

Mr Graham H Garland
[Lynton Services Mayfair \(1994\) Ltd](#)
Kent House
50-54 High Street
Borough Green
Kent
TN15 8BJ

(FOR CORRESPONDENCE)

[Ms N Klosterkotter-Dit-Rawé](#)
[✂]

See his [30.05.14](#) reply denying any responsibility,
and mine of [22.06.14](#) maintaining that there is an obvious link
More detail of events under [Notices # 6](#)

1 (By 'Special Delivery')

2 15 May 2014

3 Dear Mr Garland,

4 [I am the leaseholder of apartment 3, Jefferson House, Basil St, London.](#)

5 **1. Water damage caused to my bathroom**

6 As you are aware, on [Thursday 8th May 2014](#), your subcontractors, for whom I do not have a
7 name, were in Jefferson House to, it was said in [the notice](#) from [Martyn Gerrard](#), 'managing'
8 agents for Jefferson House: "[carry out] *work regarding water hygiene treatment...between the*
9 *approximate hours of 9am to 5pm*".

10 At c. 14h00 your subcontractors run the taps in my apartment.

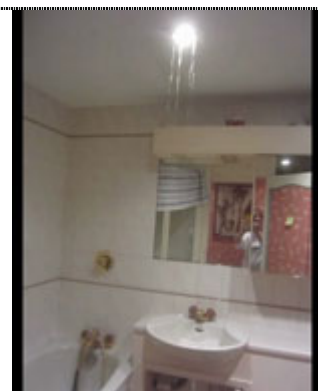
11 They said they would return later – which they did.

At 15h49, water started to suddenly gush through from around the spotlight that is situated roughly in the middle of my bathroom's ceiling.

I filmed part of it. The photograph is a still from the film.

It stopped as suddenly as it had started about 2 minutes later.

Judging from the amount of water that fell directly onto the carpet and into the bucket I placed under the spotlight - I estimate the total amount of water that fell through the ceiling during that time at about 10 litres.



12 As a direct result of this event, damage has been caused to my bathroom ceiling, as well as to
13 the carpet.

14 Your subcontractors came about 30 minutes after the water had stopped gushing through.

15 On seeing what had taken place, they said that it was not connected with them, as *the only*
16 *thing* they had been doing was to put chemicals in the water and, subsequently run the taps in
17 the apartments.

18 I know that the bathroom for the apartment above mine is immediately above my bathroom –
19 something your contractors confirmed from their earlier visit to that apartment.

1 Following a referral by my insurance company to a loss adjustor, on his suggestion, I
2 contacted the Resident of apartment 8, by the enclosed letter of [11th May 2014](#) ⁽¹⁾.

3 As can be seen from his enclosed reply of [12th May 2014](#) ⁽²⁾, the Resident categorically denies
4 that the water originated from his apartment.

5 In his letter, he states that your subcontractor came to his apartment “*within 5 minutes after*
6 *15h45*”, and that “*the engineer did whatever he needed to do...*”.

7 This timing coincides with the time that the water started gushing through my bathroom
8 ceiling.

9 The Resident has been back in his apartment since, and, to date, there has not been a repeat
10 of this.

11 My insurer asked that I contact you to determine what took place, to, among other, ensure that
12 it is addressed.

13 **2. Changing my main radiator**

14 In his enclosed letter to me of [3rd April 2014](#) ⁽³⁾, [Jon Wolbrom, Martyn Gerrard](#), states – under
15 the 4th paragraph:

16 *“During this period (*)...there will be an opportunity for any lessee who requires new*
17 *thermostatic valves stored on their radiators to have them installed by [Linton \(sic\)](#)*
18 *[Services](#).*

19 *Linton (sic) Services are the only company that has authority to carry out these works*
20 *and they can provide you with a direct quotation for these works”*

21 **(*)** The 1st paragraph of the letter states: “*boiler works...will commence on 28th April 2014 and*
22 *are anticipated to take approximately 5 weeks”*

23 **I do need work to be carried out in relation to the main radiator in my apartment –**
24 **namely, replacement.**

25 As I report in my online Diary, under 13th July 2010 ([http://www.leasehold-](http://www.leasehold-outrage.com/pg_home/my_diary_2010.htm#2Nov10Radiator)
26 [outrage.com/pg_home/my_diary_2010.htm#2Nov10Radiator](http://www.leasehold-outrage.com/pg_home/my_diary_2010.htm#2Nov10Radiator)), as a result of the heating
27 being turned-up to the maximum in Apr 10, my (old) radiator started to leak. The valves were
28 difficult to close fully.

