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14<sup>th</sup> March 2017

**Tenancy Reference:** G899610

**RE: Complaint Case- CAS-145327-F1N0N1 (Step one)**

This is a formal response to your step one complaint logged with L&Q Customer Relations Team on Thursday 02<sup>nd</sup> March 2017 which was passed to the Property Services North Team to investigate and provide a response.

**Summary of Complaints**

1. Delays in progressing/completing the renewal of the wet room flooring (AM/2972888-1)
2. Delays in acting on the OT Referral for Aid & adaptation works (the installation of video intercom system and portable handsets & The external ramp construction works ) Referred date 07<sup>th</sup> December 2016
3. Personal injury incident
4. Overall lack of communication from L&Q

Firstly, I am sorry to hear that you felt the need to registry a complaint and order to progress the repairs forward. I have reviewed your maintenances history with regards to the repairs required, please see our response below.

**Wet Room Flooring**

I note from your complaint letter and our repair record that order reference **AM/2972888-1** was in fact logged on the 13<sup>th</sup> February 2017 by the L&Q helpdesk and assigned to our day to day contractors City Build Construction with a pre-appointment date of 21<sup>st</sup> February 2017 PM. Our records show that an SMS message of confirmation of the works order was sent to the mobile number ending ...6509 on the 13<sup>th</sup> February 2017 and not a letter of confirmation.

Following their initial visit the contractors reported that the wet room flooring needs to be renewed and this report was submitted to L&Q on the 22<sup>nd</sup> February 2017. This order was approved within 24 hours as per our internal performance measures and target.

On the 28<sup>th</sup> February 2017 a second appointment was arranged with City Build for the 02<sup>nd</sup> March 2017. Our contractor advised that on the 01<sup>st</sup> March 2017 (PM visit) the floor layer attended to make a pre-assessment of what works were required and for an opportunity to further assess the work.

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Registered Office King's Hill Mews, London N1 1JQ Homes & Communities Agency (2017) Registered Society [304418]  
L&Q is an exempt charity

Following this pre-assessment you received a call from the contractors to advise that they were not able to keep the appointment originally booked in for the 02<sup>nd</sup> March 2017 as the works will take two working days to complete.

The works were then rebooked for the 06<sup>th</sup> March 2017 and 07<sup>th</sup> March 2017 and the works were completed then.

The flooring repair was raised as a routine 20 day works orders with a target date to complete the repairs by 13<sup>th</sup> March 2017. This is in line with our policy and my investigation found no service failure here. Having said that we do acknowledge that communication could have been better, to keep you informed about the changes in the contractors scheduling.

#### **Referral for Aid & adaptation**

With regards to the delays in acting upon the OT's referral which was sent to L&Q on the 07<sup>th</sup> December 2016, we offer our sincere apologies for the service failure here. This was due to an oversight by our Housing Management Team. When the referral was sent to L&Q, the team was entering into a restructure of roles. The role of the Housing Officer was separated into Case Manager and Property Manager and the referral was not actioned.

We can confirm that, following your complaint on this point action, Property Services have been passed the Occupational Therapists reports for the Intercom and ramp. We can advise that an order has been raised to NACD, our access and communications contractor. Order reference: AM/2998756 as per my email on 13<sup>th</sup> March 2017.

We have chased NACD today whom have confirmed that they will be calling you shortly to carry out a survey for:

- The installation of the video intercom system
- Installation of two portable handset (location to be agreed)

Please do accept our apologies for the delay and be assured that we have asked NACD to fast track this installation for you at their earliest opportunity. We would also like to thank you for confirming your availability and this has been passed on to NACD.

In regards to the external ramp works, this work has been approved for Disabilities facility funding (DFG) and has been sent to Holly Walker at Haringey Council on the 8<sup>th</sup> March 2017 to provide you and L&Q an update on the application. To date we have not received an update but will revert to you once a reply is received.

In echo of Justin McAniskey's email last week, please contact L&Q insurance team if you wish to put in a personal injury claim, this must be done in writing. The details are below;

Insurance Department, L&Q, One Kings Hall Mews Lewisham London SE13 5JQ, alternatively you can email them the information to: [Insurance@lqgroup.org.uk](mailto:Insurance@lqgroup.org.uk).

We have reviewed the lack of communication from L&Q as a whole and agree that there are areas where we could have been more informative to you. We also acknowledge that our service has failed you in regards to the restructure; your comments have been passed on to the relevant department managers to ensure that this is reviewed and changes are made to the service.

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In addition to this and in line with our policy we would like to offer you the following in full and final settlement of your complaint.

**Compensation Calculation**

£10.00 - Service Delivery failure

£40.00 - Four months delay in acting on the OT recommendations

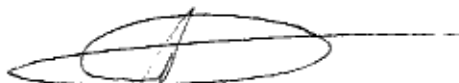
**Total = £50.00 only**

Please provide confirmation by telephone or return of email within **14 days** of the date of this letter so that we can arrange for the above compensation to be raised. Please note that if you are unhappy with our response at Step 1, you can request an escalation for your complaint to be reviewed by the customer relations team to Step 2. However, we are unable to escalate your complaint on the basis that you are unhappy with the amount of compensation offered.

We will continue to monitor the works required as per the OT's recommendation and the complaint will remain open until the works are completed to satisfaction.

Thank you for allowing me to investigate this complaint and should you have any further concerns please contact me on 0300 456 9998 Ext. 7465 or the property services administrator Afshana Huda on 0300 456 9998 Ext:7446

Kind Regards,



Ashley Dray

**PROPERTY SERVICES SURVEYOR - NORTH**

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