

Ms Yekaterina Kartasheva
 37 Standlake Point,
 Windrush Lane
 London
 SE23 2XB

Old Town Hall
 Catford Road
 SE6 4RU
 0800 028 2 028 option 3
 homeownershipservices@lewishamhomes.org.uk

Ref: icase 450063
 Date: 13 April 2018

Dear Ms Kartasheva,

Stage 1 Complaint Response

Thank you for your complaint dated 25 March 2018 regarding the service charge refund for your block.

I appreciate you letting me know about this and giving us the opportunity to look into it.

The service charge refunds were not reflected on your estimated service charge bill 2018/19. The bills were printed before the adjustments were applied on your account.

I can confirm service charge refunds shown in the table below have been applied to your account and to other leaseholders in your block.

Job number	Date	Description	Block cost	Refund per leaseholder
4318269	06/03/15	Rebuild wall in garage area	£715.66	£17.89
4457545	28/07/16	Fit new lock case and cylinder to caretakers room	£224.25	£ 5.61
4481137	19/10/16	Jettors to clear caretakers toilet	£165.52	£ 4.14
4434639	11/05/16	Flat 19 reports faulty entry system	£ 74.56	£ 1.86
4508107	25/01/17	Measure balcony door – flat 33	£ 41.00	£ 1.03
		Caretaking 2015/2016		£29.74
		Total		£60.27

Please find enclosed a statement of your account showing all the credit adjustments.

The credit adjustment of £76.47 in respect of caretaking will be reflected in your actual cost statement for 2017/18 which we will send to you in September 2018.

I hope this information is helpful

We want to make sure we have done everything we can to help. If this letter has not successfully addressed your concerns, you can contact one of our complaints caseworkers to tell us why. They will work with you to deal with any unresolved issues.

The best way to contact us is by email at complaints@lewishamhomes.org.uk or by completing the online form. This can be found in the complaints section of our website.

Alternatively, you can write to us at
Lewisham Homes Customer Relations Team
Old Town Hall
Catford Road
SE6 4RU

When you contact us, please explain,

- which parts of your complaint we did not address; and
- what more we can do to solve the problem?

Yours sincerely



Glenda Omogbai
Leasehold Services Team Manager
Lewisham Homes