

Some historic emails that show the inability of the team at GreenSquareAccord to trace, track and communicate internally.

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

xxxxx | xxxx, GreenSquare Group
tel: 01249 465465 | Methuen Park, Chippenham SN14 0GU
xx@greensquaregroup.com | www.greensquaregroup.com

From: xxxx

Sent: 03 September 2020 15:28

To: xxxx; xxxx; xxxx

Cc: xxxx; xxxx; xxxx; xxxx

Subject: FW: Urgent - 18 Maureen Christian House

Importance: High

Hi All

Further to Mr Jenkins' recent contact, we have decided to process this as a complaint escalation to be case managed by the Customer Care Team.

I am going to advise Mr Jenkins of this, this afternoon and that xxxx will be his point of contact once she returns from leave on Monday. In order to allow us to carry out a full investigation and ensure all queries are addressed, we need your help please. Could you please send us (via the Customer Care Team Inbox) all communications you or your team have had with Mr Jenkins or regarding Maureen Christian House, as I am conscious some of this may not be on Orchard. Once we have all of this and xxxx starts the investigation, we are likely to have questions for you all and would ask that you please co-ordinate any responses with your team so they are sent from you as technical leads and that you are happy with our approach to each response.

Please could all relevant information be sent on by close of play Wednesday (9 September) to allow time for review etc.

If you have any questions in the meantime, please let me know.

Thank you all in advance for your help with this.

Kind regards

xxxx

xxxx | xxxx, GreenSquare Group
tel: 01249 465465 | Methuen Park, Chippenham SN14 0GU
xx@greensquaregroup.com | www.greensquaregroup.com

From: Emma Stone
Sent: Tuesday, July 14, 2020 8:04 AM
To: Ben Jenkins

Subject: RE: Lift broken again

Good Morning Ben,

I'm sorry about this lift. I have reported to Compliance Team and asked that they deal with the matter urgently.

Please let me know if this is not the case and it remains out of order over the next few days.

Kind Regards

Emma

Emma Stone | Head of Neighbourhoods, GreenSquare Group
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