

20/08/2017

Dear Obie Ebanks,

After meeting you on the 16/08/2017 you asked me to write this email to you in regards to the issues. It was very nice to meet you and you seemed to want to hear the issues that my son has been having which have not been addressed by Enfield Council. You seem to understand when we spoke there were issues that have not been addressed. My son feels he cannot trust anyone in Enfield Council and I feel you hit the nail on the head when you said there seems to be a lot of outstanding issue that have not been addressed and I can see why he does not trust anyone in Enfield council.

When Mr Neville Gray called me on the 14/08/2017 to arrange the meeting for the Thursday which was the 17/08/2017 I said that's fine. I was on a phone call to my brother at the time also, and my brother heard what was said as both phones I was using were on load speaker. Then Mr Neville Gray changed this to the 16/08/2017, I knew I would not be able to make the 16/08/2017 as I had a hospital appointment on the 16/08/2017 which I said to Mr Neville Gray, I have very many health problems myself which I told Mr Neville Gray on the 12/07/2017 and I am under many doctors so have a lot of hospital appointments I have to attend. I asked him if the date could be done on the 17/08/2017 or the 18/08/2017 due to this he said no I am not working them days, and the meeting will have to be on the 16/08/2017 we have got an order by the court saying we need to give 48 hours which I intend to enforce, that can I get someone else to attend my son's flat on this date, which I said I could not I stated I will cancel my hospital appointment so I can attend, I know there is a court order which the council needs to give 48 hours notice, which I believe was given wrongly as my son has allowed over many years many council people into his home. I just hope while this order is in place Enfield council has some respect that people cannot just drop things when they call as they are well aware my son is unwell and needs me there with him.

I feel my son has been treated very unfairly and will try to outline it in this email and keep it as short as possible. So this will not include everything as I would be here a long time and this email would be like a book.

Firstly, my son's back garden it is well kept except for the greenery down the right hand side which is coming from next door and as said we need advice is regards to cutting this back.

Issues pointed out to Neville Gray:

1. Hole in ceiling in bedroom where the tenant in 113 pushed something though my son's ceiling. Mr Neville Gray explained his concern if there was an asbestos Problem. You saw my son was decorating so if we can get a response to this as soon as possible I would be grateful.
2. Kitchen units: as you know when decent homes came into my son's property they said to him the units he had were better then the ones Enfield Council would be fitting so they did not change them. You said this was a problem these would not be covered by the 25 years warranty so why do decent homes give you the option to keep the ones that are fitted.
3. Back step to back door and adjacent window handle. These where reported back in 2015 and have never been fixed correctly.
4. The wall in front room / kitchen that part was removed many years ago, which Enfield Council has seen many times and never had a problem with, until Neville

Gray came round on the 12/07/2017 this was then added to a report sent to me on the 19/07/2017 by Lemmy Nwabuisi, in there was a report by Sarah Fletcher dated 24/02/2017 about the wall. What I can not understand if Sarah Fletcher had a problem with this dated back to 24/02/2017 why were we never informed. As said on the visit if this is a problem I will get my builder to replace the part of the wall that was removed it is not a big wall that was removed only half a section of part of a wall and not the full wall, and if I had been told at any time there was a problem with this I would have got it replaced via my builder. I can not understand why no one informed us of this if anyone from Enfield Council through it was an issue. It does not look unsightly and was completed professionally.

I was very pleased when I asked the plumbers and they informed me the problem regarding the water pressure (which has continually been blamed on my son including by Mr Neville Gray who had never seen the plumbing) was in fact no fault of my son's and was in fact a problem with the pipe work outside the jurisdiction of my son property. There seems to be lies stemming from Enfield Council and the flats above which state my son has said he was restricting the water. Why would my son state this if he was having water pressure issues also and wanted it fixed? I would like this looked into to find out where these rumours and lies have come from, considering Enfield Council, Thames Water and private plumbers which were sent from 117 had been to my son's flat on numerous occasions and have categorically stated the water pressure problem was not my son's fault this should have been on Enfield Councils system and I would like reasons as to why they were not. Please tell me who is not doing there job?

On the 12/07/2017 in the AM, I would also like to know why Mr Neville Gray said that my son had something in his flat that was controlling the water to the other flats more then once while being rude and superior. Also I would like an explanation from Mr Neville Gray about his conduct on the same day in the PM as to why when he received a call from the tenants of 117 to say they had no water, that he tried to bully himself into my son's flat because he believed my son was messing with the water, If the systems were up to date he would have known there was no way my son could be tampering with the water. He had also been told my son was very unwell and made an appointment with me for my son for the Monday 17/07/2017 at 14:00 hours. I do not understand what he would have gained from getting into my son's flat as he is not a plumber and he did not have one with him at any point on the 12/07/2017. He was very unprofessional and we believe that because he did not get his own way on this date this is why it has been taken to court and my son now has an injunction. To me this is sheer victimization. I believe the whole situation could have been avoided if Mr Neville Gray would have done his job with even a modicum of professionalism.

What I still cannot understand is why Mr Neville Gray arranged that meeting on the 12/07/2017 with the landlord and tenants of 117 they had been speaking for days before hand on the phone, It would have been courteous and professional to have looked at this system and rang me for an appointment to gain access to my son flat as it clearly states on the system to call me 1st before going to my son's home, also his lack of foresight by not checking the system about 113 at this point he would have released that tenant from 113 had been evicted and Enfield Council had the keys. It seems a private flat owner deserves courtesy, where as council tenants have to jump when the council says jump. Tell me this is fair?

