

From: Neville Gray [Neville.Gray@Enfield.gov.uk]

Sent: 15 August 2017 15:17

To: Lorraine Cordell

Subject: RE: Inspection Visit Wednesday 16th August 2017 at 2.00 PM [SEC=OFFICIAL]

Classification: OFFICIAL

Dear Ms Cordell

Thank you for your previous email of which I was only able to confirm the time of the inspection visit at that time due to the time that I had received your email, this being 7.08 pm.

I do not recall stating to you that the visit was on Thursday of this week and apologise if you had misunderstood what I had advised you. As I am sure you will appreciate, resources are limited to coordinate a joint visit and as such the only available day is Wednesday of this week. Furthermore, please accept my apologise that I had not confirmed the time of the visit as was discussed with you on the telephone, this being 2.00 pm.

This visit to your sons property has been delayed and therefore it would be beneficial to carry out this inspection as soon as possible hence why you had agreed during our telephone conversation to accommodate a visit on Wednesday. If you are unable to be present perhaps you can arrange for an alternative friend or family member to be present in your absence?

Thank you for confirming that your sons dog will not be in the premises during the inspection visit.

I am unable to comment at this time in respect of previous visits that have been carried out by other Surveyors. As you are aware, your son had refused access for me when I requested to look at the internal plumbing of his property. While I appreciate that this was an unannounced visit we had attempted to facilitate this through you when you had attended at our request and again he had refused. We later suggested an alternative date but due to a reported emergency we again attempted to gain access and this was again refused.

The purpose of the inspection will be to carry out a full survey and all items of repairs can then be documented and in accordance with Enfield Council repair policy all identified repairs can then be raised as necessary.

As advised in my letter to your son, photographs are generally taken at all inspections to assist in raising works and to evidence the general stock condition of our properties so that we are able to use such information in planning future refurbishment works in accordance with our planned works.

The records that I do have do make reference to access difficulties when attempting to diagnose a pressure problem with the water supply affecting multiple properties and for this reason, I would like to inspect your sons property as I had explained on my initial visit whereby access was denied.

I hope this addresses the questions you have asked clarification in respect of with reference to the proposed inspection visit for tomorrow.

Kind regards

Neville Gray

Legal Disrepair Surveyor

neville.Gray@enfield.gov.uk

EH-Legalrepairs@enfield.gov.uk

For and on behalf of London Borough of Enfield
Direct Dial: 0208 3758187
Mobile: 0758 0794213

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From: Neville Gray
Sent: 14 August 2017 19:28
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Subject: Re: Inspection Visit Wednesday 16th August 2017 [SEC=OFFICIAL]

Hello

This is correct 2 pm.

Regards

Neville

Sent from my iPhone

On Aug 14, 2017, at 7:08 PM, Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Dear Neville Gray

Thank you for the email with the attached documents as said on the phone today when you spoke to me, you did say the date would be Thursday 17/08/2017 at 14:00 hours that why I confirmed it so fast. But this was then changed to Wednesday 16/08/2017 at 14:00 hours due to you saying you would not be there on the Thursday 17/08/2017 at 14:00 hours.

When you changed the date to the Wednesday 16/08/2017 at 14:00 hours I did say that I was due to attend the hospital and could this therefore be done on Friday which would have been the 18/08/2017 which you replied no to.

You will be attending 109 Burncroft Ave on the 16/08/2017 at 14:00 hours; I just wanted you to confirm the time as you have not done so in your letter or email. As said on the phone the dog will be in the garden. I will have to cancelled my hospital date I was due to attend on the 16/08/2017 so I can be there with my son, and before I do so I just wanted to confirm the time you stated on the phone with me today as 14:00 hours on the 16/08/2017. If this can be done as soon as possible as I will need to call the hospital in the morning.

As you should be well aware my son has had many Surveyors to his flat, this has been over many years and I believe there have been around 4 in 2017 alone which were full inspections. Which none said there was a problem with my son's flat and repairs that needed doing.

In fact since 2007 when my son needed major works on his flat due to damp, work was never completed after many phone calls over years and years and inspections by many Surveyors when the Surveyors stated the work would be carried out work was still not carried out until I put a complaint in to Enfield council in 2015.

So after all these Surveyors and inspections that have been carried out on my son's flat can you be a little more specific in why you would need to do a next full inspection of the flat what are you looking for to take pictures off? If repairs needed to be done we would be contacting Enfield council Repair team.

