

WodProgressNotes

02-09-2016 Email from Harleys asking for a photo of the referenced ass, email sent to client asking of the same.ek KELLO3 07/09/2016 11:41 added:email sent to client asking for serial numbers, email sent to harleys asking for update.ek 13-09-2016 Email from mandy [REDACTED] Steph Perkins KTOMO called chasing 134 Grenfell tower - Window Defect. Tried to call harleys and advised nobody was in the office that could help me! Sue was very anxious about giving the resident an update on an appointment.rc 13-09-2016 email from client chasing for response.ek 13-09-2016 email sent to harleys chasing.ek 14-09-2016 Email from harleys - Emma, we are very busy but can have a look on Friday. Can you confirm the correct contact details for 134, as so far you've given two different names and numbers. I'd also find having photos useful, as 9 times out of 10 previously, the issue has been caused by the tenant and very easy to fix without a site visit. Serial numbers are no good to us for this purpose.rc 14-09-2016 Email to harleys - The correct contact details for 134 are [REDACTED] I will ask the client for photographs but please proceed to contact the residents and attend on Friday to resolve.rc 14-09-2016 Email to client - To enable us to get a better understanding of the below defect, can you please provide photographs.rc CARR01 15/09/2016 14:59 added:Phone call to ben at harleys - went to voicemail.rc CARR01 15/09/2016 15:00 added:Phone call to mark at harleys who advised he will get me an alternative number and call me back with it.rc CARR01 15/09/2016 15:43 added:Confirmation from harleys that they are attending on monday - client notified.rc CARR01 20/09/2016 14:06 added:email from ben @ harleys advising this is complete with the signed sheet.rc

wodRef	prgCode	wodStatus	wodWORReport	wodPrinter	wodCreateDate	wodCreateUser	wodIssueDate	wodIssueUser	wodCloseDate	wodCloseUser	wodStartDate	wodEndDate
29609	APPOINT 1	AH	WOFrmMACZ.rtm	Default	14/09/2016	KELLO3	15/09/2016	KELLO3	08/06/2016	CARR01	00/00/00	00/00/00