

11 May 2017

**Housing**  
Ombudsman Service

Exchange Tower  
Harbour Exchange Square  
London, E14 9GE  
Tel: 0300 111 3000  
info@housing-ombudsman.org.uk  
www.housing-ombudsman.org.uk

Mr Daniel McMorrow  
110a Sylvan Avenue  
Wood Green  
LONDON  
N22 5HY

By email only to [dmcorrow@mage-net.net](mailto:dmcorrow@mage-net.net)

Dear Mr McMorrow

**Complaint: 201614085 - London & Quadrant H T**

Further to today's telephone conversations with you and L&Q I am writing outline the Ombudsman position at how things stand presently.

Your complaint is about two issues – the intercom system and Gerberit AquaClean toilet. It is practicable the Ombudsman will consider both issues should this matter proceed to investigation.

L&Q's position is that you have exhausted its complaints process and your complaint is now closed. You asked that I forward a copy of L&Q's final response letter of 01 December 2016 to you. Please find it provided. I note that the step two complaint decision addresses renewal of the Gerberit AquaClean toilet and the intercom system.

If the landlord's complaints procedure has been completed but the complaint or part of it remains unresolved, and either eight weeks have passed or the complaint has been referred by a designated person, a complainant can ask the Ombudsman to determine the complaint. Since the Ombudsman helps landlords and tenants to resolve complaints themselves at the earliest opportunity (because this is the best way of building and keeping good relationships between landlords and tenants) rather than deciding on whether your case is duly made prior to proceeding to our early resolution process we will work with you and L&Q to explore options to resolve the dispute.

Your complaint about the intercom system

As you pointed out L&Q's final response dated 01 December 2016 refers to the occupational therapist visiting on 06 December 2016 to conduct an assessment.

However, matters have moved on since then with L&Q's Ashley Dray writing to you on 23 March 2017 about NACD visiting you on 28 March 2017 for a survey to be carried out to ensure works done relating to the intercom will meet your requirements. You said that NACD kept the appointment and advised that it cannot assist as it does not provide video intercom systems with portable handsets.

Chris Recardo will chase up this matter to establish where L&Q is as regards meeting your communication needs as established in Holly Walker's OT report dated 07 December 2016. He will see if, say, some alternative engineer or video intercom provider might be able to resolve things. I understand that 'NACD Ltd are a leading UK and European manufacturer and provider of door entry, access control, CCTV, TV IRS and communication solutions for residential and commercial developments' but of course there will be any number of providers of such services.

I have asked Mr Recardo to please email me the outcome of his efforts chasing things up. This will ensure that I am clear where things stand. I suggested it would be helpful if we could liaise again during week commencing 22 May 2017 so that I can see where we are.

#### Your complaint about the AquaClean toilet

Now that L&Q has a copy of Holly Walker's OT report dated 08 December 2016 Mr Recardo will see how this issue will be progressed. He should have a good handle on things within weeks. The whole thing needs to be organised such that all works get done at the same time so it might only take, say, a day to complete everything. The alternative is decanting you while works are done but this would not be ideal.

Again, I have asked Mr Recardo to please email me the outcome of his efforts progressing things. This will ensure that I am clear where things stand. I will liaise with him again during week commencing 22 May 2017 so that I can see where we are.

I believe that matters are moving forwards. It may be that they are not progressing as speedily as we would all like, but they are nonetheless progressing.

Yours sincerely

**Taiwo Awoyungbo**  
**Dispute Resolution Adviser**