There seems to have only been a problem since you came to my son's flat on the 12/07/2017, you stated that all the Surveyors that had come out to my son's flat since Dec 2016 had not written any reports so you did not know what has and has not been done regarding the water pressure issue in the flats, you had also told the landlord this.

Since Dec 2017 to date my son has allowed around 5 Enfield Council Surveyors into his flat regarding the water pressure, he has let in Thames Water more than once, and he allowed 2 private plumbers into his flat who said the landlord from 117 had asked them to check his flat which I wrote in an email dated 02/02/2017, all have said the issue is not coming from his flat. In Feb 2017 due to a letter my son got late in the day he called the repair team out himself to his flat because he could not take anymore being blamed for everything that was going wrong in the block, when the out of hours team went my son told them what the issue was they checked everything in my son's flat and once again confirmed the problem was not due to his flat.

In 2015 I have emails stating all the repairs that needed to be done which had been reported to Enfield council by us that the surveyors who attended the inspections had reported back that all works had been carried out.

There was also the issue with my son's heating when the major works was carried out in 2007 due to dump the heating had to be taken off the wall due to pipes leaking under the flooring, when the work was meant to have been completed they never put back the heating, in turn leaving my son with no heating in the flat from 2007 till 2015, many calls were made regarding this surveyor after surveyor come out and said the heating would be done it never was, so in my complaint in 2015 this was included. I was horrified when I got a call from Enfield council in 2015 saying my son had removed all his pipe work from his flat and therefore he would have to pay for the heating to be replaced, I was so upset at what had been said I said to the lady on the phone please get a surveyor and manager round my son flat ASAP and the flooring can be lifted and you will see all the pipe work still in place, the lady then said no that fine we will replace the heating.

Then the person came out to do the job he said to my son I don't know what Enfield council is going on about all the pipes work is here.

He said that no one wanted to do the job due to what the council had said.

He said this was a joke and not funny what Enfield Council had said.

In 2016 I myself had a problem with my boiler surveyor came to my home, I do also know his name but do not want to get him in trouble, my son was staying at my home at the time, the surveyor looked at what needed to be done to my boiler, while he was there he saw my son and knew him well due to how many times he had been out to my son's flat due to the heating. He asked my son if his heating had been done and the reply was yes and we told him what had been put on Enfield Council system my son removing all his pipe work, The surveyor laughed and said he had saw it on the system, we said why would anyone put that on the councils system when it could be checked to not be correct. He said he had no idea why it was put on there. The only reason I can see for this being added to Enfield council system is due to Enfield Council leaving my son with no heating from 2007 till 2015.

It is not due to my son not reporting repairs to Enfield Council as I believe when something is wrong he does report issues like in 2016 when there was a fully blown leak from the flats above my son, again it seemed that it could not be worked out by Enfield Council were the leak had come from. As Enfield Council was saying it was coming from 117 and 117 said it was coming from 113. All I know that water was poring into my son's flat and due to it and how wet the ceiling was they had to cut the power to the lights in the bathroom until it had all dried out.

Does this seem like a person who does not allow the Council into his flat, he was unwell on the 12/07/2017 which you was well aware of, and this was used against my son.

Please can you confirm the time as 14:00 hours on the 16/08/2017.

Regards

Lorraine Cordell

From: Neville Gray [<mailto:Neville.Gray@Enfield.gov.uk>]
Sent: 14 August 2017 13:32
To: lorraine32@blueyonder.co.uk
Cc: Obie Ebanks
Subject: Inspection Visit Wednesday 16th August 2017 [SEC=OFFICIAL]

Classification: OFFICIAL

Dear Lorraine

Please see attached letter as requested. I have also sent a copy out in the post today. Please ensure Mr Cordell is also aware of the visit on Wednesday.

Kind regards

Neville Gray
Legal Disrepair Surveyor
neville.Gray@enfield.gov.uk
EH-Legalrepairs@enfield.gov.uk

For and on behalf of London Borough of Enfield
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From: Jill Bayley
Sent: 14 August 2017 11:57
To: Neville Gray <Neville.Gray@Enfield.gov.uk>
Subject: Cordell - injunction

Dear Neville,

Here is a copy of the injunction as requested.

Best wishes

Jill

Jill Bayley
Principal Lawyer, Safeguarding and Corporate Teams
Legal Services, Enfield Council
Silver Street
Enfield EN1 3XY

DX 90615 Enfield 1

Telephone: 020 8379 6475
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