

110a Sylvan Avenue
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Haringey
London
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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.

Since moving into my flat (110a Sylvan Avenue) now referred to as 110a, I've had cause to raise several issues. I have never been impressed with L&Q's performance and I find it incredible that a business with such poor track record is able to allowed to continue to operate with vulnerable people.

Am 283900 - Toilet

This was one of the first issues I raised. The toilet is an mechanism to clean and dry after use. A toilet similar to the closomat I had in my previous flat. I was not expecting it and was very please to see it was already installed.

However, at some point (I assume during the void work) the specialist toilet seat has been replaced with a generic seat, meaning the clean/dry mechanism is not functional.

The toilet seat that has been fitted is painful, due to medical issues I can be on the toilet for between 15 - 20 minutes. When I am hoisted up my carer has noticed red marks on the backs of my legs, this is of significant concern as I am prone to pressure sores.

In my previous flat when the closomat broke it took six weeks to fix - for this inconveniences I was given £100. So far it's been 4 weeks, the engineer who attend today estimated 3-4 working days to order the parts. If the parts are available.

The compensation for this needs to reflect my rent and the pain I suffer when using the toilet. The engineer today I going to feedback his recommendations regarding the toilet. My OT is also due to make recommendations on the entire wet room.

Am 2831004 - Intercom

The intercom in the front room did not work. The cable was physically damaged. This should have been picked up during the void works. I want to know why it was not - a functional intercom system is an essential to allow me to grant access to visitors to the flat and currently I have to go from my living room the bedroom if the person visiting is not given the code for my key safe.

Am 2832562 - Water

The water pressure has been almost nonexistent. As a result I've had several cold showers and my heating is unreliable. The plumber that attend the above call said it was the boiler it had low pressure and arranged for another engineer to attend.

The boiler engineer attended as said the boiler was fine.

However **Am 2843061** was then logged as a leak was discovered. When logging this the call operator was asking a disabled man to check things that just can't be checked - This highlights a major training issue and a complete lack of understanding about the effects of disability. It's humiliating as a service user.

The engineers that attended AM 2843061 said they had fixed the leak and top up the pressure - that the previous boiler engineer said was fine.

I have a Smart Things temperature sensor. From 6am until 9am the thermostat is set to 30 degrees, however the sensor has not reported a temperature above 23 degrees. My reported temperature in the bathroom was 22 degrees at 8:16am this morning. This is unacceptable to shower in, I'm left shivering like crazy as due to the nature of my disabilities I am unable to quickly dry and get dressed.

Gift - Electric Cooker

This has not been logged as I was informed if it was an issue with the oven, it would be recharged.

Before I moved in My mother Pauline McMorrow was informed the oven would be removed and it was my responsibility to get and install and new one.

However when I moved in the cooker was still in place and installed. On Friday 2nd September we turned it on and after a few minutes the power tripped!

We tried next day again the power tripped. I've had the electrics inspected and it's not the oven fuse that tripping it's the RCD which explains why the lights go off as well. We've isolated other supplies on that RCD and am convinced it's the oven. This raises so major questions.

- Why was the over left, when we were told it was going to be removed
- Are L&Q in the habit of gifting faulty electrical appliances
- What is the policy for passing over any warranty on the appliance

My intention is to seek the assistance of the Housing Ombudsman and Trading Standards over this. You've in effect gifted a faulty appliance and tried to absolve yourself of responsibility.

On Friday 9th September 2016 I received an email from Kerry Smith using the complaints@lqgroup.org.uk email.

In the email was...

“I am very sorry to learn of your concerns Mr McMorrow, however I can see that we have arranged for the relevant repairs. I do hope this helps to resolve your worries somewhat. If I can be of any further assistance, please do let me know.”

While correct these faults have been raised it ignore

- firstly
 - The difficulty in raising these complaints - I'm often on hold for an average 15 minutes before logging the fault.
 - I'm often asked inappropriate questions about the fault.
- Secondly

- The delay in correcting these repairs. When I logged **AM 2843061** i was told as an emergency you had a possible wait time of 24 hours. 24 Hours is not an emergency service!
- Thirdly
 - Why these repairs were not resolved during the void works.

On Monday 12th September 2016 I received an email from Kerry Smith using the complaints@lqgroup.org.uk email.

In the email was...

I have now contacted your Neighbourhood Services Officer, Soeb Pirbahi, and Surveyor, Ashley Dray. I have asked if Soeb and Ashley would kindly arrange a visit to your home,

To date I've had no contact from either of these Individuals. This has only increased my view that L&Q are not taking these issue seriously. In the email you do provide an 0844 number to call. However my previous phone calls to L&Q have lasted an average of 20 minutes from my mobile this would cost a fortune.

I'm a vulnerable adult and I'm shocked at lack of support from L&Q - I don't expect a fault to take weeks to fix. Certainly not as described above.

I'm surprised at David Montagues lack of response, as CEO I'd expect him to be actively engaged with Customers who make several complaints over a length of time to assist in resolving repairs and especially where customers have raised significant training issues. I will be highlighting his silence to the Housing Ombudsman.