

22nd February 2012

Have you been suffering a shortage of hot water in your flat since January?

Dear Resident,

A small group of residents have been complaining about a shortage of hot water for weeks but council officers do not seem able to resolve the problem quickly. Neither they are willing to answer specific questions!

Currently they are aiming to have the problem fixed by the end of March!

Some residents have already received compensation for similar lack of service, £50 in 2010 and £50 in 2011.

Camden Council is more likely to resolve maintenance problems when they have to reply to registered and official complaints. You need to request a unique reference number for any complaint you make. Find a sample letter overleaf.

So if you want the situation to improve you really have to:

Call them on:

- 1) 020 7974 3264 and ask to speak to Patrick O'Neil (Service Delivery)
- 2) 020 7974 8639 and ask to speak to John Wheatman (M&E Repairs)

Email to: Trevor.Chambers@camden.gov.uk (Housing Complaints Officer)
and/or Complaints@camden.gov.uk (request reference number)

Write to: Central Complaints Unit
Room 322
Camden Town Hall
Judd Street
London WC1H 9JE

Petition: <http://petition.curnockestate.com>

**MAKE A DIFFERENCE -
UNLESS WE ALL TAKE SOME ACTION NOTHING WILL IMPROVE!**

*If you want more information visit www.curnockestate.com or follow us on **twitter**: curnockestate*

SAMPLE COMPLAINT LETTER OR EMAIL

John Smith
37 Goldthorpe
Pratt Street
London NW1 0HH

22nd February 2012

Mr Trevor Chambers
Central Complaints Unit
Room 322
Camden Town Hall
Judd Street
London WC1H 9JE

REF: Lack of Hot Water

Dear Mr Chambers,

Since January I have been experiencing problems with the Hot Water supply in my flat almost every day.

I would like to make an official complaint for the lack of hot water as well as the lack of information/updates from Camden Council.

Since the problem is unlikely to be fixed anytime soon I would like you to consider offering compensation for loss of service and inconvenience.

Please provide me with a unique reference number for my complaint.

Yours sincerely,

John Smith