

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

Sent: 02 March 2015 14:05

To: 'feedback@enfieldhomes.org'

Cc: 'housing.repairs@enfieldhomes.org'

Subject: Re: Complaint Simon Cordell

To Whom It May Concern:

Complaint.

I am writing this email to many issues with my address of 109 Burncroft Avenue, Enfield, EN3 7JQ,

Over many years now i have had big issues with damp to my flat, i believe there is a wide area of concern being that.

- I believe there are leaks to pipe work in other flats above and beside me.
- This is causing the conditions I am living in and the flat is very damp.
- I have had large amounts of work done to try and stop this to my flat but believe due to other flats having issues this is causing my flat to suffer and this is causing my health to suffer.
- My flat has been unliveable due to the damp and the issues just being covered up and not repaired in the way in which they should.
- Since some major work was carried out in my flat for damp they had to remove the radiators in my flat also due to leaks in pipe work under the floors. These were never replaced once the work was completed, so i have had to live for years now with no heating.
- When they come to do a lot of work to my flat they had to take the flooring up in my bedroom, and bathroom, they had to replace part of it, due to the leaking pipes the floor and joist have very badly bowing and rioting. But due to them not fixing the leaks the rest of my floor in my bedroom has now started to sink, so I know the problem has not been fixed, also the smell of damp as soon as you enter the bedroom is very bad. and this is also still ruining my belongings, i have already had to replace everything and i am not willing to keep replacing due to things not being done, correctly.
- I have had around 12 surveyors to my flat each time them saying they would sort heating out for my flat and other things which has never happened therefore I have been living at my flat with no heating since the large amount of work was done.
- I have made many phone calls each time they just say they would send a surveyor again to look what needed doing. but how can they keep doing this and not correct the problems, until around Jan of 2015 all the information was on there system about all the problems this now seems to be missing, i am told people will call me back but the calls never come.
- The last set of surveyors sent was around Nov 2014 and all work was planned to be done, the person came to see how much pipe work was needed, but no one has come to do the work, and when I call all I get told it is being looked into.
- When work was also carried on my flat re doing the electric they wired in fire alarms and a Carbon Monoxide alarm, I made many calls to say these had not been fitted correctly, and due to this got carbon monoxide poisoning due to a faulty boiler and the Carbon Monoxide alarm not working. when they did come out in Nov 2014 I was left with no boiler for weeks until parts could be ordered, work was also meant to be done to rewired the incorrect rewiring of the alarms this has again not been done and I feel very unsafe.
- They also repaired a new damp section to my wall, but due to them not fitting the under laying problems with other flats this has again come back. i believe to leaking pipe work. i have told the council many

times about the other flats but nothing has been done and this is causing my health to suffer badly this is now just not good enough.

- They were also meant to repair my back door window this is not just a back door it has windows each side to it. That has a large hole around the window frame where you can see outside. This was also meant to be fixed and has not been. The other day I got up to a large amount of water on the floor due to the hole around the frame of the window and it had been raining this has happened more than once due to this and it raining.
- Also the window in my bedroom does not lock and needs a new hinge.
- Also where the police kicked off my front door I gave the CAD number to get this address as my front door is not safe nothing again has been done to sort this.
- Also the new toilet flush was fitting is not secure I have had this repaired once already but it still is moving around and I feel unsafe.
- I just want a home to live in and to be warm and not have all these problems and for them to be addressed but I am getting nowhere, so the only option I have left is to put this complaint in.
- If I did not pay my rent you would soon get me out of the flat but when it is repairs that need done nothing gets done. I am paying full rent for a flat I cannot use right, I have to sit there with covers on just to try and keep warm this is no way to live and I had enough of nothing being done.

I would like a reply to this complaint within the next 14 days as I feel I have waited long enough for work to be carried out on my flat. Could you please reply via this email, and also confirm you have my email.

Regards

Simon Cordell