

Outstanding Clarion Repair Work. Updated 16.06.2021.

Ongoing and Recurring Leaks

Ms N (SI50497)

Glebe Court, London Road, Mitcham, Surrey, CR4 3NY

- Ongoing leak entering in through her property's fuse box.
- First contacted Clarion on 11 May 2021.
- Most recently chased Clarion on 28 May 2021.

Ms B (SI50704)

Goldcliff Close, Green Lane, Morden, Surrey, SM4 6PJ

- Ms B's door does not lock properly; ongoing leak to bedroom ceiling.
- Cllr Helena Dollimore first contacted Clarion on 10 May 2021.

Mr B (SI50532)

Paxton Court, Armfield Crescent, Mitcham, Surrey, CR4 2JZ

- Large crack to Mr B's ceiling and without electricity following leak from flat above.
- First contacted Clarion on 7 May 2021.
- Most recently contacted Clarion on 21 May 2021.

Ms A (SI50750)

Rawnsley Avenue, Mitcham, Surrey, CR4 4BX

- Severe ongoing leak at Ms A's property; outstanding management transfer request due to historic domestic violence.
- First contacted Clarion on 26 May 2021.
- Most recently contacted Clarion on 16 June 2021.

Ms B (SI50744)

Saxonbury Close, Mitcham, Surrey, CR4 3QL

- Significant damage to property due to persistent leak.
- First contacted Clarion on 26 May 2021.

Mr and Mrs L (SI50442)

Cranleigh Court, Phipps Bridge Road, Mitcham, Surrey, CR4 3PB

- Ongoing leak to the bathroom toilet and related mould growth.
- First contacted Clarion on 23 April 2021.

Mr and Mrs B (SI47982)

Carshalton Road, Mitcham, Surrey, CR4 4HJ

- Delays to Clarion investigating a leaking roof and subsidence.
- First contacted Clarion on 17 March 2021.

Ms G (SI49969)

Thrupp Close, Mitcham, Surrey, CR4 1BZ

- Longstanding leak and fungi growth in the bathroom of Ms G's property.
- First contacted Clarion on 24 January 2017.
- Most recently contacted Clarion on 1 June 2021.

Mrs E (SI50516)

Gladstone House, Sadlers Close, Mitcham, Surrey, CR4 3EL

- Leak outside of Ms E's property ongoing for over three years and severe mouse and bed bug infestation.
- First contacted Clarion on 5 May 2021.
- Most recently contacted Clarion on 1 June 2021.

Damp and Mould

Ms F (SI32920)

Woodstock Way, Mitcham, Surrey, CR4 1BF

- Severe mould at the property is impacting Ms F and her family's health.
- First contacted Clarion on 23 February 2017.
- Most recently contacted Clarion on 11 May 2021.

Ms P (SI42472)

Ewhurst Court, Phipps Bridge Road, Mitcham, Surrey, CR4 3PL

- Severe damp and mould due to an external leak that started in 2019.
- First contacted Clarion on 10 January 2020.
- Most recently contacted Clarion on 21 February 2021; Unhelpful response 22 April.

Mr and Mrs O (SI50766)

Kimble Road, Colliers Wood, London, SW19 2AU

- Severe damp and mould following accidental damage caused by Clarion scaffolding works.
- First contacted Clarion on 27 May 2021.

Mr W (SI50671)

Singleton Close, London, SW17 9JZ

- Severe damp and mould ongoing for the past three years.
- First contacted Clarion on 19 May 2021.

Ms M (SI46331)

St. Helier Avenue, Morden, Surrey, SM4 6LA

- Longstanding severe mould of over five years made worse by delays to roof repairs.
- First contacted Clarion on 8 February 2021.
- Case raised to LBM Environmental Health in April 2021.

