

Appendix A - Timeline of events

January 2022	<ul style="list-style-type: none"> * Resident first notices leak into her property from neighbouring property causing damage to living room wall. Neighbouring property owned by a leaseholder who reassured resident they would fix issue * Resident notifies LBWF of leak.
February 2022	<ul style="list-style-type: none"> * Works order raised to replace bath, bath panel and splashback * Works above completed 28/02/2022
March 2022	<ul style="list-style-type: none"> * Works order raised to repair sink
June 2022 (Beginning of investigation focus)	<ul style="list-style-type: none"> * Resident reports water dripping from light fitting * Resident first notifies LBWF of ongoing leak from above and requests advice * Works order raised regarding leak beneath bath
July 2022	<ul style="list-style-type: none"> * Sink works complete. * Contractor undertakes survey of property (11/7/2024). * Works orders raised following survey and completed as follows: <ol style="list-style-type: none"> a. The hallway light needed reconnecting following the leak Complete on 27 July 2022. b. A bathroom tile had come off the wall and needed regrouting. Complete on 27 July 2022. c. The bottom of the panel is not stuck to the wall properly. Complete 3 August 2022.
August 2022	<ul style="list-style-type: none"> * Resident chases LBWF for response to June email (leak from neighbour's property) and advises Council that damage arising from the leak needs to be corrected, as follows: <ol style="list-style-type: none"> a. bathroom floor replacement b. hallway ceiling had water damage c. wooden panels in bathroom need painting. * LBWF responds advising her that surveyor will be in touch following return from leave * Bath panel works first raised, specifying that bath panel needs replacing and that leak from above had apparently been resolved

September 2022	* Resident chases LBWF claiming she has not heard anything about repairs
October 2022	* Resident submits Stage 1 complaint claiming lack of contact and progress from LBWF in progressing repairs
November 2022	* LBWF responds to Stage 1 as a service request, copied to surveyor * Resident escalates complaint to Stage 2
December 2022	* LBWF responds to uphold Stage 2 complaint and awards £300 compensation
February 2023	* Resident raises new Stage 1 complaint regarding failure to respond appropriately following July 2022 survey
March 2023	* LBWF responds to new Stage 1 to apologise * Resident escalates to Stage 2 on the grounds that the Stage 1 response was unsatisfactory, that the survey findings had not been followed up thoroughly and that bath panel had not been fixed
April 2023	* Repair raised to replace bath panel
June 2023	* LBWF request update from Contractor on bath panel * Contractor responds to say it could not procure bath panel; LBWF responds to instruct a like-for-line replacement and suggests suitable alternative * LBWF contacts residents to advise bath panel not in stock but agrees with resident's alternative suggestion despite higher cost
July 2023	* Contractor fit bath new panel
August 2023 (End)	* LBWF responds to uphold Stage 2 and awards £250 compensation. Also agrees that survey will be undertaken
<i>September 2023</i>	<i>Survey undertaken by LBWF surveyor</i>
<i>Oct/Nov 2023</i>	<i>Works orders raised to repair damage Contractor texts resident to advise surveys will be undertaken for refurb purposes Kitchen and bathroom asbestos surveys undertaken Hallway works completed</i>