

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 19 January 2016 14:43
To: 'Jackie Gubby'
Subject: RE: Simon Cordell Repair ref: 1633429
Dear Jackie Gubby

Would it please be possible for you to give me a call on 0208 245 7454

Yesterday I got a call from the repair team in regards to a leak my son had in his flat from the flat above. They had to have a repair team out and shut my son lighting of in his bathroom due to the water leaking into the electrics and blowing out all my son's electrics.

Today I got a call from the council saying they believe the leak is coming from the flat above 113 which would be 117 which is privacy owned and someone would be coming to see my son today from 117.

The people from 117 have been to see my son today and have had someone check there flat and they are 100% the leak is not coming from there flat. And that they believe it is coming from 113 which is Debbie's flat the person my son has been having trouble with for over a year now and the council have done nothing about this.

The people from 117 have tried to speak to 113 but she won't open the door to them to see where the problem is coming from.

Just a little while ago my son saw Debbie care worker and he spoke to them and told them again what has been going on and he can not take it any longer, the care worker told my son that Debbie will not even let them into the flat any more.

Something has to be done as this has caused my son heath to go down hill badly and this can not go on any more. I am getting no replies to any complaints that have gone in and the ASB team are doing nothing.

I have booked a date to see my sons local MP also now as this is having a huge effect on my son's heath, and due to the council doing nothing I don't know where else to turn any longer.

I have just called the repair team and spoke to a lady Linda, who has tried to call 113 Debbie and could not take to her so she is sending a letter out to 113 Debbie,

Regards

Lorraine Cordell

From: Jackie Gubby [mailto:Jackie.Gubby@enfield.gov.uk]
Sent: 03 November 2015 13:03
To: Louise Brown; Lorraine Cordell
Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell

I am not aware of any outstanding repairs to your sons property. The surveyors who attended the inspection reported back that the heating was fully operational and the detectors are also working.

Mr Cordell can report any new repairs to telephone 0800 40 80 160 - option 1

Yours sincerely

Jackie Gubby
Housing Manager
Tenancy Management
The Edmonton Centre
36-44 South Mall
Edmonton Green
N9 0TN

Tel: 0800 40 80 160*
Fax: 020 8375 8016
e-mail: jackie.gubby@enfield.gov.uk

* This is a free phone 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

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

From: Louise Brown
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

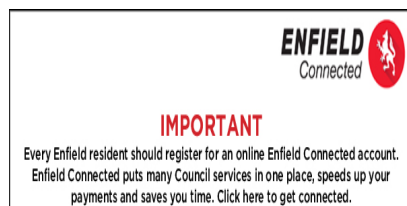
Could you please read the attached letter and please reply so I know you have got this email.

Regards

Lorraine Cordell
Simon Cordell

Classification: PROTECT

Classification: PROTECT



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