

147 SNAGGING ISSUES

"THIS IS THE FIRST TIME IN NEW HOUSE BUILDING THAT I'VE COME ACROSS A WORKTOP JOINED THIS WAY"

-SG SNAGGING SURVEYS, 30/03/2023



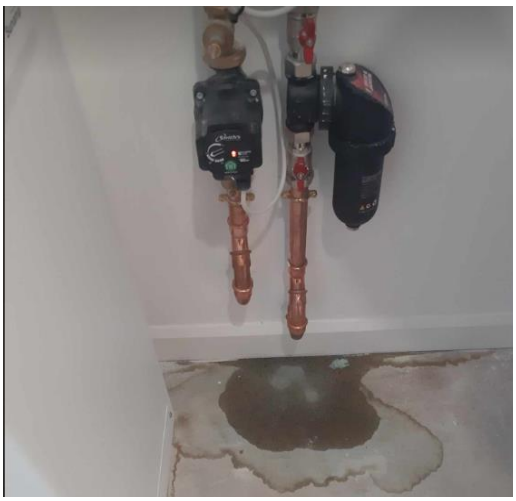


8 CULTS DRIVE TOMINTOUL

IMPACT STATEMENT

MOVE-IN DATE DELAYED BY 8 MONTHS

SNAGGING WORKS DELAYED BY 4.5 MONTHS AND COUNTING...



Some Impacts:

- **Lost 1st sale of house** and 2nd house buyer almost pulled out due to **delays**
- Mother-in-law had to find **alternative housing** in Belfast for 6-months
- Quality concerns so paid **£400 for a Snagging Report**- 147 issues noted, more upon move-in
- **Meter issues** resulted in a 7-month bill delay, **£1100 back-bill** & contact with Energy Ombudsman
- Oct/23- **Heating & HW issues** while elderly guests visiting from Cananda (**became ill!**)
- Smart meters do not work so not able to claim full SEG amount
- Jul/Aug 2024- **continued heating issues**, error code on thermostat
- **Ongoing communi-cation issues and inadequate responses** from TGDT & CHT
- **100's of emails sent and hours spent** addressing issues
- **All the above (and more) have resulted in financial, physical & mental health impacts to us and others**

A (small) sampling of emails

MJ

Mark Johnston <[redacted]>

To: You; Helen Mackie

Sun 15/01/2023 16:03

Hi Helen

We wanted to keep you up to date with the latest developments from our end.

Unfortunately, the buyer of our current home has withdrawn their offer giving the reason of 'not being able to get a confirmed date for handover'.

We have instructed our Estate Agents to readvertise the house but clearly this will have a knock on for when we are able to agree to a handover date for Tomintoul. And that is assuming we can secure a new buyer.

We will continue to update you with any developments.

Regards

Mark & Crystal

MJ

Mark Johnston <[redacted]>

To: Helen Mackie

Cc: You; oliver@tgdt.org.uk

Tue 28/02/2023 11:18

Morning Helen

I left a message for you earlier but we seem to be having issues with EE here today so I wanted to email in case we can't speak.

I'm again hoping to get an update on any progress this week. As previously informed, we have a date of 24th March to complete the sale of our current home.

We have discussed with our solicitor and have been advised that if the Tomintoul houses were not handed over by the end of this week we will be unlikely to complete by 24th March. I believe our solicitor has been in touch with yours to outline this and to ask for some draft documents but I'm unaware if there has been a response.

Given this we would appreciate an update and an indication of how Moray have been responding. We will need to make a decision towards the end of this week as to whether to progress any further given the impact the wait on completion is having on ourselves and others.

Thanks

Mark and Crystal

Crystal Hill

To: Helen Mackie; oliver tgdt.org.uk

Cc: Mark Johnston

Reply | Reply all | Forward

Thu 15/06/2023 17:46

High importance





2 attachments (286 KB) Save all to OneDrive Download all

Hi Helen and Oli,

We've been trying to sort the electric (to transfer our current supplier to the new place as of the 26th), however, during my initial inquiry I was told by Octopus that:

- *" according to the National database, your new property doesn't have an active electricity supply or meters at the property. Therefore, we won't be able to transfer your account until the property has an active supply. Please let us know once you have an active supply and we will be happy to help you transfer your account to the new address. The current supplier of the property seems to be EDF so you can get in touch with them regarding your new property."*

Mark then took pictures of the meter which I emailed to Octopus and they've come back today saying the meter is linked to 6 Cults Drive (see email below, I've also attached the pics), not 8 Cults Drive, before following up with them thought it best to touch base with yourselves first to see if we should be aware of anything and/or if there's anything in particular (out with the norm) we need to do to sort/transfer the electric into our name once we take possession?

