

COMBINED TIMELINE FOR FLATS A, B, C & D REGINA ROAD FROM APRIL 2019, TO END OF MARCH 2021

Data is mostly supplied by LBC repairs log and complaints history for C. Data provided by Axis in a chronology of actions from 05/12/19 onwards and these entries marked with an asterisk.

| Date reported | Flat number | Completed (* Date attended for Axis entries) | Job description |
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| XX/07/17 | C | N/A | First report of water leak made to Axis by tenant. Multiple visits in May, June and August but source of leak not identified |
| 25/05/17 | C | 25/05/17 | Axis say this is the first report they received of the leak. They believe leak is coming from the 6 th floor. (Flat C is on the 2 nd floor) An electrician attends to make electrics safe |
| 20/11/17 | C | 27/11/17 | Report made of water leak on the living room wall. Operative cannot find source of leak, checks the flat above (likely to be D) with the same result. Thinks it may be residual water from a previous leak. |
| 28/12/17 | C | 08/01/18 – 19/02/18 | Damp patch reported. Operative attends and thinks source may be a pin hole leak in pipework, advises tenant that investigatory work required in vicinity of the riser cupboard. Wrong trade operative attends on 29/01/18. Operative attends on 19/02 and repairs pin hole in pipework |
| | C | 22/03/18 | Dehumidifier supplied and then collected a week later on 28/03/18 |
| | C | 30/04/18 | Doorframe repaired following water damage |
| | C | 04/06/18 | Walls and ceilings repaired (damaged surfaces removed and reskimmed) and cupboard doors adjusted. Flat redecorated by Axis as compensation for delays experienced by tenant. Given the ongoing nature of the leak, outside |

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| | | | help from a specialist firm should have been considered. |
| XX/08/18 | C | ? | Leak is reported to have reappeared. Operative attends, advises the leak is residual water from a leak in flat X and property needs to dry out before further action is taken. (Axis have no record of this) |
| 04/06/19 | D | 05/06/19 | Leak from above through ceiling in bathroom, kitchen & bedroom |
| 04/06/19 | D | 05/06/19 | Make electrics safe after leak |
| 05/06/19 | C | Cancelled | Water running in through window cill |
| 22/07/19 | B | 30/07/19 | Fluorescent strip light in kitchen is faulty |
| 25/07/19 | C | 31/07/19 | Reports of leak made. Operative attends – while in flat C, he calls Axis office and is told there had been a flood in flat X. Tenant is asked to monitor the damp patch |
| 25/07/19 | C | 01/08/19 | Trace leak coming from living room walls and lobby doorway |
| 03/09/19 | C | 11/09/19 & 19/09/19 | Report of water affecting wet room flooring in the flat. An operative attends but cannot find the source. Later a supervisor attends with same outcome. Notes that further investigation is required. Tenancy officer reports first involvement in this case (no other details provided, except this is a long running repair issue and that surveyor attended in October) |
| 02/10/19 | C | N/A | Tenant emails Axis for situation update, contractor has no record of this. On 11/10/19 supervisor from Axis and inspector from council attend – agree to open up kitchen cupboard wall for investigatory work to be undertaken. |
| 22/10/19 | C | 21/11/19 | Various works at flat booked for early December. Tenant requests an earlier start date. Operative attends on 21/11/19, takes down block work |

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| | | | in kitchen cupboard but finds no pipework and no leak. Return visits arranged for 04/12/19 to investigate behind two other walls in flat. Operative reports he has found leak, but further investigatory work required as pipework runs through concrete floor to the flat above (D). |
| 23/10/19 | D | 28/10/19 | Storage heater in bedroom not working |
| 01/11/19 | D | 11/11/19 | Storage heater in bedroom not working |
| 05/11/19 | D | 12/11/19 | Mixer tap is very noisy, and tap is leaking |
| 25/11/19 | D | 04/12/19 | Plumber to attend alongside inspectors to investigate ongoing leak into the flat below (C) |
| 04/12/19 | D | 27/12/19 | Uncontrollable leak from flat affecting flat below (C) |
| 04/12/19 | D | 06/01/20 | Plumber to attend to leak |
| 05/12/19 | C | 06/12/19 | Inspection by the council's repairs surveyor results in decision to decant the tenant to allow investigatory and repair work to be undertaken. Timescales for completion are unknown but work is to follow the tenant's move. Request for management transfer approved on 06/12/19. It is unclear why action was limited to flat C and did not extend to flat D. Tenant moves out in June 2020, approx. 7 months later with the leak ongoing |
| * 05/12/19 | C | N/A | * Instruction to stop all remedial works in flat C issued to Axis, work to commence when property is vacant. |
| 11/12/19 | A | 12/12/19 | Electrical sockets in kitchen and living room not working |
| 17/02/20 | A | 25/02/20 | Immersion heater not working |
| 25/02/20 | A | 05/03/20 | Needs new Economy 7, timer and cables to be removed |
| 16/03/20 | D | Cancelled | Door entry handset not working |
| 23/03/20 | D | 23/03/20 | Make safe electrics are leak from flat above (Y) |

