

**From:** Lorraine Cordell [lorraine32@blueyonder.co.uk]

**Sent:** 07 February 2017 16:12

**To:** 'Chief.Executive@enfield.gov.uk'; 'Sarah.Fletcher@enfield.gov.uk'; 'sally.mcternan@enfield.gov.uk'; 'Daniel.Ellis'; 'joan.ryan.mp@parliament.uk'; 'joan@joanryan.org.uk'  
**Subject:** RE: PRIVATE AND CONFIDENTIAL Copy of letter sent to Mr Simon Cordell  
[SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Dear Sarah Fletcher

I am writing this email as I had no reply to the below email.

Today I have made a call to repairs to check what is going on with this low water pressure which 117 has put a complaint in regarding my son Mr Cordell causing this.

Ticket number for today's call is 1775790/1 I spoke to a lady called Linda. Who confirmed this is not down to Mr Cordell Flat that is causing the low water pressure.

It seems Enfield Council are fully aware the low water pressure has nothing to do with my son or his flat. Yet you fail to notify us of this and it seems my son is still getting the blame.

It also seems that Enfield Council sent M&N out to 117 to try and sort the low water pressure out and 117 refused access on the 03/02/2017 and now M&N has closed down the job for Enfield Council.

After getting an email today from Lemmy Nwabuisi it seems he is not being updated, and the blame is still going toward my son.

Why is Enfield Council not doing anything about this?

Why does Enfield Council seem to be hiding the fact and not dealing with the issue?

Regards

Lorraine Cordell

---

**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]

**Sent:** 02 February 2017 16:23

**To:** 'Sarah.Fletcher@enfield.gov.uk'; 'Daniel.Ellis'; 'lemmy.nwabuisi@enfield.gov.uk'; 'joan.ryan.mp@parliament.uk'; 'joan@joanryan.org.uk'; 'Chief.Executive@enfield.gov.uk'; 'ray.james@enfield.gov.uk'; 'sally.mcternan@enfield.gov.uk'

**Subject:** RE: PRIVATE AND CONFIDENTIAL Copy of letter sent to Mr Simon Cordell [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Dear Sarah Fletcher

After Mr Cordell got the hand delivered letter yesterday he called the out of hour's team. Miss Gaccey Ref no T1484282 Who told him they were going out last night to him. Which they did and confirmed that the low water pressure is not coming from his flat, Mr Cordell also has low water pressure and a full report was made up last night by the out of hours team.

I will also say in the last 3 week Mr Cordell has allowed Thames Water into check his flat who told him the problem was not in his flat and he also had low water pressure, and then Mr Cordell also allowed 2 males that the landlord sent out from the 3rd floor to enter his flat and also check and nothing was found to be wrong in Mr Cordell's flat.

I do not understand why the council is not aware of this already as it seems that Enfield Council is putting the blame solely on Mr Cordell when the problem is not within his flat. And taking complaints from people on the 3rd floor saying the issue is within Mr Cordell's flat when it is not and they know it.

This needs to stop and Enfield council needs to address what is going on here. The neighbours are not leaving Mr Cordell alone. It seems as if Enfield Council is fast enough to blame Mr Cordell for everything that is going on and i believe this is due to a number of issues including the colour of Mr Cordell skin.

I am still waiting for the Subject access request also I will also be replying to Mr Lemmy Nwabuisi letter I got

today via email by tomorrow.

And will also be dealing with the reply to my complaint letter once I have the subject access request.

Regards

Lorraine Cordell

---

**From:** Sarah Fletcher [mailto:Sarah.Fletcher@enfield.gov.uk]

**Sent:** 02 February 2017 13:08

**To:** Lorraine Cordell

**Subject:** PRIVATE AND CONFIDENTIAL Copy of letter sent to Mr Simon Cordell [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Classification: OFFICIAL - PRIVATE AND CONFIDENTIAL CORRESPONDENCE

Dear Ms Cordell,

Please find attached a copy of a letter hand delivered to Mr Simon Cordell at 109 Burncroft Avenue, Enfield, Middlesex EN3 7JQ yesterday regarding access to investigate low water pressure issue in the block.

Kind regards,

Sarah Fletcher  
Neighbourhood Officer  
Neighbourhood Team 2  
Edmonton Centre  
36-44 South Mall

Telephone: 0800 40 80 160

Website: [www.enfield.gov.uk](http://www.enfield.gov.uk)

Enfield Council is committed to serving the whole borough fairly, delivering services and building strong communities.

Classification: OFFICIAL - PRIVATE AND CONFIDENTIAL CORRESPONDENCE



**IMPORTANT**

Every Enfield resident should register for an online Enfield Connected account. Enfield Connected puts many Council services in one place, speeds up your payments and saves you time. [Click here to get connected.](#)



[Follow us on Facebook](#)



[Twitter](#)



<http://www.enfield.gov.uk>

---

Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities. Opinions expressed in this email are those of the individual and not necessarily those of the London Borough of Enfield. This email and any attachments or files transmitted with it are strictly confidential and intended solely for the named addressee. It may

contain privileged and confidential information and if you are not the intended recipient and receive it in error you must not copy, distribute or use the communication in any other way. All traffic handled by the Government Connect Secure Extranet may be subject to recording/and or monitoring in accordance with relevant legislation.

---

This email has been scanned for viruses but we cannot guarantee that it will be free of viruses or malware. The recipient should perform their own virus checks.