

postmaster@mg.gettalkative.uk

12/5/2022 12:12

Talkative Chat Transcript

To dimitris@papageorgiou.co.uk



Your Chat Transcript

Hello,

Thanks for chatting with us.

Here is a copy of your text chat. Please let us know if we can be of any further help.

About your chat

- **Date** - 12 May 2022
- **Time** - 11:30

Chat History

11:46:10	Livon	Hi Dimitrios
11:46:18	Customer	Hi Livon
11:46:22	Livon	I understand that you're requesting an update on 3007560/1? #
11:46:23	Customer	Hope you are well and safe
11:46:36	Customer	yes please. This repair is ongoing for months now
11:46:44	Livon	I'm very well, thank you. Hope you're well too!
11:46:50	Livon	I will look into this for you.
11:46:54	Livon	One moment please.
11:46:55	Customer	thank you
11:49:09	Livon	An operative attended yesterday and reported that a new Gerda lock is required.
11:49:14	Livon	A follow-on repair has been scheduled for Friday 17th June, arrival time between 08:00 and 11:59.
11:50:10	Livon	Thank you for your enquiry. Is there anything else we can help you with?

11:53:14	Customer	I thought that the problem was misalignment of the whole gate. So will they bring a new Gerda lock?
11:54:28	Livon	According to the report, a new Gerda lock is required to complete the repair.
11:54:48	Customer	ok thank you for your help.
11:54:57	Customer	can I have a copy of this chat?
11:56:27	Livon	Yes, you will receive a copy of this chat. It will be automatically sent to the email address you provided.
11:56:33	Customer	one last question.
11:56:54	Customer	Was the repairs visit on the 11th May the first visit after the reapiir was reported?
11:58:01	Livon	One moment please.
12:04:21	Livon	According to the visit notes, this was first attended on 11/05/2022
12:05:16	Livon	Is there anything else we can help you with?
12:06:18	Customer	Why did the repairs team attend the problem TWO months after it was reported?
12:06:49	Customer	Is that the normal response time?
12:09:44	Livon	The standard response time is 35 working days. The appointment was initially scheduled for Wednesday 13th April. However, there is no information on why it wasn't attended on this date. I
12:09:52	Livon	If further information is required regarding this, I can submit a request for a member of the planning team to contact you and advise accordingly.
12:10:29	Customer	yes please do so because the repair was not done via the normal timeframe
12:10:43	Livon	Please confirm a contact number.
12:10:50	Customer	07803610830
12:11:58	Livon	Thank you.

A member of the team will be in touch with you within the next 2 working days to discuss the next steps. Thank you for contacting Camden repairs team. Have a nice day. | | 12:12:03 | **Livon** | <https://eu-engage-app.s3.eu-west-2.amazonaws.com/files/163f115d-ef5e-4ca3-8091-897ab505b823> |

Thanks,

© 2022 All rights reserved.