Ms C (SI42067)

Acacia Road, Mitcham, Surrey, CR4 1ST

- Severe disrepair, damp, mould, and bad smell owing to recurring leaks from upstairs flat.
- First contacted Clarion on 29 October 2019.
- Most recently contacted Clarion on 18 May 2021 and raised to LBM Environmental Health.

Ms G (SI49992)

Woodstock Way, Mitcham, Surrey, CR4 1BF

- Longstanding rising damp issue at the property.
- First contacted Clarion on 13 May 2021 but Ms G had copied us into correspondence from March.

Ms S (SI45914)

Frensham Court, Phipps Bridge Road, Mitcham, Surrey, CR4 3PG

- Extensive damp problem in Ms S' flat.
- First contacted Clarion on 30 December 2020.
- Copied into an email on 28 April suggesting that Ms S would be attempting to resolve this issue privately due to lack of support from Clarion.

Formal Disrepair Cases

Mr T (SI45678)

Acacia Road, Mitcham, Surrey, CR4 1SF

- Extensive disrepair made worse following removal of ceilings at property containing asbestos.
- First contacted Clarion on 25 November 2020.
- Most recently contacted Clarion on 22 May 2021.
- Clarion have declined to respond due to open legal proceedings.

Mr D (SI50511)

Mainwaring Court, Armfield Crescent, Mitcham, Surrey, CR4 2JW

- Leak from the roof of Mainwaring Court ongoing for over four years.
- First contacted Clarion on 30 April 2021.
- Clarion have declined to respond due to open legal proceedings.

Pest Infestations

Ms W (SI45773)

Octavia Close, Mitcham, Surrey, CR4 4BY

- Severe rat and mouse infestation ongoing since 2019.
- First contacted Clarion on 2 December 2020.
- Most recently contacted Clarion on 27 May 2021.

Ms B (SI46190)

Langdon Road, Morden, Surrey, SM4 6HA

- Ongoing mouse infestation and damp at the property.
- First contacted Clarion on 2 February 2021.
- Most recently contacted Clarion on 23 March 2021

Ms H (SI46540)

Canterbury Road, Morden, Surrey, SM4 6QP

- Clarion have refused to treat severe bed bug infestation at Ms H's property.
- First contacted Clarion on 22 February 2021.
- Most recently contacted Clarion on 26 April 2021.

Mr H (SI50623)

Goldcliff Close, Morden, Surrey, SM4 6PJ

- Pidgeon infestation due longstanding damage to the property's brickwork first brought to Clarion's attention in 2018.
- First contacted Clarion on 14 May 2021.

Interim and Hotel Accommodation

Mr A (SI42216)

Moore Close, Mitcham, Surrey, CR4 1BW

- Severe leak from flat above ongoing for more than three years; Mr A placed in interim accommodation in November 2020 and is still there.
- First contacted Clarion on 21 November 2019.
- Mr A contacted us once again last week.

Ms R (SI44583)

Abbotsbury Road, Morden, Surrey, SM4 5JX

- Ms R and her family have been in interim hotel accommodation since a fire at their address in July 2020.
- First contacted Clarion on 23 July 2020.
- Most recently contacted Clarion on 30 April 2021.

Ms B (SI40535)

London Road, Mitcham, Surrey, CR4 3PW

- Ms B has been one-bed hotel accommodation for eight weeks with a further eight weeks to come.
- First contacted Clarion on 5 May 2021.

Delays to Repairs and Recurring Issues

Mr B (SI26441)

Ravensbury Court, Mitcham, Surrey, CR4 4DU

- Mr B has been waiting over five years for his leaking windows to be replaced.
- First contacted Clarion on 5 June 2014.
- Mr B contacted the office once again over the weekend.

Ms P (SI50488)

Bayham Road, Morden, Surrey, SM4 5JH

- Ms P has been without a functioning toilet for more than three months.
- First contacted Clarion on 24 April 2021.

Miss S (SI44061)

Flanders Crescent, London, SW17 9JB

- No repair works raised following major leak in August 2019 due to outstanding asbestos survey.
- First contacted Clarion on 14 June 2021.

