



Mr S Williams
18 Peters Path
London
SE26 6LD

Old Town Hall
Catford Road
SE6 4RU
0800 028 2 028

monica.simire@lewishamhomes.org.uk

Ref: 410803
Date: 27th July 2017

Dear Mr Williams

Stage 1 Complaint Response

Thank you for your complaint about how your request for invoices for Major Works on Wells Park Estate handled. We appreciate you letting us know about this and giving us the opportunity to look into it.

We understand your concerns are:

- The presentation of the response you received
- Response to your request came late
- Why the data not sent under the Commonhold and Leasehold Reform Act.

Having investigated your complaints, these are our findings:

The presentation of the response you received

The Customer Relations Team would like to apologise for the quality of the document emailed to you. This was caused by an incorrect setting being activated on the staff members PC that caused the original document to be scanned incorrectly. The original document in the correct format is attached for you.

I am sorry to hear you are unhappy that we have logged your email of 21st July as a complaint. This was not to detract from your request for information, but rather to ensure we could address the points raised in your email about our service failure.

Response to your request came late

We acknowledge our exemption letter to you was received later than the required timeframe. We apologise for the delay. Your letter was dated 14th July 2017 in error this should have been dated 19th July 2017. I am sorry this error occurred and will make sure letters are checked before sending in future.

Why the data not sent under the Commonhold and Leasehold Reform Act

We are sorry that we have not met your expectations in our communications with you and note you have many concerns about the works and charges.

We invited Mrs Williams to meet with us as we felt this would be a useful way forward. However, we have not heard from her. Given the levels of your concern, we are proceeding as advised with an application to the First Tier Tribunal (FTT) to establish reasonableness and to apply for dispensation of the consultation regulations. I hope that by obtaining this independent review of the works and Mrs Williams' liability to pay will assure you that we are committed to provide you with assurance and only charge Mrs Williams for what she is properly due to pay under the terms of her lease and in accordance with relevant legislation.

The information you are requesting about the cost of the works and any other relevant information will be included in the bundle of papers the FTT will send to Mrs Williams.

I hope that this letter has successfully addressed your concerns, one of our Complaints Caseworkers will be in contact with you by the 7th of August 2017 to make sure we have done everything we can to help.

If following our phone call you still feel your issues have not been addressed, you can ask for your complaint to be reviewed by a senior officer at stage two of our complaints procedure.

To do this, you can write to the following address, explaining why you feel the stage one reply did not resolve things for you.

Lewisham Homes Customer Relations Team
Old Town Hall
Catford Road
SE6 4RU

Or email complaints@lewishamhomes.org.uk.

Yours sincerely

Monica Simire
Project Support Officer
Lewisham Homes