

[REDACTED]

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**From:** Daniel Vick  
**Sent:** 10 October 2018 16:06  
[REDACTED]  
**Cc:** Amber Willard  
**Subject:** FP/144/18/HH - 12 Flansham Lane.

Mr Strange,

I write regarding the above matter and your earlier telephone call.

I have discussed the matter with the original case officer (Richard Castro-Parker) and have re-allocated the case to Amber Willard who believes that we will be in a position to issue the decision on your application by the end of next week.

I would like to apologise for the delay in determining the application – we are experiencing recruitment and retention issues resulting in delays in determining applications.

Daniel Vick

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