
Fwd: Complaint Ref 8000818764 - Communal door 1 Parsonage Lane, Bath BPM have surveyed and extent of temp repairs known

'Jason Till' via Logan Fraser <logan.fraser@bpm-cs.co.uk>
Reply-To: Jason Till <jason.till@sanctuary.co.uk>
To: Jesbir Singh <jesbir.singh@sanctuary.co.uk>, Logan Fraser <logan.fraser@bpm-cs.co.uk>
Cc: Ailsa Tustian <ailsa.tustian@sanctuary.co.uk>

Tue, May 13, 2025 at 3:54 PM

Hi Jesbir and Logan

@Jesbir Singh: thanks for this update – I understand that you met with BPM yesterday on site to go through the works – yes, totally agree that this lock can be added to the work

@Logan Fraser: please add this lock to the works and include in the invoice

Many thanks for your help in this matter

All the best

Jason Till

CMgr MCMi
Senior Asset Surveyor

jason.till@sanctuary.co.uk

Sanctuary Group

Mobile: 07483 331963

Working Hours: Monday to Friday, 08:30 to 17.00.

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From: Jesbir Singh <jesbir.singh@sanctuary.co.uk>
Sent: 13 May 2025 15:52
To: Jason Till <jason.till@sanctuary.co.uk>
Cc: Ailsa Tustian <ailsa.tustian@sanctuary.co.uk>
Subject: FW: Complaint Ref 8000818764 - Communal door 1 Parsonage Lane, Bath BPM have surveyed and extent of temp repairs known

Hi Jason

Please see below. I attended site today to inspect the lock today and found the door open as the lock wasn't self-locking. Please can you approve the uplift? We do need the 'turn to open' sign on the new thumb turn as well, so maybe £300 + vat? I can't get through to BPM to ask how much the sign would cost.

Many thanks

Jesbir Singh
Housing Officer

Sanctuary Housing

Mobile: 07827895778

From: Kata Peters <kata.peters@bpm-cs.co.uk>

Sent: 13 May 2025 13:04

To: Jesbir Singh <jesbir.singh@sanctuary.co.uk>; Ailsa Tustian <ailsa.tustian@sanctuary.co.uk>

Cc: Logan Fraser <logan.fraser@bpm-cs.co.uk>

Subject: Re: Complaint Ref 8000818764 - Communal door 1 Parsonage Lane, Bath BPM have surveyed and extent of temp repairs known

[EXTERNAL EMAIL] This email is from an external source – be careful when opening attachments or clicking links.

Hi Jesbir,

Following your call earlier, I've found the email thread regarding the communal front door lock at 1 Parsonage Lane, and I wanted to get back to you with our proposed solution.

We completely understand the importance of the door locking automatically, and we're happy to help resolve this as quickly as possible.

From what I can see, the original specification didn't include a self-locking mechanism, and the lock we installed was in line with the description provided in our quote – which specified a more secure option than a standard night latch, but one that does not self-lock.

That said, we fully appreciate that a self-locking function is now preferred. We've already spoken to the locksmith to explore the best way to adapt the existing setup. He has confirmed that the current lock can be modified with a cylinder and night latch mechanism that will self-lock when the door is closed – and will still use the same key.

We can carry out this adaptation for £200 + VAT.

We are happy to return and sort this out for you at your earliest convenience, we have availability from tomorrow onwards – please just confirm if you are happy to go ahead with this cost.

Kind regards,
Kata Peters



Kata Peters

Contract Administrator

01225 462598

bpm-cs.co.uk



On Tue, May 13, 2025 at 12:16 PM Kata Peters <katapetersbpm@gmail.com> wrote:

----- Forwarded message -----

From: Jesbir Singh <jesbir.singh@sanctuary.co.uk>

Date: Tuesday, May 6, 2025 at 6:20:47 PM UTC+1

Subject: RE: Complaint Ref 8000818764 - Communal door 1 Parsonage Lane, Bath BPM have surveyed and extent of temp repairs known

To: Logan Fraser <logan.fraser@bpm-cs.co.uk>

Cc: Ailsa Tustian <ailsa.tustian@sanctuary.co.uk>

Hi Logan

Yes, that will be fine thanks

Jesbir Singh

Housing Officer

Sanctuary Housing

Mobile: 07827895778

From: Logan Fraser <<http://logan....@bpm-cs.co.uk>>
Sent: 06 May 2025 15:57
To: Jesbir Singh <<http://jesbir...@sanctuary.co.uk>>
Cc: Ailsa Tustian <<http://ailsa....@sanctuary.co.uk>>
Subject: Re: Complaint Ref 8000818764 - Communal door 1 Parsonage Lane, Bath BPM have surveyed and extent of temp repairs known

[EXTERNAL EMAIL] This email is from an external source – be careful when opening attachments or clicking links.

