

From: Rai-Anna McKenzie-Browne <Rai-Anna.Mckenzie-Browne@enfield.gov.uk>
Sent: 01 April 2022 12:36
To: Lorraine Cordell
Subject: RE: Loud Music from 109 Burncroft Avenue EN3

Dear Lorraine,

I was not aware of this as I started in November 2021 but what I can do is raise this to be located and reallocated as you have stated there is an actual court order on this so I believe someone should have record.

The RRO Team (Resident Relationship Officer) will pick this up in regards to moving on the grounds of the court order.

Kind regards

Rai-Anna McKenzie-Browne
First Response Officer
Housing & Regeneration
Place Department
The Edmonton Centre
36-44 South Mall
Edmonton Green
N9 0TN

Tel No: 07790892206

Email: rai-anna.mckenzie-browne@enfield.gov.uk

Website: www.enfield.gov.uk

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Sent: 21 March 2022 13:28
To: Rai-Anna McKenzie-Browne <Rai-Anna.Mckenzie-Browne@enfield.gov.uk>
Subject: RE: Loud Music from 109 Burncroft Avenue EN3
Importance: High

Dear Rai-Anna McKenzie-Browne

I am writing this email regarding the below email, my son has a small sound house system and I don't believe that is the issue, the block my son lives in has no sound proofing and if you look in the records you will see this, we have been asking for something to be done for a very long time, my son can hear neighbours talking on the 3rd floor he lives on the ground floor of a 3 story block, my son can hear everything in his flat and this has caused his health to suffer badly, but Enfield Council takes no

notice when my son or the family try to address this with Enfield Council, and asks for something to be done regarding sound the banging from neighbours hearing everything.

Enfield Council was meant to move him there is a court order for that but that's never happened Enfield council has just left my son to suffer and does nothing to help him, just like the garden next door Enfield Council was meant to address nothing was done until the fence fall down. yet when a neighbour calls Enfield Council is right on to my son, this is not helping.

Something has to be done to help my son with the sound proofing of the flat, or move him like the court order states should have been done, because the stress of how my son is living is not helping his health with what the neighbours are doing to him, which we do have evidence.

Yes you just turning up would not help, if you want to visit my son please let me know and I will attend my sons flat to be there with him or a family member will attend.

This is blatant harassment when Enfield Council only hears what the neighbours state and act on it, but don't want to address anything my son says regarding the neighbours and noise and not acting on it or doing anything.

There is also this issue maybe you can help with also, the main entrance door was damage some years back which Enfield council fixed by was of putting a key lock and push code button system on, before Enfield council fixed this you just had to enter a code to get In the block, there was no key needed. ATM the only way to get in the block is via the key the code system does not work.

I have called many times to try and get this fixed but nothing has been done on the visit by Mr Ebanks some years ago they also could not believe the system that had been added to fix the main entrance door. you see my son has to put up with people banging on his windows to be let in the block, or they bang on the main entrance door which my son can hear.

There is no way for people to make delivery's or people visiting to get into to the block unless someone opens the main entrance door. This does need fixing but it does not matter how many times I call or write emails nothing is done to correct this issue.

I do have the court order for Enfield council to move my son if you need to me send you it. Maybe you can help and address this as no one else has ever helped my son from Enfield Council.

I look forward to hearing from you.

Regards

Lorraine Cordell

From: Rai-Anna Mckenzie-Browne <Rai-Anna.Mckenzie-Browne@enfield.gov.uk>

Sent: 21 March 2022 10:35

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Subject: Re: Loud Music from 109 Burncroft Avenue EN3

Good Morning,

I regret to say I have had some complaints about Mr. Cordell's music sound levels. From previous conversation and being made aware of some mental health issues I didn't just want to start knocking his door as I feel that maybe stressful but we do still need to consider other tenants around the area of his property.

Maybe a change of speaker or simply turning the music base lower.

I hope this finds you well
Kind regards

Rai-Anna McKenzie-Browne
First Response Officer
Housing & Regeneration
Place Department
The Edmonton Centre
36-44 South Mall
Edmonton Green
N9 0TN
Email: rai-anna.mckenzie-browne@enfield.gov.uk
Website: www.enfield.gov.uk

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