a **Reasonable Request**

(outlined in The Equality Act 2010 www.legislation.gov.uk/ukpga/2010/15/schedule/2)

As a **“Service Provider”** I'm being put at a disadvantage in the complaints process by not allowing this request. This would be a breach of the act.

Include [Blackheath MDT 2012-07-05 \(xx\)](#)

This letter is an extract from My **Blackheath MDT Report**. It highlights the need for the **adjustment** requested. I also have a similar report from **The Wolfson** dated **13 February 2014** - It echos what's been said in the **Blackheath MDT**. *I've not included the **Wolfson** report as it's extremely personal, but will provide upon request.*

It has taken me a week to write this letter. Having to constantly refer to my calendar to confirm dates.

It also states...

“In your letter you have advised us that due to the re-arrangement of the several appointments, this has caused delays in your daily routine, medicinal and dietary needs. We do sympathise with your personal circumstances and would recommend that in such incident you inform L&Q or the contractors of your specific requirements prior to the works commencing. So that we can work with you to advise how we can get the repairs completed with minimal impact to your well being. We do not have in depth details of your health and medical issues therefore the ownership is on you to advise us accordingly.”

I been a L&Q resident since **12th December 2011**.

I'd assume my Application of an adapted flat was supported by medical evidence.

During that time I've made several complaint and made L&Q aware of my medical needs.

On 22nd June 2016 Submitted Proof of Care Allowance

On 22nd August 2016 I completed **Housing Application** Form This for includes a section on disability.

On 24th August 2016 I submitted my **DLA & ESA awards**

All of my formal complaints have commented on the difficulty changing my medication.

It also states...

“I have also spoken to the contractors whom have informed me that, they attended the property after 9am on both days (6 th March and 7 th March 2017) at your request so you can use the bathroom facilities before they started the works. The works were then suspended at roughly 12.30pm on both dates (6 th March and 7 th March 2017) while you used the bathroom facilities assisted by your carer. I trust that by you taking these steps with our contractors this has minimised the inconvenience caused to you.”

The **9am** start is to allow me to get up and use the toilet with my carer. Something in the above paragraph I've not inform them off.

My normal use of the toilet can take an hours. I take **laxido** to assist with going to the toilet. Without this I could sit on the toilet for hours and nothing would happen.

Just because I used the toilet it does not mean I actually went.

As explained to the floor layer I had made other arrangements for going to the toilet, however the alternative is extremely painful. My preference would be for the normal toilet.

I'm not sure this however is relevant. The issue was with my not taking medication, it's been recorded that I skipped my medication. **Drug Chart 1 & Drug Chart 2 (xx)**

Show **Laxido** Was not taken on **5th March 2017 & 6th March 2017**

It also states...

“I note your comments that the sound from the doorbell has caused and continues to cause you distress which has on a specific occasion, lead to the alleged personal injury incidents, namely the incident on the 26 th October 2016 where you have claimed burns and damage to personal possessions.”

L&Q love to confuse the issue with irrelevant facts.

In my letter date **20th March 2017 (xx)** I clearly state

“My personal injury claim will date back to 7th December 2016. Each time since that date when the intercom has be used I’ve been scared out of my mind.

While I won’t specifically claim for burns received on 26th October 2016 the following picture demonstrates the potential injuries I could sustain”

A Claim before **7th December 2017** would be unfair as it was this date my OT submitted the requested referral.

It also states...

“As previously stated, if you wish to put in a personal injury claim, this must be done in writing. Our insurance team details are, Insurance Department, L&Q, One Kings Hall Mews Lewisham London SE13 5JQ Or alternatively you can email them the information to: Insurance@lqgroup.org.uk. You will need to provide the below information as part of your claim a long with the videos.”

You can see from my email dated **20th March 2017** I have already submitted everything to Insurance@lqgroup.org.uk I won’t be doing so again.

On **27th March 2017** I submitted **L&Q Complaint - 3.1.1 - Intercom - 2017-03-27 (xx)**

This was my response to L&Q to the Letter dated **24th March 2017 (xx)**

24th March 2017 (xx)

On **28th March 2017** NACD attend to do a site survey.

The results of this survey are itemised in the **Email 2017-03-29 (xx)**

On **29th March 2017** I responded to the **Email 2017-03-29 (xx)** with a few questions.

The most important of was **“Why was NADC NOT asked before the survey if they did a wireless intercom ?”**

On **Email 2017-03-15 at xx:xx (xx)** I informed L&Q of assistance I’m receiving from Hillingdon Hospital and PCBY Voice. They are installing a home automation system as part of **Disabled Facilities Grant** Part of this could integrate with the intercom and Fred (*In my email I got his name wrong*) Fred had a few questions about what was being installed.

Included Attachments

Completed Housing Ombudsman Complaint Form.

L&Q Letter Dated 2016-09-26 ⁽¹⁾

Email 2017-03-26 ^(xx)

Letter 2016-12-07 ^(xx)

Email 2017-03-02 ^(xx)

L&Q Complaint - 1 - Intercom - 2018-03-02 ^(xx)

L&Q Complaint - 3 - Intercom - 2017-03-20 ^(xx)

Email 2017-03-20 ^(xx)

Mr D McMorrow - Complaint Response - 2 ^(xx)

Blackheath MDT 2012-07-05 ^(xx)

Drug Chart 1 & Drug Chart 2 ^(xx)

L&Q Complaint - 3.1.1 - Intercom - 2017-03-27 ^(xx)

L&Q Complaint - 3.1.2 - Intercom - 2017-03-27 ^(xx)

L&Q Complaint - 4 - Intercom - 2017-03-29

Email 2017-03-15 at xx:xx ^(xx)

Email 2017-03-29 at xx:xx ^(xx)

Daniel McMorrow