

Aoife Dunne

From: Mark Anderson <manderson@kctmo.org.uk>
Sent: 19 April 2012 19:18
To: Joanne Burke; Joanne Burke
Cc: Judella Fereira; Judella Fereira
Subject: Re: Ms McDouall, Front door
Attachments: image002.jpg; image003.jpg

Good evening

Would you please confirm that service requests are to be registered as complaints and that they will be logged accordingly and allocated to a Departmental Manager for action

Thank you

Mark

From: Dulce De Oliveira
Sent: Thursday, April 19, 2012 12:03 PM
To: Mark Anderson
Cc: Joanne Burke; Mike Hallimond
Subject: RE: Ms McDouall, Front door

Mark, I am not aware of conversation exchanges between Ms McDouall and Paul on said issue, however service failures are normally registered as complaints.

Ms Dulce De Oliveira Watts
Complaints Team
t: [REDACTED]

w: www.kctmo.org.uk
a: Network Hub, 292A Kensal Road, London W10 5BE
P Before printing, please think about the environment

From: Mark Anderson
Sent: 19 April 2012 09:58
To: Dulce De Oliveira
Cc: Joanne Burke; Mike Hallimond
Subject: RE: Ms McDouall, Front door

Good morning,

Am I correct in thinking that this is a service request rather than a complaint ?

Regards
Mark

Mark Anderson
Director of Assets & Regeneration

t: [REDACTED]

e: manderson@kctmo.org.uk
www.kctmo.org.uk
292a Kensal Road, W10 5BE
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From: Dulce De Oliveira
Sent: 19 April 2012 09:50
To: Paul Dunkerton
Cc: Mike Hallimond; Mark Anderson
Subject: FW: Ms McDouall, Front door

Paul, Jane has acknowledgement Ms McDouall's email, when will you reply?

Ms Dulce De Oliveira Watts
Complaints Team
t: [REDACTED]

w: www.kctmo.org.uk
a: Network Hub, 292A Kensal Road, London W10 5BE
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From: Mark Anderson
Sent: 16 April 2012 10:58
To: Paul Dunkerton
Cc: Jane Clifton; Mike Hallimond; (T) Complaints
Subject: RE: Ms McDouall, Front door

Good morning Paul,

Please provide Ms McDouall with an update on the work to the glazed panel above the front door and the various other issues she raises in relation to the door.

Thank you
Mark

Mark Anderson
Director of Assets & Regeneration

t: [REDACTED]
e: manderson@kctmo.org.uk
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From: Jane Clifton On Behalf Of Robert Black
Sent: 16 April 2012 10:51
To: 'Caroline McDouall'
Cc: Robert Black; [REDACTED]; (T) Complaints; Mark Anderson
Subject: RE:

Dear Caroline,

I am responding to your e-mail on behalf of Robert who is away from the office today. I am sorry to hear that the problems with your new door still haven't been resolved, and we will get back to you about this situation as soon as possible.

Regards

Jane Clifton
Executive Office Manager
t: [REDACTED]
w: www.kctmo.org.uk
a: 346 Kensington High Street, W14 8NS
P Before printing, please think about the environment

From: Caroline McDouall [REDACTED]
Sent: 16 April 2012 10:42
To: Robert Black; Cllr Timothy Coleridge
Subject:

Dear Robert

My new front door has finally been installed on 09th March 2012.

It had no glass panel at the top, when I asked the carpenter as to what had happened, he said it will arrive in 10days time.

I have emailed you on 12th March and received an unsatisfactory reply from Mark Anderson (who replies to emails without having read them).

I have responded to Paul Dunkerton's email of 12th March, as I had been guided by the Liaison Officer's recommendations.

On 13th March I have sent photographs of my door and the neighbouring door to Paul Dunkerton to clarify my case.

Paul Dunkerton has insisted on visiting me. He has called on me on Friday 16th March and has examined the door and noted that all it requires is a glass panel as the carpenter had said.

I have telephoned Lee the carpenter 3 times since 9th March, on all occasions he has said that he will chase-up the paper work.

On 30th March I have reminded Paul Dunkerton that my glass panel has not arrived, and in the same email I have complained about the door not having been fitted correctly.

1. The top of the door has not been sealed. Possibly because he knew that he had to replace the top panel.
2. From the bottom of the door right up to the door handle the outside light is clearly visible in the dark. This has also been examined by two of my visitors.
3. Consequently my room is draughtier than before.
4. If this is a fire door and if I can see the outside light, then I am definitely not protected against any fire.
5. I am not the only one in this situation there is at least one more person I know of, who is very ill and elderly and his door has been left unfinished for months.
6. Why is it that every time that there is large scale project on, it is treated as a money spending exercise? If it is genuinely meant to improve residents living conditions then why is there no quality control as to how many doors have been finished off, and how many have been left unfinished? How many locks have broken since installation etc?
7. Mansedore Ltd with head office in Yorkshire?
8. This money should have been spent on our 109 years old windows rather than just a quick job replacing 40 year old fire doors.
9. Finally what do TMO and the Council have against genuine residents who have lived in the borough prior

to having moved to Council tenancy? Everybody else seems to be doing very well!

Thanks and regards

Caroline