



Woodilee Residents <woodileeresidents@gmail.com>

Re: Case Ref: (01772070) -

2 messages

Paul <paule23@btinternet.com>

Tue, Mar 22, 2022 at 4:46 PM

To: customerservice@rmguk.com, Melissa Syme <melissa.syme@rmgscotland.com>

Cc: Woodilee Residents <woodileeresidents@gmail.com>

Hello Melissa

It is my understanding you remain factor and property manager until 30th April and should therefore continue to deliver services until this time. Could you please advise why you believe it is not your responsibility to arrange this inspection, which is a legal requirement under health and safety legislation?

Yours sincerely

Paul ellison.

Sent from my iPhone

On Mar 22, 2022, at 14:57, customerservice@rmguk.com wrote:

Good Afternoon Mr Ellison,

Due to circumstances regarding Woodilee, as the inspection has not taken place as yet, RMG will not be completing such works and it will be the responsibility of NPM to conduct such inspection.

Kind Regards
Melissa

----- Original Message -----

From: Paul Ellison [paule23@btinternet.com]**Sent:** 17/03/2022, 17:43**To:** customerservice@rmguk.com**Subject:** Re: Case Ref: (01772070) -

Hello Customer Services

Could you please advise when the inspection is due to take place, what date the inspection was instructed, and who will be performing the inspection?

Yours sincerely

Paul Ellison


Sent from my iPad

On 17 Mar 2022, at 15:04, customerservice@rmguk.com wrote:

Good afternoon,

Thank you for getting in touch, I have spoken with the property manager who has advised me that a tree inspection has been instructed.

Kind Regards,

<p>Mollie N Customer Service Advisor</p> <p>T: 0345 002 4444 E: customerservice@rmguk.com W: www.rmguk.com</p> <p>Residential Management Group Ltd Chelford House, Gadbrook Park, Northwich, CW9 7LN</p>	
---	---

ref:_00D3z1eC8k_5003z2U0CNW:ref

RMG is open 24 hours a day 7 days a week. Please call 0345 002 4444 to speak to Customer Services.

Do you want to receive invoices and correspondence in an electronic format?

To sign up to RMG's Paperless Service, [click here](#). You can also sign up through your RMG Living account at [RMGLiving](#) or by using the online chat button at www.rmguk.com.

Woodilee Residents <woodileeresidents@gmail.com>
To: Rachel Littlejohn <rlittlejohn@newtonproperty.co.uk>

Thu, Mar 24, 2022 at 2:32 PM

This email from RMG conflicts with Paul Hutchins response to your MD. They appear to be refusing to do their job as they expect NPM to take over. Bizarre

Thanks,
Ewan Miller
Chair
Woodilee Residents Association

Begin forwarded message:

From: Paul <paule23@btinternet.com>
Date: 22 March 2022 at 16:46:07 GMT
To: CustomerService@rmguk.com, Melissa Syme <melissa.syme@rmgscotland.com>
Cc: Woodilee Residents <woodileeresidents@gmail.com>
Subject: Re: Case Ref: (01772070) -

Hello Melissa
[Quoted text hidden]