

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 15 February 2016 11:06
To: 'Jackie Gubby'; 'Louise Brown'
Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Attachments: Louise Brown_Jackie Gubby.doc; Simon_Cordell_authority_Letter_26-01-2016.doc
Dear Louise Brown / Jackie Gubby

I have still not heard anything about the complaint that was put in on the 16/10/2015 or the below email asking it to be taken to a stage 2 complaint due to not hearing about thing back from my 1st complaint.

Please see attached an Authority Letter from my son and can this be placed on file within Enfield Council departments so that i will not have any problems talking or writing on my son's Mr Simon Cordell Behalf.

I believe Louise Brown when she called on the 26/01/2016 at around 14:20 to speak to my son, said that a letter of Authority would be needed to also be covered with Mr Simon Cordell ID and proof of his signature, but I have found out this is not needed. That only the letter of Authority is needed.

Louise Brown also said that my son had also never contacted the police about Debbie when I said he had we do have all the CAD's and the police have been to my son's home. We have also spoken to the Mental health team and shown them all the letters Debbie puts into my son's door we also told them we have videos of what Debbie is doing which they told us to keep them safe, and also told them about the lack of response to emails and complaints, they were very shocked that Enfield Council is doing nothing, and that the 1st complaint that was put in was 16/10/2015 and that is now over 4 months ago and we have heard anything.

Regards

Lorraine Cordell

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 15 January 2016 16:49
To: 'Louise Brown'; 'Jackie Gubby'
Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Louise Brown / Jackie Gubby,

I have still not had a reply to my complaint to ASB unit dated the 16/10/2015.

Louise Brown your last email was dated the 03/11/2015 where you said you would send a response outlining action to date, this has not happened and I fill that my complaint is not being dealt with correctly.

Therefore I would like this to go to stage 2 complaints, as nothing is being done.

Could you please make sure this is handed to the right department that deals with stage 2 complaints?

And email me so I know this has been done.

Regards

Lorraine Cordell

Simon Cordell

From: Louise Brown [mailto:Louise.Brown2@Enfield.gov.uk]
Sent: 03 November 2015 11:16
To: Lorraine Cordell; Jackie Gubby
Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell,

Thank you for your email and enquiry regarding your son Simon Cordell tenancy, a full response clearly outlining actions to-date will be sent to your son Simon Cordell.

Yours sincerely

Louise Brown
Anti Social Behaviour officer
Community Safety Unit
Regeneration & Environment Department
London Borough of Enfield

☎ 020 8379 4467

✉ louise.brown2@enfield.gov.uk

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

Sent: 02 November 2015 17:38

To: Louise Brown; Jackie Gubby

Subject: Re: Simon Cordell Complaint

Dear Louise Brown and Jackie Gubby

It has been over 10 days since I sent the complaint in due to how my son has been treated.

I have not had 1 reply not even a reply to say you got my email.

I have also left voice messages on Louise Brown phone yet had no calls back.

I did speak to Jackie Gubby and was told I should hear within 10 days about my complaint but have heard nothing.

Also I would like to take the time to say to Jackie Gubby that jobs are still out standing on my son's flat.

Regards

Lorraine Cordell

Simon Cordell

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

Sent: 16 October 2015 15:30

To: 'louise.brown2@enfield.gov.uk'; 'jackie.gubby@enfield.gov.uk'

Subject: Re: Simon Cordell

Dear Louise Brown and Jackie Gubby

Could you please read the attached letter and please reply so I know you have got this email.

Regards

Lorraine Cordell
Simon Cordell

Classification: PROTECT



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