Mrs N (SI48942)

Sheldrick Close, Colliers Wood, London, SW19 2UG

- Outstanding essential repair and renewal works following a leak from upstairs neighbour's property in August 2020.
- First contacted Clarion on 24 March 2021.
- Most recently contacted Clarion on 9 June 2021.

Ms W (SI50517)

Fitch Court, Laburnum Road, Mitcham, Surrey, CR4 2ND

- Without use of washing machine or sink due to corrosion to her stack pipe.
- First contacted Clarion on 4 May 2021.
- Most recently contacted Clarion on 11 May 2021.

Ms S (SI50884)

Leominster Walk, Morden, Surrey, SM4 6HB

- Outstanding repair to section of bedroom ceiling collapsed on 24 February 2021; Ms S not informed until June that there was an asbestos risk.
- First contacted Clarion on 14 June 2021.

Ms C (SI45809)

Cranmer Farm Close, Mitcham, Surrey, CR4 4LP

- Lasting disrepair to Ms C's property as a result of a severe leak.
- First contacted Clarion on 7 December 2020.
- Most recently contacted Clarion on 18 May 2021.

Ms T (SI50839)

Morden Road, Mitcham, Surrey, CR4 4DJ

- Front door has been broken since an attempted break-in in November 2019.
- First contacted Clarion on 9 June 2021.

Ms N (SI44658)

Belgrave Walk, Mitcham, Surrey, CR4 3QB

- Outstanding essential repair and renewal work following repeated and severe leaks to property's cold water tank.
- First contacted Clarion on 4 August 2020.
- Most recently contacted Clarion on 9 June 2021.

Ms P (SI46014)

Gladstone House, Sadlers Close, Mitcham, Surrey, CR4 3EJ

- Extensive disrepair to property and communal areas, and recurring issues with her boiler.
- First contacted Clarion on 16 December 2021.
- Most recently contacted Clarion on 23 April 2021.

Ms H (SI40535)

Abbotsbury Road, Morden, Surrey, SM4 5JS

- Delay to Ms H's kitchen being renewed; current electrics are unsafe.
- First contacted Clarion on 14 October 2020.
- Most recently contacted Clarion on 30 March 2021.

Mr G (SI50835)

Mainwaring Court, Armfield Crescent, Mitcham, Surrey, CR4 2JW

- Repeated delays to Mr G's kitchen being renewed; works began in September 2020 but remain unfinished.
- First contacted Clarion on 9 June 2021.

Mr and Mrs M (SI46589)

Lavender Avenue, Mitcham, Surrey, CR4 3HL

- Longstanding request that the dilapidated rear extension be demolished.
- First contacted Clarion on 16 March 2021.
- Most recently contacted Clarion on 18 May 2021.

Mrs A (SI44709)

Mount Road, Mitcham, Surrey, CR4 3EZ

- Clarion have refused to carry out repairs to Mrs A's rear extension which predates her tenancy but is not part of the original deeds.
- First contacted Clarion on 7 August 2020.
- Most recently contacted Clarion on 14 May 2021.

Mr S (SI45881)

Saxonbury Close, Mitcham, Surrey, CR4 3QL

- Longstanding fault to Mr S' electronic rear gate; Mr S has secondary progressive MS.
- First contacted Clarion on 11 December 2020.
- Most recently contacted Clarion on 1 June 2021.

Ms D (SI45393)

Ravensbury Court, Mitcham, Surrey, CR4 4DW

- Recurring issue leading to failure of pressure on cold water tap.
- First contacted Clarion on 13 October 2020.
- Most recently contacted Clarion on 13 May 2021.

Mrs E (SI10741)

Borough Road, Mitcham, Surrey, CR4 3DX

- Regular breakdowns to Mrs E's stairlift.
- First contacted Clarion on 14 January 2019.
- Most recently contacted Clarion on 19 May 2021.

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