Additionally, I called EDF yesterday to inquire (prior to hearing back from Octopus today) and they said that the current account is a business account but that we should be able to call the day we move in to set up an account with them at which point we can then transfer to our desired supplier.

Best,
Crystal & Mark

MJ

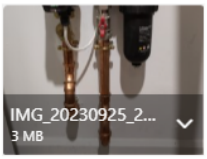
Mark Johnston <[redacted]

Reply | Reply all | Forward

Mon 25/09/2023 20:43

To: Helen Mackie

Cc: You



Hi Helen

We have spotted a leak from the heating system in our utility room. We are aware there had been a leak there before we took possession but which it was thought had been addressed.

Would it be possible to get someone out to check as soon as possible please?

Our rotary drier also snapped in the recent wind. It would appear that this may have been caused by the anchor being damaged on installation allowing the drier to swing back and forth against the rim.

Regards

Mark & Crystal

Sent from Outlook for Android

MJ

Mark Johnston <[redacted]

Reply | Reply all | Forward

Thu 28/09/2023 16:44

To: Helen Mackie

Cc: You

Hi Helen

We still haven't heard from a plumber. We have visitors arriving from Canada on Monday and would like to have this sorted.

At the minute it is still a small drip but I am concerned if there is something more serious wrong it could increase and cause damage.

Also, on the rotary drier - we again need to have a way of drying clothes with visitors coming. Can we buy one and claim back the cost?

Mark and Crystal

Sent from Outlook for Android

...

MJ

Mark Johnston [redacted]

Reply | Reply all | Forward

To: Rob Humphrey; Helen Mackie; Tilly Smith; oliver@tgdt.org.uk; ronnie.macrae@chtrust.co.uk

Fri 29/09/2023 16:34

Cc: You

Hi all

Please see email chain below.

We reported the leaking of a coloured liquid (presumably refrigerant or antifreeze) on to our new wood flooring on Monday of this week.

Despite several follow ups we have not been able to get a meaningful response in the course of a working week. I'm not sure what your thresholds are but this seems barely believable.

We would appreciate a prompt response and a timescale for investigating this.

While trying to be patient we feel once again that we are being pushed toward enlisting our representatives, both legal and political, about our experiences here.

Mark and Crystal

...

MJ

Mark Johnston [redacted]

Reply | Reply all | Forward

To: Housing Management Team

Wed 22/11/2023 19:38

Cc: You; Rob Humphrey; Helen Mackie; Ronnie MacRae; Oliver Giles; Tilly Smith

Thank you for replying within the agreed two weeks.

We want to let you know that we are now going to take time to explore our legal options particularly:

- Which options are available to us
- Who legal action could be taken against
- Whether there is the possibility and appetite for group mitigation

There are several reasons for this:

- the long list of concerns shared by residents including those over health and safety which still have not been adequately dealt with - this includes electrical safety
- sub standard workmanship
- the poor response to concerns and the pressure this puts on residents to spend their own time putting together a case
- the continuing reliance on Alpha to respond to concerns when they were in charge of the original work
- the fact that it now appears that only a thorough legal investigation will get a response worthy of the poor processes and management that are evident in this development and for which there is a lengthy email chain

While we appreciate that you still await third party involvement we would intend to proceed legally if all concerns have not been addressed within 28 days. We feel this is reasonable given the management of this development and the poor communication around it has now been dominating our lives for over a year.

Yours sincerely

Mark & Crystal

MJ

Mark Johnston <[redacted]>

Reply | Reply all | Forward

To: oliver@tgdt.org.uk; Tilly Smith; Helen Mackie; Melanie Davidson; ronnie.macrae@chtrust.co.uk; Rob Humphrey

Sun 05/11/2023 16:56

IssuesToBeAddressed.docx
21 KB

To Community Housing Trust / Tomintoul and Glenlivet Development Trust

Residents of the Auld School Development met this week ahead of the meeting with yourselves on Wednesday 8th November. We did this as it was clear that we have many shared issues which continue to cause stress and concern. There were members of six properties present and we have had further input from another who couldn't attend. All are blind copied into this email. Residents of some of the other properties sent their apologies and have indicated they will have points to make on Wednesday. We are sending you this to give you time to prepare answers for Wednesday. We appreciate you have sent an agenda and some of the concerns may be addressed within. However, we want all our concerns to be addressed and also time made available for us to express the impact these issues have had.

Unfortunately, the list of issues is a long one and is attached in a separate word document. It has become clear that residents have been spending significant time dealing with these issues individually and now we have felt the need to come together collectively at both financial and time expense to ourselves.

