

Barandon Walk,  
Lancaster Road,  
London W11 1WJ  
24<sup>th</sup> November 2010

Dear Deon Wilks (Estates Officer),

**RE: LACK OF COMMUNICATION ABOUT REPAIRS NEEDED ON  
BARANDON WALK AND GENERAL CONDITION OF FLAT**

I am the tenant of Barandon Walk and I am writing regarding the fact that I came to the TMO office about 3 weeks ago regarding repairs needed to the downstairs light in the passage. I was told that a surveyor would come and inspect the problem but I haven't heard anything from the surveyors department to date. I am visually impaired with impaired balance and co-ordination as a result of a stroke four years ago and it is difficult to make my way around downstairs with out any light

I am also writing regarding the general poor condition of my flat. Although I have lived here for thirty six years there has been no maintenance or refurbishment work carried out on the flat apart from some electrical re-wiring. Consequently, there are many parts of the flat which are in a poor state and condition. These include:-

- 1) Taps in the bathroom are leaking.
- 2) The bath is in a very poor condition and need changing as do the washbasins
- 3) The toilets are constantly leaking and are unstable as the mounting is coming away. The screws on some of the pipe work on the toilets are rusted and weak.
- 4) The water tank in the upstairs toilet collects condensation which then drips onto the cupboard floor and into the fuse box downstairs.
- 5) The lagging around emersion tank has been worn away through the years and this needs to be replaced.
- 6) The flooring is cracked in places and the concrete is coming up. This needs to be replaced.
- 7) The window in the kitchen has been cracked since the 1970's
- 8) The radiators are lukewarm and the control mechanisms are seized up so the heat can't be turned up. Currently, as the weather is becoming colder it is impossible to heat the flat.

To conclude, as you can see from the list above, the flat is in a poor condition and needs to be inspected regarding refurbishment. The problems in the flat are affecting my health, especially as I had a stroke four years ago. As a result of my stroke I am by the cold and this makes my health worse. I find it difficult to get out and therefore spend a lot of time in my flat.

I am requesting that a surveyor comes out to inspect the flat as soon as possible to determine what needs to be done.

I have cc'd Marina Jarrett into this letter as she is the Social worker , based in the Westway who has supported me since having the stroke. I have also cc'd Louise Neervort, outreach worker for people who have had a stroke. She has also supported me through provision of activities and group support.

Best wishes,

Michael John

Cc. Marina Jarrett (Social Worker- RBKC)