



**Mr Williams  
18 Peters Path  
Wells Park Road  
London  
SE26 6LD**

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

**homeownershipservices@lewishamhomes.org.uk**

**Ref: I case - 410803**

**Date: 8<sup>th</sup> August 2017**

**Dear Mr Williams**

**Stage 1 Complaint Response**

Thank you for your e-mail dated 1 August.

As requested, please see attached copies of the valuations that include costs for 17-30 Peters Path. These valuations are submitted to us by our consultants Baily Garner and are essentially the invoice Lewisham Homes receives for the works, payment is made to the contractor based on these.

The costs for Peters Path are in the valuations for Task Order South 3-3E. I have also included a summary of the valuations showing the build-up of costs for 17-30 Peters Path. I note from your e-mail of 27 July 2017 that you are concerned about the distance in time between Lewisham Homes incurring the costs and leaseholders receiving their bills for the works. In this respect I refer you to the notices sent to Ms Williams on 9 December 2015 and 19 May 2017. Please note that not all costs included in the valuations were included in the major works charge to leaseholders.

Please accept my apologies if we have given you the impression that we do not wish to provide you with the information that you requested. The works are carried out under a long term contract covering many buildings. In such cases it is generally more productive to talk through the build-up of costs in a face to face meeting rather than just sending the relevant extracts from the accounts.

I hope the documents I have included re-assure you that we are charging correctly for the works and I hope that this letter has successfully addressed your concerns. One of our Complaints Caseworkers will be in contact with you by **15<sup>th</sup> August** 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](mailto:complaints@lewishamhomes.org.uk).

Yours sincerely

*Lynn Seymour*

**Lynn Seymour**  
**Leasehold Consultation Manager**  
**Lewisham Homes**