We all want to be able to live in a home we feel safe in and enjoy. On the surface it has been a great project for the village and area and we were initially very happy with the chance to be involved. However, some residents are now regretting taking a property. This has been made worse by the positive light the development has been portrayed in at meetings, in print, on the radio, and during a Royal visit. There has also been a tone to email responses which has not helped feelings.

Some of the options that have been expressed are:

- Moving out of the property
- Taking legal action either individually or collectively
- Going to the press, funders, and MSPs

Our hope is CHT and TGDT will at last take our concerns seriously and acknowledge the extent of some of the bigger issues, and give a timely and detailed response to all issues with a clearly timetabled programme for rectifying issues. If not we will be exploring the other options.

Regards

Residents of Auld School Development

MJ

Mark Johnston <[redacted]>

Reply | Reply all | Forward

To: Housing Management Team

Cc: You

Tue 05/12/2023 20:21

Hi

We have a leak from the pipes similar to previous.

Could you please arrange for someone to attend as soon as possible.

Can you let us know when someone is coming so we can arrange to be here.

Thanks

Mark and Crystal

MJ

Mark Johnston <[redacted]>

Reply | Reply all | Forward

To: You; Rob Humphrey

Cc: Housing Management Team; Ronnie MacRae; Oliver Giles; Tilly Smith

Sun 04/02/2024 12:04

Hi

I am following up regarding the water ingress at the front door. Despite your email on the 26th January saying, '**I have reported the issue of water ingress at your front door to the contractor and will be in touch with arrangements to have this fixed urgently.**' we have not had any contact. It has now happened on three further occasions. We have sent a video and photograph by WeTransfer to show the water coming through and to try and highlight what we think the issue is. The bar at the bottom of the door on the outside is much narrower than the door and also much higher than the frame - in addition there is a significant gap between the bottom of the door and the frame. This does not only result in water coming through when it is raining but there is a constant draught blowing into the hall.

We would appreciate getting this fixed as soon as possible to prevent further ingress and the associated potential for damage to our flooring.

Regards

Mark & Crystal
8 Cults Drive

MJ

Mark Johnston [redacted]

Reply | Reply all | Forward

To: Housing Management Team; Helen Mackie; ronnie.macrae@chtrust.co.uk; Rob Humphrey; oliver@tgdt.org.uk; Tilly Smith

Fri 26/01/2024 13:38

Cc: You




FD Pics.zip
2 MB

3 attachments (2 MB) Save all to OneDrive Download all

Hi all

Please see email below which we have not received any reply to, nor have we had any other update since the visit to top up the loft insulation. In addition to responding to our previous email could you please consider the following:

- Can we have a written update on the work that was done by Alpha last week
- We have had water coming into the hall below our front door this week. Significant amounts came in and was flowing under our flooring. **Could this be looked at ASAP please** - we have a video but it was too large to attach
- Our EDF case has now been referred to the Ombudsman - none of the responses from EDF through this process to date has taken account of the loss we have had due to not being able to export the solar. Can you clarify how it will be ensured no one will be out of pocket for this?
- Crystal had highlighted during last weeks visit that we have had conflicting advice around which readings should be used when we get to the stage of addressing the solar, and had asked for clarification. Pictures attached as promised. We would appreciate advice around this.

Regards

Mark & Crystal

MJ

Mark Johnston <[redacted]

Reply | Reply all | Forward

To: Housing Management Team

Fri 02/08/2024 09:34

Cc: You



Hi

We are having issues with our heating which seems to be caused by the Thermostat.

On Tuesday night the Thermostat was set to turn heating on at 18 degrees - it was showing the internal temperature as 23 degrees but the heating was triggered and switched on. This was the first time we have observed this happening.

It then appeared to return to normal. This morning the heating again switched on despite the temperature trigger temperature being lower than actual temperature. When I activated the screen this error code was showing. Using the guidance I went through and reset the thermostat but it just keeps returning to this error message.

Looking at an online Heatmiser Manual it shows the below.

E1 = The remote floor probe has not been connected, has been wired incorrectly or the probe is faulty.

Can you please advise if you are able to get someone to look at this issue.

Regards

Mark

MJ

Mark Johnston [redacted]

Reply | Reply all | Forward

To: Housing Management Team

Thu 15/08/2024 18:01

Cc: You



Hi and thanks for the email you sent earlier responding to the fact that we had reported an issue with our heating/thermostat.

I am forwarding the original email again as your reply seems to be to a different issue?

We have used the heating as described in your email i.e. set to a steady temperature. This has been fine but we emailed you because it started functioning differently and then went into error mode. We have now had the above error code for two weeks meaning we can't use the thermostat.

As stated in the original email the guidance for this error code is "The remote floor probe has not been connected, has been wired incorrectly, or the probe is faulty."

We would appreciate if you could ask the contractor to respond to this issue.

Mark & Crystal