

Information request
Our reference: 6173188

It is one block so they all face the same structural issues but the specific flat is flat 1.

- 1. I would like to request all information regarding repairs, damage, structural problems you have for 15 Rickard close nw4 4xh, including all the repairs that have been carried out over the last 15 years and the results of those repairs.***
- 2. Also would like to know what is being done over the complaints the council has received in regards to mould and problems the tenants have been having over the years.***

Answer:

1. This information is not held by the Council and, therefore, should be addressed to the Housing Association.
2. Complaints received in respect to Sunray Court, 15 Rickard Close London NW4 4XH as follows:

Complaints in relation to Flat 1, Sunray Court NW4

HGCP/09/04030 – Flat 1 – 9.4.09 – service request received as follows:

“Housing Association have visited but say they can only put a radiator in the room, complainant asked if this would solve the problem and was advised it would only improve things slightly. Complainant says she was originally told external work was needed.”

22.4.09 Letter to Paddington Churches Housing Association (PCHA) re: appointment.

13.5.09 Inspection carried out by Environmental Health Officer – “Visited met complainant, occupies ground floor flat, rear left bedroom saturation around window mould growth to head of window. Viewed externally block of six flats short overflows to rear been dripping causing saturation to wall. Also, problems with rainwater goods. right side of block open joint to gutter. Also, to rear right corner cracking to brickwork, strain gauge markers afixed either side.”

26.6.09 Letter to PCHA re: disrepair.

5.8.09 Revisit – “RV but as only tenant’s xxx there did not go into property. He confirmed no works no change. Looked outside no obvious change except that overflow to other ground floor flat had leaked one above stopped. To chase PCHA.”

25.9.09 – Email to HA & reply received from HA surveyor the same date with an attachment email in respect to both Sunray and Bridgewater Court. “I have requested our plumber to make contact with all residents in both Sunray and Bridgewater Courts to inspect and repair overflows where necessary. This is because there seem to be a number currently leaking and some which have been previously leaking”

12.11.09 – Revisit by EHO – “Rv no access looked externally no extension to overflows leak to neighbouring property.”

25.11.09 – “RV met friend of tenant showed backed room dampness gone and redecorated. Close case”

HGCP/10/15978 – 14.10.10 Repeat complaint. No response from complainant, case closed 7.12.10

HGCP/10/17978 – 8.12.10 Mould and damp throughout the property. Cracks in the walls in one of the bedrooms. The property is excessively cold due to gaps in the windows frame. No response from complainant, case closed 10.1.11

HGCP/11/03745 – 11.4.11 – Damp & Mould. Inspection carried out on 18.4.11 Major works progressing (unpinning entire block along with neighbours), inside no problems to report. Tenant to be decanted next month wants it to happen sooner, some mould growth in reveals/behind furniture, possible water pen to son's bedroom above window (maybe due to movement). All very minor, NFA. Case closed 25.4.11

HGCP/14/02018 – 18.2.14 – Damp & mould, cracks in the walls. Inspection carried out on 27.2.14 - No Category 1 Hazard present. Advice given. Case closed 27.2.14

RP/16/13346 – 9.11.16 – Cracks in property. Inspection carried out on 17.11.16 – subsidence noted and to be monitored. 6.4.17 – Monitoring completed and works to be carried out later in the year. Case closed – 29.8.17

Complaints in relation to Flat 3, Sunray Court NW4

RP/15/01444 – 22.5.15 – Subsidence. Inspection carried out on 5.3.15 and structural issues noted. HA to monitor the subsidence and repair internal cracks. 24.7.15 Internal cracks repaired & awaiting longer term works. Case closed.

RP/16/00813 – 22.1.16 – Building movement & heating problems. Advised to follow the HA internal complaints procedure & Ombudsman. Case closed 7.4.16

RP/16/01635 – 8.2.16 – Large cracks due to subsidence. Duplicate case being dealt with under RP/16/00813. Case closed 9.2.16