Hi Jesbir,

That letter is great thanks for letting the residents know.

The door release will no longer work once we install the new lock that is correct.

I have ordered the restricted lock and keys from our supplier in Bath, they will need some contact details to put on record for any additional keys to be cut in the future. Would you like me to add yourself and Ailsa as the contacts?

Kind regards,
Logan

On Tue, May 6, 2025 at 12:38 PM 'Jesbir Singh' via Logan Fraser <<http://logan....@bpm-cs.co.uk>> wrote:

Hi Logan

Please see letter that I will be hand delivering to all residents today. Apologies for another question, I'm just trying to pre-empt any issues.

Can I assume the door release on the handsets in the flats doesn't need to be deactivated as the new lock will override this leaving the main door locked and secure?

Please confirm.

Jesbir Singh
Housing Officer

Sanctuary Housing
Mobile: 07827895778

From: Logan Fraser <<http://logan....@bpm-cs.co.uk>>
Sent: 06 May 2025 10:49
To: Jesbir Singh <<http://jesbir...@sanctuary.co.uk>>; Jason Till <<http://jason...@sanctuary.co.uk>>; Gemma Whincup <<http://gemma....@sanctuary.co.uk>>
Cc: Complaints <<http://compl...@sanctuary.co.uk>>; Ailsa Tustian <<http://ailsa....@sanctuary.co.uk>>
Subject: Re: Complaint Ref 8000818764 - Communal door 1 Parsonage Lane, Bath BPM have surveyed and extent of temp repairs known

[EXTERNAL EMAIL] This email is from an external source – be careful when opening attachments or clicking links.

Hi Jesbir,

I have just spoken to our supplier and it would be possible to install a 'restricted lock' with 20 keys. In order to get additional keys cut the locksmith would send a request by email to a contact asking for authorisation to cut any duplicates. The cost of this would be an additional £126.50 on the quote sent previously. Let me know what you would like to do and I can order the parts ready for installation on Monday 12th.

Kind regards,

Logan

On Thu, May 1, 2025 at 5:29 PM 'Jesbir Singh' via Logan Fraser <[http://logan....@bpm-cs.co.uk](mailto:logan....@bpm-cs.co.uk)> wrote:

Hi Logan

Can we Monday 12th? I can meet the op on site for the key hand over. I have had another thought, is there any way of getting security keys so they cant be copied by residents themselves?

Jesbir Singh

Housing Officer

Sanctuary Housing

Mobile: 07827895778

From: Logan Fraser <[http://logan....@bpm-cs.co.uk](mailto:logan....@bpm-cs.co.uk)>

Sent: 01 May 2025 10:36

To: Jesbir Singh <[http://jesbir...@sanctuary.co.uk](mailto:jesbir...@sanctuary.co.uk)>; Jason Till <[http://jason...@sanctuary.co.uk](mailto:jason...@sanctuary.co.uk)>; Gemma Whincup <[http://gemma....@sanctuary.co.uk](mailto:gemma....@sanctuary.co.uk)>

Cc: Complaints <[http://compl...@sanctuary.co.uk](mailto:compl...@sanctuary.co.uk)>; Ailsa Tustian <[http://ailsa....@sanctuary.co.uk](mailto:ailsa....@sanctuary.co.uk)>

Subject: Re: Complaint Ref 8000818764 - Communal door 1 Parsonage Lane, Bath BPM have surveyed and extent of temp repairs known

[EXTERNAL EMAIL] This email is from an external source – be careful when opening attachments or clicking links.

Good morning,

Please find an adjusted quote attached to adjust the door closer.

@Jesbir - We will leave the intercom buzzer in place and ensure that it is working correctly.

We have availability from 08/05 onwards so just let me know a convenient date that we can carry out the work and hand the new keys over.