I was very upset and I think you saw this when you was about to leave and we were standing in the communal area of the block and Neville Gray saw the CCTV camera in the communal area and right away said see your son has got a CCTV camera in a way like he was happy he had found something on my son had done wrong, I stated that is not my son's and you need to stop blaming my son for everything, I was happy I think you noticed this too, and checked the wire and where it was going to and said this is not going into my son's flat it was going into the cupboard next to my son's front door which no tenant has access to. At that Mr Neville

Gray then saw that the wire he was talking about was in fact not even going to that dummy CCTV camera which I believe Enfield Council owns, it was going in fact up and around the stairs. And in fact it is the BT phone wire for the block, Neville Gray did not even say sorry for blaming my son for something that was nothing to do with my son but yet as soon as he saw it was fast enough to blame my son for this. I would like to state this is a disgusting attitude and in point of fact Enfield Council acts this way all the time towards my son.

In regards to the main front door you noticed on the main door to the block there is an entry code system and not an intercom system. Unless you know the code to this door you can not get access to any of the flats and the tenants do not even know you are there. This includes deliveries for food, medical, emergencies, and any person coming to see anyone that lives in the block, (that also includes yourselves Enfield Council) Please could this be addressed by fitting an intercom system or bell for the each flat or giving my son permission to fit his own wireless doorbell which he has asked Enfield Council on many occasions and he has been refused to do this.

I believe that you can also confirm that my son dog did not bark once or act aggressively to any of you while you were in my son's flat; she was just sitting in the garden outside the back door looking in at everyone. I have great concerns with what has been said about my son's dog and she has never hurt anyone and my son would never use his dog in that way at all like people have said.

I would now like to approach the problems with my son's neighbours many emails, complaints and calls received by Enfield Council begging them to help my son with this problem, every single time they ignored our pleas for help, but it seems a year later when complaints went in about my son from neighbours Enfield Council were very willing to help them out, don't you think this is a case of double standards and also discrimination and what I mean by discrimination is racism. We have asked for help and you have ignored us please explain why? You have briefly seen some emails but was not able to read them but there are so many more.

On the 21/03/2017 I got a call back from Mr Lemmy Nwabuisi in this call we were talking about the emails I had sent Enfield Council, and believe me there are numerous, he then proceeded to tell me there was only 2 complaints and nothing else and implied I was a liar, unfortunately for him my phone was on loud speaker and my brother and his friend heard what Mr Lemmy Nwabuisi said, my brother realised this upset me and said how dare you call my sister a liar, my brother's friend said that is disgraceful, is implying someone a liar anyway to act for any professional.

Also in this call I told Mr Lemmy Nwabuisi that my son does not leave his home due to his health which had been stated in emails before this, Mr Lemmy Nwabuisi stated he did not know anything about my son having any health problems. I said to him I can not understand how you do not know anything about my son's health your team asked the mental health team if they knew my son and had a reply back from them saying they do, and it is in the subject access request I got from the council so how do you not know anything about this. At this I said so you don't even know my son was sectioned in late 2016 which he replied no. He asked me if I could send an email with information regarding this and showing my son does not leave his home, to him which I did. Can you please explain to me why everything regarding my son (Complaints, emails, health and repairs) seems to have disappeared from the system or is constantly ignored just so you can make my son seem unreasonable and at fault, this is blatant victimization, to add insult to injury at the end of the email dated the 21/03/2017 I stated I would wait for a reply from him with what we can do to address this. I also asked him if he can check into why all the information that had been submitted seemed to be missing could be addressed and for him to get back to me, why did he not do this?

By now I believe Mr Lemmy Nwabuisi knew my son would need a home visit to address issues why was this never done why was things just left what reason would there be to have

left this Mr Lemmy Nwabuisi was demanding my son to come for a meeting before this, yet when he seems to understand my son does not leave his home why was a date not set to see him with me there for a meeting to take place at my son's home? It seems house calls was made to every other tenant accept my son and reports taken.

It was not until after Mr Neville Gray came on the 12/07/2017 did I ever hear anything back from Mr Lemmy Nwabuisi until the 27/07/2017, and when I did get this correspondence it was to inform me that Enfield Council were Seeking a procession order and had more complaints listed which had been made about my son, yet not once did Mr Lemmy Nwabuisi have the common courteous to inform me there were new complaints being made since March 2017. Do you think it is right what has happened, to me it seem this is the way Enfield Council wants to handle things Mr Lemmy Nwabuisi has all my information and my son's why just leave things if I had been contacted I could have then dealt with this instead I have to go over hours and hours of information and to me it seems unfair, unjust and unwarranted.

It would take someone that was willing to sit down, not blame and help my son with everything, as I believe everyone wants this matter resolved. All it would take is for someone to sit down look at the emails, video and audios that we have, and then maybe you will understand where we are coming from and how wrong this whole situation has become. Meeting you it really seemed you wanted to listen and to help I really hope this is the case as honestly I believe this is what is really needed. The idea of court petrifies my son, my son does not even want to leave his home let alone go to a court. Not only has my son's health deteriorated due to the issues which have never been addressed by Enfield Council, I have very bad health also and I am always at the hospitals due to being under many doctors.

Regards

Lorraine Cordell