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Hello,

Under L&Q complaints procedure I would like to raise a formal complaint 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.

Having waited three months to fix my toilet I was assured it would be maintained.

I originally logged a fault with you on **30th March 2017**.

HSM Attend 31st March 2017 and referred it under warranty to Geberit.

No update has been given.

There is an intermittent fault where the dryer & washer won't engage.

I assume the is because the seat won't register i'm sitting on it. I believe this to be because whenever I shower it gets wet.