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Hello,

Under L&Q complaints procedure I would like to raise a formal complaint at stage one regarding the issues detailed below. My intention is to complete the L&Q complaints process and then seek the assistance of The Housing Ombudsman if the response is unsatisfactory.

Mitie have been given the wrong occupant name for my property. On **3rd March 2017** you threatened legal action.

On **14th June 2017** the wrong address issue came to light.

Since I've been trying to rectify this with Richard Plummer <RPlummer@lqgroup.org.uk> but I've not had a response since **5th July 2017**

On **28th June 2017** i was given 7 day notice! The works where due to start on **3rd July 2017**.

Mr D McMorrow