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| 17/05/20 | A | 18/05/20 | Leak reported from above in living room |
| * 17/05/20 | A | 17/05/20 | * Uncontainable leak into living room. Went to flat B above, no access obtained |
| 18/05/20 | B | Cancelled | Investigate leak affecting flat below (A) |
| * 18/05/20 | B | 20/05/20 | * Ongoing work in flat C, riser cupboard pipework between C & D, the floor must be broken into to access pipework from flat D. Job cancelled on 22/10/20 Connection to leak between C & D made. This should have prompted further attempts to obtain access to flat D |
| 16/06/20 | A | 17/06/20 | Leaks coming up from floor in hallway from leaking from above, possibly from B |
| * 16/06/20 | A | 16/06/20 | * Leak on mains in ceiling of flat C through concrete, tenant of C to be moved out at the end of the month for work to commence |
| 17/06/20 | A | 18/06/20 | Make safe electrics in bathroom after leak from above |
| * 17/07/20 | A | 17/06/20 | * Made safe pullcord switch in the bathroom, fault in lighting circuit, investigated and replaced living room pendant. Isolated bathroom cables, leak needs to be resolved as water inside conduits |
| 23/06/20 | D | 25/06/20 | Water leak in lounge, carpet is saturated and affecting flat D below |
| * 23/06/20 | D | 24/06/20 | * Works being carried out at C, tenant in C being moved out |
| * 26/06/20 | C | N/A | Email received confirming tenants decant from flat C |
| 29/06/20 | C | Allocated | Voids / minor void |
| * 29/06/20 | C | N/A | * Void works could not be completed due to the leak and leak could not be accessed from C, it had to be from D. Do not believe leak has stopped, this is believed to be a pin hole leak and due to cold weather, the pipe has burst or got worse. Urgency of need to get |

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| | | | access to flat D is clear and should have driven further efforts |
| 30/06/20 | B | 01/07/20 | OOH make electrics safe after leak, lighting circuit has tripped |
| * 30/06/20 | B | 30/06/20 | * Made safe, tenant to call when the leak is fixed and dry |
| 18/08/20 | A | 20/08/20 | No hot water (NB strangely a reference is made to a gas boiler not igniting and low water pressure.) |
| 19/08/20 | A | 20/08/20 | No hot water (immersion heater is just flashing) |
| 19/08/20 | A | 09/09/20 | Reinstate light in bathroom |
| * 19/08/20 | A | 09/09/20 | * Installed a new pull cord switch, overhauled existing 2D fitting and reconnected, all tested and working. (No leak present on this visit) |
| * No date | A & B | * N/A | * Leak stopped/slowed at some point after it being a void. No evidence of leaks between August and December 2020. Reinstated lights in A & B in August 2020 |
| * 25/08/20 | A | 02/09/20 | * Inspection to damage following leak from C. Job cancelled as inspection already carried out and 2 jobs requested to fit 4 vents in airing cupboard doors and replace section of wall in lounge. No leak reported |
| * 26/08/20 | A | 26/08/20 | * Make safe electrics after leak. OOH checked consumer unit all MBBS dry, tenant to call supplier |
| * 26/08/20 | E & A | 26/08/21 | * Leak from sprinkler system on evening of 25/08/20 affecting flats E & A. TW Drains attended with tanker to remove excess water from sprinkler leak. Mullaly are responsible for sprinkler systems. |
| 27/08/20 | B | Cancelled | No cold water throughout property |
| 27/08/20 | B | 21/09/20 | Reinstate light in bathroom after leak from above |
| * 27/08/20 | B | 18/09/20 | * Replaced pull cord switch. No leak present on this visit |
| 02/09/20 | A | Cancelled | Hack off and replace plaster in lounge following leak |
| * 02/09/20 | A | 21/09/20 | * Asbestos test requested. On 05/10/20 No asbestos detected, booked plastering to be completed. |