29 [The then ‘managing’ agents](#) sent a contractor who disconnected the radiator at either end
30 (and then failed to act on the agreed next step).

31 To date, the radiator has therefore been disconnected for 4 years. It looks as follows:

¹ My 11.05.14 letter to Resident of apartment 8, Jefferson House

² 12.05.14 reply from Resident of apartment 8

³ 03.04.14 letter to me from Jon Wolbrom, Martyn Gerrard



Left-hand side valve



Right-hand side valve

1 I do not understand why 'I can only use you' to carry out the works (Jon Wolbrom's letter) -
2 even more so in light of the fact that you subcontract the works. Please, explain.

3 **2.1. Quotation**

4 However, can you, as suggested by Jon Wolbrom, provide me with a quotation for:

- 5 ■ supplying, and
6 ■ replacing the radiator - which does not need to be as big as the current one – giving
7 options;
8 ■ carrying out all the installation;
9 ■ ensuring that it is functioning properly.

10 In doing this, please provide a breakdown of the costs, including specifying the mark-ups, as
11 well as VAT.

12 Also, do you anticipate any issues in carrying out the works? If so, which? How would
13 this/these impact on the cost/s?

14 I am copying [Martyn Gerrard](#) on this letter and its enclosures (as requested in its [3rd April](#)
15 letter).

16 I will also copy this letter to my insurer together with your reply in relation to the water damage
17 to my bathroom.

18 I enclose a self-addressed 'Special Delivery' envelop for your reply.

19 Yours sincerely,

20 [N Klosterkötter-Dit-Rawé](#)

Post Office Ltd.
Your Receipt

24/28 William Iv Street
London
Greater London
WC2N 4DL

*Garland
Winton
Saves.*

Date and Time: 15/05/2014 13:43
Session ID: 16-435450
Dest: UK (EU)
Quantity: 1
Weight: 0.025 kg

Special D by 1 £0.00 £6.40

Total Cost of Services £6.40

Posted after Last Collection? Yes

Barcode: AE2674599476B

DESTINATION ADDRESS

Building Name or Number Postcode
50-54 TN158BJ
Address Validated? N

IT IS IMPORTANT THAT YOU RETAIN THIS
RECEIPT AS IT IS YOUR PROOF OF POSTING

PLEASE REFER TO SEPARATE TERMS AND
CONDITIONS

SD Guaranteed is an express
next day service for the UK offering
a money back guarantee for delay and
compensation for loss and damage to
your item. Check delivery at
www.royalmail.com or call
08459 272100 quoting your ref no.

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Thank You

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Trafalgar Square
24/28 William Iv Street
London
Greater London
WC2N 4DL

*Sell Address
on top
for Garland*

FAO: 015010

VAT REG No. 88 172 6705 02
Date of Issue: 15/05/2014 13:44
SESSION: 16-435450

	Item	Price ex VAT	inc VAT	Total(£)
(E)	Special D by 1			
1	g	6.40	6.40	6.40

(S)=Standard Rate (Z)=Zero Rate (E)=Exempt

SD up to 100 gms				
1	g	6.40		6.40
1st class stamp				
1	@	0.62		0.62

*Copy 2
Garland*

TOTAL DUE TO POST OFFICE 13.42

Cash	FROM CUSTOMER	20.42
Cash	TO CUSTOMER	7.00
BALANCE		0.00

Please retain for future reference

Thank You

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Track and Trace

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Delivered

Your item with reference AE267459947GB was delivered from our SEVENOAKS Delivery Office on 16/05/14 .

Thank you for using our Special Delivery Guaranteed™ service.

You can now see the electronic Proof of Delivery for this item by clicking the button below.

[View signature](#)

SENDING **ADDITIONAL SERVICES**

Done