

# LETTER OF CLAIM

## Letter from tenant

To Landlord

Dear Sirs,

RE: Mr Danny Griffin

31 Grenfell Tower,

Grenfell Road,

W11 1TG

Tel: [REDACTED]

I write regarding disrepair at the above address. I am using the Housing Disrepair Protocol.

### Repairs

#### The following defects existed at the property:

My complaint has arisen as a result of two floods through the ceiling of my property:

Extensive water damage to ceiling, walls and flooring in bedroom, hallway and kitchen.

#### I enclose a schedule which sets out the disrepair in each room:

Extensive water damage to ceiling, walls and flooring in bedroom, hallway and kitchen.

#### The history of the disrepair is as follows:

Following the first flood on Sunday 4th September 2016 no action, at all, was taken by my landlord despite extensive damage to my property.

Following the second flood on 11th November 2016 workmen came and scrapped artex off ceilings back to bare concrete.

After removing artex the workmen left a 12mm gap between ceiling and window architrave.

Following this action, on Friday 2nd December, I was denied entrance to my bedroom after workman sealed my bedroom door following concerns about asbestos.

Workmen came and removed flooring from kitchen and carpet from my bedroom.

Workmen installed dehumidifiers to dry out property

I then did not see any workmen until the end of January 2017 all this time my ceiling was left bare concrete, the gap was still not fixed between ceiling and architrave and I had no flooring in bedroom or kitchen.

On 18th January 2017 I received an email from the TMO informing me that the plaster would be attending my property on 30th January to complete the works to my ceilings.

On 30th January the TMO sent a plasterer to my property but because he was on his own he was only able to complete my hallway ceiling. My bedroom ceiling was left unplastered.

I was then contacted by the TMO on 15th February 2017 and they arranged to send a new plasterer to finish off my ceiling.

Approximately two weeks later the TMO's plasterer arrived and finished off my bedroom ceiling.

On 28th March 2017 the TMO completed the works to my property by re-fitting my light fittings and laid the flooring in the kitchen and bedroom.

#### You received notice of the defects as follows:

First flood occurred on Sunday 4th September due to water being turned off as a result of the water pump in the basement of my building failing and the tenant in the property above me leaving his taps on.

Following this incident I notified my landlord on the morning of Monday 5th September that my property had been flooded. After notifying my landlord of the water damage I was visited by the Estate Manager and two surveyors on Thursday 8th September. They used a meter reading to check for damp on the ceiling and flooring in the kitchen and the meter reading showed high levels of damp still present.

As a result of this inspection my landlord sent a dehumidifier into my property. I received compensation for the use of electric for the sum of £26. No further repairs were carried out. The second flood occurred on Friday 11th November 2016. I notified my landlord that I was concerned that my flat was going to be flooded again following another break down of the main water pump. The landlord failed to take any action to following my phone call. The second flood then occurred while I was out at work and caused more extensive damage to bedroom and hallway ceiling and my bedroom walls.

I contacted my landlord on the "out of hours" service at around 5.30pm on Friday 11th November only to be told that the "out of hours" team could not deal with my problem as it was "not in their criteria".

On Monday 14th November I contacted my landlord to report the damage but could not get through as I was kept on hold for ages and I was busy at work. I managed to get through to my landlord on three occasions on Tuesday 15th November and was called back by a worker who wanted to return and reinstate a dehumidifier to my property. The dehumidifier was delivered to my property on Wednesday 16th November.

The dehumidifier was then left in my flat until the 25th November when it was collected by workman. I was told by the same workman on 7th December that he was going to come and fix the flooring in my kitchen and the carpet in my bedroom. I pointed out to him that this would not be possible as the landlord had not plastered the ceiling in my property.

I then did not hear from my landlord again until January 2017.

After not hearing anything from my landlord I contacted my local Councillor on Sunday 8th January 2017 by email and meet with her in person on Thursday 12th January 2017 and asked her to assist me to lodge a formal complaint against my landlord.

On Wednesday 18th January I was contacted by telephone by a representative of my landlord, Dulce De Oliveira Watts (Complaints Officer) and I was asked if I wanted to escalate my complaint to Stage 2. During this phone call I informed by Ms De Oliveira Watts that I wished to escalate my complaint to Stage 2. Following this phone call I received an email from my landlord confirming that my complaint had been escalated.

As of 18th April 2017 (three months) I still have not received an outcome to my Stage 2 complaint.

Meanwhile, on Tuesday 17th January I received an email from Mark Meosa asking me to contact him by phone. I tried to call Mr Meosa but the number that he gave me was not connected. I emailed Mr Meosa and he then contacted me and informed me that he was going to speak to his contractor to sort out the plastering of my ceiling.

On Wednesday 18th January Mr Meosa contacted me to inform me that the plasterers were going to come to my property on 30th January to re-commence work.

These works were finally completed on 28th March 2017

**The defects at the property are causing:**

This whole episode has been incredibly stressful for me. I have found that my mental health has been very badly impacted [REDACTED] I have been so stressed [REDACTED]

[REDACTED]

I dread returning to my flat because it is not fit for human habitation, and as a result, [REDACTED]

[REDACTED]

I have not been eating properly as I am never motivated to cook in my own flat as it is so badly damaged and depressing to be in. I usually come home [REDACTED] and then end up going to sleep without eating a proper meal.

I have not been able to sleep in my bedroom since September 2016 and have had to sleep on my couch in my front room. As a result I have not been sleeping properly and this has made life very difficult for me.

This whole affair has been a complete nightmare and has had a very negative impact on my mental and physical health. [REDACTED]

[REDACTED]

#### **Disclosure**

Please also provide within 20 working days of this letter the following:

All relevant records or documents including:

- (i) a copy of the tenancy agreement including the tenancy conditions;
- (ii) the tenancy file;
- (iii) documents relating to notice of disrepair given, including copies of any notes of meetings and oral discussions;
- (iv) inspection reports or documents relating to works completed to the property;
- (iv) computerised records.

I enclose copies of the following relevant documents (See below):

Letters from my local Councillor, Judith Blakeman sent to my landlord on 3rd November 2016 and 16th January 2017.

#### **Claim**

I take the view that you are in breach of your repairing obligations.

I am claiming the following financial compensation from the TMO.

6 months loss of enjoyment of the following rooms in my property: front room, bedroom, kitchen, hallway.

Rent £120 @75% for 6 months= £2,160

I also require compensation for special damages:

I require the additional following compensation for the mental anguish and severe inconvenience that the TMO put me through for a period of six months = £1000

TOTAL £3,160

Yours faithfully,

Danny Griffin