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| | | | No leak present on this visit. On 11/01/21 Job cancelled, there is a leak. Leak returned in December 2020 |
| 02/09/20 | A | 28/09/20 | Supply and fit 4 vents in airing cupboard |
| * 02/09/20 | A | 24/09/20 | * Operative installed 4 vents in cupboard doors and fixed toilet leak that was not on the job. No leaks present on this visit. |
| 02/09/20 | A | 09/09/20 | Kitchen window not closing properly, draughty |
| 13/11/20 | D | 25/11/20 | No hot water, immersion faulty |
| 17/11/20 | D | 24/11/20 | Renew bottom element in immersion |
| XX/11/20 | D | N/A | Tenancy officer reports their first involvement, requesting that tenant gives access to Axis for investigatory works in flat. Tenant reportedly denies access on basis that Axis have been in on many occasions, and she had been assured her flat was not the source of the leak. |
| XX/11/20 | D | N/A | Visit by Council surveyor arranged. Disputed reports on whether the surveyor attended or not, but meeting to resolve access issue for investigatory works does not take place. Joint action by surveyor and tenancy officer should have obtained access at this point, or initiated escalation of No Access processes. |
| 10/12/20 | A | 14/12/20 | Investigate leak from kitchen cupboards, living room ceiling into walls |
| * 10/12/20 | A | 10/12/20 | * Access needed to flat B, card left. Leak either returned or this was a separate leak on same pipe/area |
| * 10/12/20 | B | 10/12/20 | * Plumber to attend to source leak that is affecting flat A below. No access to flat B. Plumber reports leak is coming from either void flat C or flat D, email sent to voids. Job cancelled on 28/01/21 as flat C is void. |

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| 19/12/20 | A | 21/12/20 | Leak from under bath |
| * 19/12/20 | A | 19/12/20 | * Bathroom leak caused by faulty fibre washer in cold tap connector, replaced. Leaking for the past month (?) Water damage to bath frame and panel evident. |
| 16/01/21 | A | 18/01/21 | Make safe electrics following a leak |
| * 16/01/21 | A | 16/01/20 | *Tenant refused work as she didn't want to be without light in her living room, where the leak is coming in |

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| 18/01/21 | C | Cancelled | Investigate leaks into flats A & B said to be coming from the riser |
| 21/01/21 | A | 22/01/21 | No hot water |
| 22/01/21 | A | 25/01/21 | Make safe electrics following a leak |
| * 22/01/21 | A | 22/01/21 | * RCD tripping and down, reset and took down pull cord switch in bathroom |
| 29/01/21 | A | 06/02/21 | Reinstate all electrics, no power to the property |
| * 29/01/21 | A | 29/01/21 | * Made safe light and reinstated electrics |
| 02/02/21 | A | 02/02/21 | Investigate water getting into electrics following leak & all electrics tripping |
| * 02/02/21 | A | 02/02/21 | * All electrics have tripped. Water coming through ceiling in bathroom, light has already been made safe |
| * 04/02/21 | C / D | N/A | * Email advising access required to flat D |
| * 04/03/21 | A | N/A | * Email advising this is not with Axis |
| * 09/03/21 | A | N/A | * Email advising aware of ongoing issue |
| 18/03/21 | A & B | Allocated | Carry out mould wash to all affected areas, take photos before & after |
| 19/03/21 | C | Allocated | Wet Vac required to drain pool of water in void property |
| 22/03/21 | A & B | N/A | ITN news report on leaks and conditions at the block is broadcast. |
| 23/03/21 | D | N/A | Tenancy Management staff attend flat D and issue tenant with letter demanding immediate access to property (under clause 14 of tenancy conditions). Advises that failure to give access will result in a forced entry. |
| 24/03/21 | D | Allocated | Dig up hallway floor and repair leaking pipe leaking into A, F & B below |

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| 26/03/21 | A, B & D | N/A | Tenants moved to emergency temporary accommodation |
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