

Hello Irene,

Thanks for getting in touch on Friday asking for an update on this case. Again I'm really sorry this has taken a little longer than expected to get back to you on this with a full response.

Over the past few weeks our senior project manager George Lovell has been in contact with our contractor Morrison's Utilities Services (MUS), and I now feel I'm in a better position to explain what actions have been taken on the back of this complaint.

Firstly I'd like to touch on the altercation that happened between a resident of the village and a MUS representative. This behaviour is completely unacceptable and it's not something we tolerate. I understand how upsetting this must have been for the resident involved and I'm truly sorry for that. I do hope this resident still managed to enjoy his birthday the following day. George has advised me that a senior manager from MUS contacted the resident directly. He apologised for what happened and advised the resident that this representative no longer works for MUS. He did offer to meet with the resident in person, however the resident felt happy with the action that had been taken and felt the meeting wasn't needed.

I can see you've mentioned advance notice to residents was inadequate, and the letter drop reached some houses but not all. George has told me that after reviewing this, MUS agree the leaflets could be better and they will look to improve the quality. Regarding the coverage, they accept that some premises in the wider vicinity may have been missed and they'll take this feedback on board and will work hard to stop this happening again in the future.

I can also see you've mentioned there's been damage caused to grass verges and landscaped areas in the village. MUS have confirmed they visited the village last week and inspected the damage caused. A supervisor and a re-instatement team were due to visit this weekend and repair the damage caused. They've agreed to keep me in the loop on how this goes.

I'm really sorry for any inconvenience that was caused due to the work completed in the village. It's completely unacceptable and I hope you can see action has been taken off the back of this complaint to stop this happening in the future.

If you need anything else from me, please feel free to get back in touch.

Kind Regards



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