

Selection of emails that prove a blame culture exists, although these are now almost two years old the team have remained the same.

**From:** xxxx  
**Sent:** Tuesday, August 11, 2020 12:45 PM  
**To:** xxxx; xxxx; xxxx  
**Cc:** xxxx  
**Subject:** Maureen Christian House  
**Importance:** High

Hi All,

Ben Jenkins has called and left a message on my mobile whilst I was in Leadership Team.

The basement has been broken into again and they have gained access to the building and set off all the alarms, the police have been out again.

Customers are now going to be cancelling Direct Debits until this is sorted satisfactorily, he will also be emailed xxxx direct as soon as he is in front of his computer to let her know what is going on and how dis-satisfied the residents are with the service they are receiving.

The works required are now URGENT and it is becoming increasingly difficult for xxxx, xxxx and myself to deal with the situation when all of the issues sit with Assets and property Services.

Please can we get some action on this and an update to Ben Jenkins today – xxxx you are best placed to provide this to him.

I am going to call him now and will inform him that I have sent this email.

Kind Regards

xxxx

xxxx | xxxx, GreenSquare Group  
tel: 01249 465465 | Methuen Park, Chippenham SN14 0GU  
xx@greensquaregroup.com | [www.greensquaregroup.com](http://www.greensquaregroup.com)

**From:** Xxxx  
**Sent:** 11 August 2020 13:15  
**To:** xxxx  
**Subject:** FW: URGENT - MCH

FYI – this is becoming an absolute nightmare for us!

**Xxxx** | xxxx, GreenSquare Group  
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**From:** Xxxx  
**Sent:** Tuesday, August 11, 2020 1:33 PM  
**To:** xxx  
**Subject:** RE: URGENT - MCH

This has been going on since before I joined GreenSquare, there have been various issues with the building. Property Services/Assets need to lead on this as it is all to do with the building.

Give me a call and I can give you the background but Ben will email xxx again and the residents are going to be withholding rent and service charges until this is sorted, I think the entire block is shared ownership and/or leasehold there are no rented properties in it.

XXXX

**Xxxx** | xxx, GreenSquare Group  
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**From:** XXXX  
**Sent:** 11 August 2020 13:25  
**To:** XXXX  
**Subject:** RE: URGENT - MCH

Wheres the hold up? Property services?

**xxxx** | xxx, GreenSquare Group  
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**From:** Xxxx  
**Sent:** Wednesday, August 12, 2020 2:12 PM  
**To:** Xxxx  
**Subject:** RE: URGENT - MCH

Hi xxx

Thank you for updating me, hopefully we can deliver and resolve the issues for the residents. They should never have had to put up with this service for so long, not our doing I might add!!

[REDACTED]

[REDACTED]

XXXX

**Xxxx** | xxx, GreenSquare Group  
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