

22nd October 2012

Dear Resident,

**REF: Hot Water Compensation to Leaseholders**

**Camden Council has finally agreed to compensate Leaseholders £100 for the 3-4 months loss of hot water.**

Patrick O'Neil stated on his email:

***“We have undertaken an analysis of the heating /hot water failures at the block. Many of the failures were partial and would not be caught by our compensation policy.”***

***However in the light of the representations made by Cllr Robinsion and the levels of inconvenience caused we have agreed to award £100 to each residency.”***

In our opinion this is not enough or fair for the following reasons:

- 1) The cost of the hot water/heating for the three months period is approx £300 on a typical three bedroom property.
- 2) The above does not include the inconvenience and the extra cost that the residents had incurred for heating the water by other means (kettle, electric showers, etc)
- 3) Some residents have already received higher compensation.

**If you are unhappy with the situation please let them know:**

- 1) Patrick O'Neil ([Pat.O'Neill@camden.gov.uk](mailto:Pat.O'Neill@camden.gov.uk)) 020 7974 3264
- 2) John Wheatman ([John.Wheatman@camden.gov.uk](mailto:John.Wheatman@camden.gov.uk)) 020 7974 8639

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