

Rachel Bent
Trainee Property Manager
Cambridge Property Services

24 Century House
245 Streatham High Road
London SW16 6ER.

Ref.: CHRA0576

12 December 2001

Dear Ms. Bent,

Matters in need of immediate attention at Century House

As a follow-up to our telephone conversation yesterday, I write to detail the four areas of immediate concern we discussed.

1. Detaching/loose stone slab at top of block directly above entrance area.

Please see attached picture. The slab looks as though it is about to tip over and may therefore be highly dangerous – what if it fell and hit someone coming into or out of the block? I think this needs to be attended to urgently. Can you let me know within the next few days what action you propose to rectify otherwise I feel I must contact the Health and Safety Executive.

2. Cracked windows in main façade facing Streatham High Road

The glaziers were at the block again on Monday (10 December). They have now added panes to the two empty frames and replaced the transparent frames they originally installed with semi-opaque, rippled panes, in keeping with the other panes. The windows in most need of attention have been dealt with.

But we wonder whether the job is considered complete? This morning I counted nine panes that are cracked, one of them also has a hole. Please see attached picture. We urge you to make use of the scaffold while it remains in position and to commission the replacement of all cracked panes. When we spoke, you told me that the works to date have cost close to the £1,000 statutory limit above which consultation must take place. We believe that that the cracked panes need to be replaced and that it would be cost-effective to replace them now. If they were to be replaced later then we would consider that the windows were not being kept in repair and that we would have grounds to challenge the reasonableness of future repair costs. In this incidence, the Residents' Association would support you in waiving of exercise of the consultation procedure though I should make it clear that we would still reserve our right to challenge the reasonableness of costs.

Please, also, would you supply me with a breakdown of costs to date for the work. In particular, we'd like assurance that we won't be charged in any way for the transparent panes that were incorrectly fitted.

3. Blocked drains

We attempted unsuccessfully to unblock the drain by the bin store. Please see picture. Last week there was no refuse collection (this has now been rectified), possibly the collectors were dissuaded from emptying the bins by the presence of the puddle across the external entrance to the bin store.

Please would you arrange for this drain and two others to be unblocked. The two other drains are:

- a. by the external entrance to the garage, at the bottom of the slipway. The blocking of this drain causes constant pooling of water around a pillar in the garage a few feet in front of the internal garage entrance (please see pictures). We are concerned that this is a support pillar and that its steel foundation is corroding. We requested that this drain be cleared in our letter to Lucy Cummings of 30 October 2000 but to our knowledge no such work took place.
- b. at the bottom of the stairwell by the main entrance steps (beneath flat 7, on the corner of the block). There's a lot of rubbish here that need to be cleared first. A blocked drain here may well have contributed to or caused the flooding around the bottom of the goods lift area which lead to the goods lift being out of action for a month last year.

4. Rubbish dumped at end of third floor corridor, by back stairs

I understand that this was reported to you by my Jacqui Bromley (Flat 29) and that Joshua, our cleaner, was asked to remove it. I also circulated a note to all residents of all third floor flats last Thursday (6 December). I asked whoever was responsible to remove the rubbish pronto and informed them that they were in breach of the lease of their flat, of fire regulations and of health and safety regulations. Now there is new rubbish and I have circulated a new note – copy attached. We believe we know who is responsible. Please could you ask Joshua, **not** to remove the rubbish if it remains. We should like to open the rubbish to see if we can determine from where it originates – not a pleasant task but a necessary one.

Finally, I wonder if you had an email address I could use – if you do, it would be easier for me to send correspondence. I could also send photographs as graphic files.

Yours sincerely,

Angus French, Secretary, Century House Residents' Association

Photographs taken on Sunday 9 December 2001 (before glaziers did further work on Monday 10 December)

1. Detaching/loose stone slab at top of block above main entrance area
2. Main window façade. The following panes have cracks (using coordinates ranging from (1,1) for bottom left and (7,20) for top right):

Section closest to passenger lift

- (1,12) – 1 foot crack
- (2,1) – small crack in corner
- (2,6) – cracks in two corners
- (2,16) – crack from top to bottom (about 2 foot)

Middle section opposite staircase

- (3,11) – cracks in corner
 - (4,10) – cracks in corner; small hole (see picture 3)
 - (4,11) – 9 inch crack
 - (4,13) – crack in corner
 - (4,16) – 9 inch crack
3. Cracked window with hole in main façade (coordinate 4,10)
 4. Pool of water outside bin store caused by blocked drain
 5. Pool of water around pillar in garage
 6. Damage to pillar in garage caused by constant pooling of water