

From: Dawn Allen [DAWN.ALLEN@Enfield.gov.uk]
Sent: 21 September 2015 16:29
To: Lorraine Cordell
Cc: Dolly Ogunseye
Subject: RE: Complaint [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Mr Cordell

Thank you for the update but unless you are specific with the repair I cannot refer you to the correct person. In terms of the complaint with your neighbour the Anti - Social Team will be in touch with you at home.

Regards

Dawn Allen
Tenancy Management Officer
Council Housing
The Edmonton Centre
36-44 South Mall
Edmonton
N9 0TN

✉ **E-mail** dawn.allen@enfield.gov.uk

☎ **Freephone 0800 40 80 160**

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

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 21 September 2015 16:14
To: Dawn Allen
Subject: RE: Complaint [SEC=UNCLASSIFIED]

Dear Dawn Allen

My Mother has sent emails in of complaints about the repairs more then once and made lots of phone calls.

There does seem to be an issue of things not being logged on the system and reports going missing.

But I sure if you looked you could find them.

But I am tried of getting the run about and waiting for years for things to be done.

And a call was made to the Antisocial Behaviour Team today and they again gave me your details, so once again it seems nothing will get done about the neighbour.

My mother has now made a call to the Assistant Director Community Housing Services and they have taken a lot of notes, and your name and I should be getting a call back and she has now booked to see the MP and will bring all the information that has been gathered along to the MP to see what they can do.

Regards

From: Dawn Allen [mailto:DAWN.ALLEN@Enfield.gov.uk]
Sent: 21 September 2015 15:43
To: Lorraine Cordell
Subject: RE: Complaint [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Mr Cordell

Can you be a bit more specific about your repairs so I can forward to the correct person.

The Nuisance complaint will be forwarded to the Antisocial Behaviour Team for them to contact you it is likely log sheets may be issued. If you can answer the first question it would be greatly appreciated.

Kind regards
Dawn Allen

Tenancy Management Officer
Council Housing
The Edmonton Centre
36-44 South Mall
Edmonton
N9 0TN

✉ **E-mail** dawn.allen@enfield.gov.uk

☎ **Freephone 0800 40 80 160**

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

Sent: 21 September 2015 15:35

To: Dawn Allen

Subject: RE: Complaint [SEC=UNCLASSIFIED]

Dear Dawn Allen

I no longer go out of my home due to my heath that is why I can not come to the office.

Also why would it need to be a in a neutral environment you would have to come to my flat at some point to hear for yourself what is going on as you can clearly hear it and see what the neighbour is doing.

I have also put in reports also about the repairs this has been going on for years and things still have not been done.

You are my housing officer's can you please tell me what your job description is?

I am asking for help and have been for some time and you do not seem to be willing to give me any help. Is there a problem with you coming to my flat?

My Mother will be there with me and you can being someone with you if you feel there is a need to.

I have on going issues which does need to be addressed by someone and you are my housing office and i have been told you would need to address these issues.

Regards

Simon Cordell

From: Dawn Allen [<mailto:DAWN.ALLEN@Enfield.gov.uk>]

Sent: 21 September 2015 14:17

To: Lorraine Cordell

Cc: Feedback Council Housing

Subject: RE: Complaint [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Mr Cordell

In terms of your neighbour you will need to attend this office for us to discuss the neighbour concerns face to face. For repairs please speak to customer services on 0208 3791327 for any outstanding issues you have.

Our office is open Monday to Friday 08.30 am – 05.00 PM where you can attend this office to speak to us directly.

Regards

Dawn Allen
Tenancy Management Officer
Council Housing
The Edmonton Centre
36-44 South Mall
Edmonton
N9 0TN

✉ **E-mail** dawn.allen@enfield.gov.uk

☎ **Freephone 0800 40 80 160**

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From: Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]
Sent: 21 September 2015 13:59
To: Dawn Allen
Subject: Re: Complaint

Mr Simon Cordell
109 Burncroft Ave
Enfield
Middlesex
EN3 7JQ

Dear Dawn Allen,

I am writing this email after phone calls and emails have been sent to Enfield council about my neighbour who lives above me.

I have made calls myself and my mother Miss Lorraine Cordell has also sent emails and made phone calls.

No one has been to my address to see me and I am asking for you to come out to see me and take a full report of what has been going on as my health is being made worse by nothing being done.

There is also still repair issues I would like to talk about that has not been done.

Could you please email this email address a date and time when you can come out to see me to take a report?

Regards

Mr Simon Cordell

Classification: UNCLASSIFIED



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