

From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]
Sent: 06 March 2015 11:25
To: Lorraine Cordell
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Lorraine,

I have checked our records and can confirm your son did not provide us with a CAD number.

Kind regards

Jo

Jo O'Brien
Customer Services

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 06 March 2015 10:22
To: Jo O'Brien
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

Could you please send me the CAD number my son gave you i will call the police station and get the reference number you need.

Regards

Lorraine

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]
Sent: 06 March 2015 09:38
To: Lorraine Cordell
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Lorraine,

The police provide a CAD number as a call logging only. When a crime/incident has taken place they will provide a full crime reference number.
Enfield Homes Procedure is that we require this reference number to enables us to carry out repairs/renewals without recharging the tenant.

Kind regards

Jo

Jo O'Brien
Customer Services

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

Sent: 06 March 2015 00:20

To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

My son has already provided a Crime Reference Number crime ref is called a CAD as this is what gives the police the ref they need to call up any information the police has on file.

Regards

Lorraine

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]

Sent: 05 March 2015 10:10

To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Good morning Ms Cordell,

Thank you for your response, I have cancelled the appointment for 10th March as requested.

A new appointment has been booked with our contractor Wates Living Space for attendance on Friday 13th March between 10.30-2.00pm.

Would you be so kind as to advise Mr Cordell that if the front door needs to be renewed he is responsible to pay for the replacement but we can arrange for him to pay by instalments but if Mr Cordell can provide a Crime Reference Number and not a Cad Number we can carry out the repair.

Kind regards

Jo O'Brien

Customer Services

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

Sent: 04 March 2015 19:27

To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

I am sorry but the 10th or the 11th and maybe the 12th March 2015 can not be done due to having appointments already arranged could this please be re booked.

Regards

Lorraine Cordell

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]

Sent: 04 March 2015 16:20

To: Lorraine Cordell

Subject: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Good afternoon Ms Cordell,

Following your e-mail to EH Feedback I have been asked by the Customer Services Manager to raise a repair order to our contractor Wates Living Space for an operative to attend to carry out necessary works to the front door. EH Feedback will be in touch with you shortly in response to your e-mail.

An appointment has been booked for a Wates operative to attend on Tuesday 10th March between 8.00am-10.30am. Order Number 1509056/1.

If this appointment is not convenient please do not hesitate to contact me so that we can agree a mutual appointment.

Many thanks

Jo O'Brien
Customer Services
Enfield Homes



Direct 0800 40 80 160*

Fax 020 8375 8016

* This is a freephone number, so there is no charge

if you use a landline.

If you are using a mobile you may find it cheaper

to call our landline number

020 8379 1327



The Edmonton Centre
36-44 South Mall

Edmonton Green

N9 0TN



Email Jo.O'Brien@enfield.gov.uk

web www.enfieldhomes.org

From the 1st December 2014 my email address will be Jo.O'Brien@enfield.gov.uk

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