



Susan Hanlin <[info@alliedhomes.co.uk](mailto:info@alliedhomes.co.uk)>

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**monitor**

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Allied Homes <[info@alliedhomes.co.uk](mailto:info@alliedhomes.co.uk)>

Mon, Jan 30, 2017 at 10:43 AM

To: Ross <~~redacted~~>

Hi Mr ~~redacted~~,

Thank you for your email. We spoke to a gas engineer for our information at the time. Do you have a new alarm in now and is it detecting carbon monoxide on it? If not perhaps the historic situation has been stabilised.

If it is still flashing red we will get an engineer out as soon as possible,

Kind Regards,

Susan Hanlin  
Allied Homes  
[Quoted text hidden]



Allied Homes &lt;info@alliedhomes.co.uk&gt;

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## Outstanding works

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Allied Homes &lt;info@alliedhomes.co.uk&gt;

Thu, Jan 19, 2017 at 11:04 AM

To: Ross <~~ross@alliedhomes.co.uk~~>

Hi there

We were just wondering if you have heard from the owners workman, Jim Jones yet?

Could you also confirm which repairs / issues are still outstanding. Have pest control been? Is this issue resolved now?

Also have The Power Service rearranged access to attend to the issue they had to sort out?

Kind Regards,

Michelle



Allied Homes &lt;info@alliedhomes.co.uk&gt;

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## Outstanding works

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rosscleland@yahoo.com &lt;rosscleland@yahoo.com&gt;

Thu, Jan 19, 2017 at 11:59 AM

Reply-To: rosscleland@yahoo.com

To: Allied Homes &lt;info@alliedhomes.co.uk&gt;

Hello - Jim just texted me so he should be over to re-vinyl the kitchen floor on Sunday.  
Everything else has been sorted.

Thanks,

Ross ~~Cleland~~

[Quoted text hidden]



Susan Hanlin &lt;info@alliedhomes.co.uk&gt;

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**214 Calder ST**

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rosscleland@yahoo.com &lt;rosscleland@yahoo.com&gt;

Mon, Dec 12, 2016 at 5:05 PM

Reply-To: ~~rosscleland@yahoo.com~~

To: Allied Homes &lt;info@alliedhomes.co.uk&gt;

Hello- I am aware that I can't be reached by phone when I'm in the flat- this is obviously beyond my control and the easiest way to contact me is through email. I wasn't unable to reschedule with the power service- I was unwilling. I can't bring myself to spend any more time/ phone allowance arranging appointments with people, only to have them not show up or cancel last minute despite me having rearranged my day for them. My niece even missed nursery for me to be in for the power service. If I was to arrange another appointment with them I am certain that they would not show up again- as with the 3 failed monoxide alarm appointments. If you particularly want to arrange an appointment with them and give them keys then I'll leave that up to you. But I personally will not be chasing them up again.

Kind Regards,

Ross ~~cleland~~

[Quoted text hidden]



Susan Hanlin &lt;info@alliedhomes.co.uk&gt;

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**214 Calder ST**

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Allied Homes &lt;info@alliedhomes.co.uk&gt;

Fri, Dec 2, 2016 at 10:06 AM

To: Ross &lt;[REDACTED]&gt; &lt;[REDACTED]&gt;

Hello Mr [REDACTED];

we tried to reach you on the phone yesterday but you were unavailable and as you didnt have credit on the phone we accompanied the electrician to the property just after 1 pm yesterday and he changed the monitor. We sent Jim the owners workman ,an email to get in touch with you but it is extremely difficult to get you on the phone .If you have his number perhaps you could contact him and firm up an appointment. We have also been in touch with GCC pest control who will be in touch, but again, they need to contact you on the phone for access as they will only deal with the tenant direct.

Kind Regards

Susan