Kind regards,

Logan

On Thu, May 1, 2025 at 8:37 AM 'Jason Till' via Logan Fraser <[http://logan....@bpm-cs.co.uk](mailto:logan....@bpm-cs.co.uk)> wrote:

Thans Jesbir

@Logan Fraser & @Gemma Whincup: please can the door closure adjustment be added to the works order and the intercom buzzer system to remain in place

Many thanks for your help in this matter

All the best

Jason Till

CMgr MCMi

Senior Asset Surveyor

[http://Jason...@sanctuary.co.uk](mailto:Jason...@sanctuary.co.uk)

Sanctuary Group

Mobile: 07483 331963

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Please call me if the matter is urgent, only part of my time is spent in the office as admin work and answering enquiries.

I apologise if your email enquiry is not answered in a timely manner.

From: Jesbir Singh <[http://jesbir...@sanctuary.co.uk](mailto:jesbir...@sanctuary.co.uk)>

Sent: 30 April 2025 16:58

To: Logan Fraser <[http://logan....@bpm-cs.co.uk](mailto:logan....@bpm-cs.co.uk)>; Ailsa Tustian <[http://ailsa....@sanctuary.co.uk](mailto:ailsa....@sanctuary.co.uk)>; Jason Till <[http://jason...@sanctuary.co.uk](mailto:jason...@sanctuary.co.uk)>

Cc: Complaints <[http://compl...@sanctuary.co.uk](mailto:compl...@sanctuary.co.uk)>; Gemma Whincup <[http://gemma....@sanctuary.co.uk](mailto:gemma....@sanctuary.co.uk)>

Subject: RE: Complaint Ref 8000818764 - Communal door 1 Parsonage Lane, Bath BPM have surveyed and extent of temp repairs known

Hi All,

This looks fine. Please can we also allow for the door closure to be adjusted or replaced to endure the door closes shut. We also need the intercom buzzer system to remain in place (not the door release), but I don't believe this will impact on the door / lock? Please confirm.

Jesbir Singh

Housing Officer

Sanctuary Housing

Mobile: 07827895778

From: Logan Fraser <[http://logan....@bpm-cs.co.uk](mailto:logan....@bpm-cs.co.uk)>

Sent: 30 April 2025 16:39

To: Ailsa Tustian <[http://ailsa....@sanctuary.co.uk](mailto:ailsa....@sanctuary.co.uk)>; Jason Till <[http://jason...@sanctuary.co.uk](mailto:jason...@sanctuary.co.uk)>

Cc: Complaints <[http://compl...@sanctuary.co.uk](mailto:compl...@sanctuary.co.uk)>; Gemma Whincup <[http://gemma....@sanctuary.co.uk](mailto:gemma....@sanctuary.co.uk)>; Jesbir Singh <[http://jesbir...@sanctuary.co.uk](mailto:jesbir...@sanctuary.co.uk)>

Subject: Re: Complaint Ref 8000818764 - Communal door 1 Parsonage Lane, Bath BPM have surveyed and extent of temp repairs known

[EXTERNAL EMAIL] This email is from an external source – be careful when opening attachments or clicking links.

Good afternoon,

It was nice to speak to you earlier Jason and thank you for the additional information.

Please find a quote attached for the discussed works. I have included 20 keys as there are 16 flats and I assume you would like some additional ones on top. Let me know if you have any questions and if you are happy to proceed I will liaise a date with Ailsa so that we can hand over the new keys. I couldn't find an active purchase order on our system for this job so we would need to have one raised to invoice against after the work is completed.

Kind regards,

Logan

On Wed, Apr 30, 2025 at 3:53 PM 'Jason Till' via Logan Fraser <[http://logan....@bpm-cs.co.uk](mailto:logan....@bpm-cs.co.uk)> wrote:

You're welcome, I'm happy to help Ailsa

@Logan Fraser: just following on from Ailsa's comment below, please note the lock needn't be electronic -

Many thanks for your help in this matter

All the best

Jason Till

CMgr MCMi

Senior Asset Surveyor

[http://Jason...@sanctuary.co.uk](mailto:Jason...@sanctuary.co.uk)

Sanctuary Group

Mobile: 07483 331963

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From: Ailsa Tustian <[http://ailsa....@sanctuary.co.uk](mailto:ailsa....@sanctuary.co.uk)>

