

From: Edward Daffarn [REDACTED]
Sent: 07 January 2016 11:04
To: sjevans@kctmo.org.uk
Cc: complaints@kctmo.org.uk; [REDACTED] SWEENEY, John
Subject: Fw: Stage 2 response

Dear Ms Jevans,

I completely reject your findings into my Stage 2 complaint and believe that you have manipulated the true facts of this case in a way that is designed to further frustrate me and deny me the justice and the apology that I deserve to receive from the TMO.

I now wish this matter to be upgraded to a Stage 3 complaint as I am determined that the Housing Ombudsman will get to investigate the abuse and threats I have been subjected to by Officers of the TMO, in due course.

I will be asking my local Ward Councillors to support my application to the Housing Ombudsman at the earliest opportunity.

I am not willing to waste too much additional time giving the TMO further details of my complaint as I do not believe that the TMO either have the will or the organisational culture to allow you to look at this matter objectively or independently.

However, you should know the following facts for the benefit of the Stage 3 investigation: I never denied access to my property to Rydon workmen and have always worked with the Rydon resident liaison officers to facilitate entry.

[REDACTED] in late October 2015, I was visited by Rydon and I asked them some questions about the layout of the heating system in my home and whether it might be possible to make some changes to minimise the visual impact of the works in my hallway.

I was told by Rydon that they could not answer this question and that they would have to speak with Claire Williams from the TMO to get a response to my query.

I stated that I would be happy for the works to take place, [REDACTED] on the one proviso that Claire Williams visited my home and answered the concerns that I had with regards the lay-out of the pipework. I asked the Rydon Team to contact Ms Williams and arrange this meeting.

In the intervening two weeks [REDACTED] I heard nothing from the TMO or Rydon and neither Claire Williams or anyone else from the TMO bothered to contact me to arrange the meeting that I had requested.

As a result of the inaction of the TMO and Rydon to facilitate a straightforward request to meet with Ms Williams I felt under no obligation to have agreed a start date for the works to

commence.

[REDACTED] I was visited on the morning of 1st December by Rydon liaison officer and told that the works would be starting on 2nd December. I stated that I had not agreed to this as a start date as no-one from Rydon or the TMO had done anything to facilitate the meeting that I had requested with Claire Williams.

I stated that I was happy for the works to take place as soon as the meeting with Claire Williams had taken place.

However, on the afternoon of 1st December (a couple of hours after my earlier conversation with Rydon liaison officer) a solicitors letter was hand delivered to me, at around 3.30pm, informing me that the TMO would be taking me to Court if I did not allow entrance to Rydon contractors at 8.00am the following morning.

Between the time I received the hand delivered solicitors letter and the following morning I received no communication from the TMO or Rydon informing me that the solicitors letter should be ignored and that the TMO would arrange another start date.

On the morning of 2nd December no workmen attended my property despite the TMO's threat that I would be taken to Court if I was not at home to allow entry at 8.00am to Rydon contractors. The action of the TMO to threaten me with a solicitors letter and then not bother to turn up to undertake the works lies at the heart of my complaint as I found this behaviour by the TMO to be threatening and abusive.

If you had decided not to commence works on my property on the 2nd December then why was it necessary for a solicitors letter to be hand delivered to me, on the direct instruction of local TMO officers on the afternoon of 1st December and why did no-one contact me to tell me that the threats contained in the solicitors letters could be ignored as the TMO had already decided not to commence the works on the 2nd December? Please can you ensure that those investigating my Stage 3 complaint answer this point directly?

As it was, the solicitors letter caused me an immense amount of stress and forced me to take time off work so as to be at home to greet workman that never bothered to show up on 2nd December. Please can the Stage 3 investigation answer this question for me directly and those involved make contact with me so I can give a verbal account of the issues I have raised in this email?

I would like the Stage 3 complaint to investigate why I was sent a total of three more threatening solicitors letters when I never denied or even threatened to deny entry by contractors to my home?

I would also like to re-iterate my further complaint against Mr Maddison who used his Stage 1 response to me to further threaten me with legal action rather than sticking to his prescribed task of responding to my original complaint?

If it is possible that this matter can be referred straight to the Housing Ombudsman, without the need to go through the TMO's Stage 3 process, then I would like to request this course of

action as, I have stated previously, I have absolutely no confidence in the TMO's complaint system or your ability to look at the concerns that I have raised in a fair and independent manner.

Regards,
Edward Daffarn

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I agreed a provisional start date to my works but after being told *[sic]*

From: Complaints <complaints@kctmo.org.uk <<mailto:complaints@kctmo.org.uk>>>
Sent: 22 December 2015 11:22
To: 'Edward Daffarn'
Subject: Stage 2 response

Dear Mr Daffarn

On behalf of Sacha Jevans, Director of Operations, please find attached our response to the Stage 2 of your complaint.

Janet Seward
Policy & Improvement Manager
[REDACTED]