
From: David Hughes
Sent: 25 May 2016 08:29
To: Ben Bailey (BenBailey@harleyfacades.co.uk)
Cc: Lynda Prentice; Steve Blake; James Clifton
Subject: RE: 171 Window Damage - client instruction required

Hi Ben

Please can you arrange for the necessary parts to fix the kitchen window in 171 – Taff visited the flat so should know what's needed.

Please treat this e-mail as instruction to proceed

Any questions, please give me a call

Kind regards

Dave

David Hughes
Site Manager

T
M [REDACTED]

From: Claire Williams [mailto:clwilliams@kctmo.org.uk]
Sent: 24 May 2016 11:55
To: David Hughes
Cc: Lynda Prentice; Ben Bailey (BenBailey@harleyfacades.co.uk); Steve Blake
Subject: RE: 171 Window Damage - client instruction required

Dave

Please carry out the work to get this window repaired. Housing management are writing to them saying in future this will be a recharge item because of their poor use of the window.

Thanks

Claire Williams
Project Manager



t: [REDACTED]
m: [REDACTED]

a: The Network Hub, 292a Kensal Road, London, W10 5BE

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From: David Hughes [mailto:dhughes@rydon.co.uk]
Sent: 24 May 2016 08:48

To: Claire Williams
Cc: Lynda Prentice; Ben Bailey (BenBailey@harleyfacades.co.uk); Steve Blake
Subject: 171 Window Damage - client instruction required

Hi Claire

We've had the residents from 171 report that the window in their kitchen is broken again.

This is the second time that the same window has been broken and it is due to damage caused by the residents.

They are levering the window open to put the flexible vent from their tumble dryer out to fresh air.

The first damage was caused by the same issue but we fixed this free of charge and showed the residents how to use the window properly.

We will require an instruction from the TMO to fix it this time as it's is not a defect.

Please can you instruct us to proceed.

Any questions, please give me a call

Kind regards

Dave

David Hughes

Site Manager

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M

Rydon Maintenance Ltd

Marlborough House, Warrior Square, St Leonards on Sea, East Sussex, TN37 6BG.



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