Sent: 30 April 2025 15:51

To: Jason Till <[http://jason...@sanctuary.co.uk](mailto:Jason...@sanctuary.co.uk)>; Brendon Nolan <[http://brendo...@sanctuary.co.uk](mailto:brendo...@sanctuary.co.uk)>; Jesbir Singh <[http://jesbir...@sanctuary.co.uk](mailto:jesbir...@sanctuary.co.uk)>; Gemma Whincup <[http://gemma....@sanctuary.co.uk](mailto:gemma....@sanctuary.co.uk)>; Logan Fraser <[http://logan....@bpm-cs.co.uk](mailto:logan....@bpm-cs.co.uk)>

Cc: Complaints <[http://compl...@sanctuary.co.uk](mailto:compl...@sanctuary.co.uk)>

Subject: RE: Complaint Ref 8000818764 - Communal door 1 Parsonage Lane, Bath BPM have surveyed and extent of temp repairs known

Hi Jason,

Thanks as always for your help. If it's easier, it doesn't need to be an electronic lock – anything to secure the building would be helpful until we can replace the door.

We'd just need to know when it can happen and we can notify the residents so none of them are left unable to access once it'd done.

Thanks,

Ailsa Tustian
Area Manager – Housing

she/her

Sanctuary Housing

South West – Area 4
Customer line: 0808 168 3477

HfOP: 0800 917 0092

Mobile: 07990 834388

From: Jason Till <[http://jason...@sanctuary.co.uk](mailto:Jason...@sanctuary.co.uk)>

Sent: 30 April 2025 14:50

To: Brendon Nolan <[http://brendo...@sanctuary.co.uk](mailto:brendo...@sanctuary.co.uk)>; Jesbir Singh <[http://jesbir...@sanctuary.co.uk](mailto:jesbir...@sanctuary.co.uk)>; Gemma Whincup <[http://gemma....@sanctuary.co.uk](mailto:gemma....@sanctuary.co.uk)>; Logan Fraser <[http://logan....@bpm-cs.co.uk](mailto:logan....@bpm-cs.co.uk)>; Ailsa Tustian <[http://ailsa....@sanctuary.co.uk](mailto:ailsa....@sanctuary.co.uk)>

Cc: Complaints <[http://compl...@sanctuary.co.uk](mailto:compl...@sanctuary.co.uk)>

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Importance: High

Hi, Gemma, Logan, Brendon, Ailsa and Jesbir

@Logan Fraser: many thanks for your help this afternoon, it is very much appreciated – I understand the extent of the temp repair to make good requires cut out of damaged elements of the existing timber entrance door and frame and scarfing in of new timber to both, then reinstall lock to door. I also understand a replacement / refitting of the existing electronic lock is required. As discussed, please forward the quote for the discussed works (if possible, please include the electronic lock) and we can take it forward from there. Please send the quote to all cc'd in on this email a.s.a.p.

@Gemma Whincup & @Brendon Nolan: once received, please can the quote be actioned a.s.a.p. to prevent any further security breaches. BPM have visited today and given me a brief appraisal of the required work over the phone.

@Jesbir Singh and @Ailsa Tustian: is there any input you can give relating to the electronic lock that needs to be refitted / replaced?

Many thanks to you all for your help in this matter

All the best

Jason Till

CMgr MCMI

Senior Asset Surveyor

<http://Jason...@sanctuary.co.uk>

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From: Ailsa Tustian <<http://ailsa....@sanctuary.co.uk>>

Sent: 30 April 2025 14:26

To: Brendon Nolan <<http://brendo...@sanctuary.co.uk>>; Jason Till <<http://jason...@sanctuary.co.uk>>; Complaints <<http://compl...@sanctuary.co.uk>>;

Jesbir Singh <<http://jesbir...@sanctuary.co.uk>>

Subject: RE: Complaint Ref 8000818764 - Communal door

Hi all,

Just wanted to check if we have a timeline for the more substantial temp repair to be done? We need to be able to let the residents know – at the minute, we have a security issue and our customers are having to navigate rough sleepers in the entrance hallway.

Thanks,

Ailsa Tustian

Area Manager – Housing

she/her

Sanctuary Housing

South West – Area 4

Customer line: 0808 168 3477

HfOP: 0800 917 0092

Mobile: 07990 834388

The logo for Sanctuary, featuring a stylized 'S' in teal followed by the word 'Sanctuary' in a dark teal, sans-serif font.

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Tel: 01905 334000

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