

MARTIN RUSSELL JONES

5 Watford Way,
Hendon Central,
London, NW4 3JN
Telephone: 081-202 8131/5
Fax No: 081-202 9513
Management Department
Telephone: 081-202 3858



CHARTERED SURVEYORS · ESTATE AGENTS

Barrie Martin FRICS IRRV
Michael Jones FRICS
Ian Russell BSc ARICS
Joan Hathaway BSc ARICS

Consultant:
Sidney C. Spyer FRICS

BRM/JJ

21 February 1992

Miss Noelle Rawe
3 Jefferson House
11 Basil Street
London SW3 1AX

Dear Miss Rawe

3 JEFFERSON HOUSE, 11 BASIL STREET, SW3

Thank you for your letter of 19 January 1992 addressed to Miss Hathaway. I have looked into the matters you have raised and would reply as follows.

The caretaker is not a plumber
With regard to the water penetration into the bathroom of your flat, this was of course from the flat above. When you called in the caretaker to see the water stains that had appeared it was not considered by him serious at that time and he told us so. The lessee of the flat above was of course informed immediately by the caretaker who went into the flat but could find no sign of anything wrong. He asked the lessee to look out for any signs of trouble but had no reason to advise us to take any action at that time.

It was not known of course that there was any build-up of water above the ceiling but, when some came through and you told us, we immediately arranged for a builder, Mr Childs, to go to your flat. The matter is clearly the subject of an insurance claim under the Buildings Insurance policy and we will come back to you once the outcome has been made known to us.

With regard to the water penetration into the kitchen of your flat, we have received reports from two specialist firms, Bryhall Technical Services and Protim Services Limited. The former recommends that some further tanking work be carried out to the kitchen, the extent being some two square metres to the left hand section at the front. We have written to the landlords recommending that this treatment be carried out.

Protim Services Limited have recommended certain works externally, but in such situations the most effective answer to damp problems is proper tanking, and for this reason we consider that the internal recommended works should be carried out first.

NB. This has been going on since 1976!

Also at: Friern Barnet, London, N11 Telephone: 081-368 1510

= 15 years!

Spyer Johnston Evans



Russell Jones

We will come back to you again after we have heard from the landlords.

Yours sincerely

BR Martin
For and on behalf of
MARTIN RUSSELL JONES

The other part of the double act who steps in when the 'heat is on' on Ms Hathaway