

Seen by Simon for the 1st time 28/09/2022

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

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 damaging some years back which Enfield council fixed by way 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 deliveries or people visiting to get into to the block unless someone opens the main entrance door. T

his 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

Attachment

Edmonton	
Claim Number	E00ED049
Date	6 September 2018



THE LONDON BOROUGH OF ENFIELD	1st Claimant Ref LS/C/L1/155584
MR SIMON CORDELL	1st Defendant Ref TKK/TKK/ SIM041/002

Before District Judge Dias sitting at the County Court at Edmonton, 59 Fore Street, London, N18 2TN.

UPON hearing Solicitor for the Claimant and Defendant, the Defendant's mother, the Defendant's uncle and the Defendant not attending.

UPON the Court reviewing the psychiatrist report of Dr Dhinakaran dated 8th July 2018, confirming that the Defendant lacks capacity to litigate and/or capacity to understand the terms of the injunction order made on 9th January 2018.

UPON the Defendant's mother Mrs Lorraine Cordell, confirming that she will engage with the Claimant and assist the Defendant's neighbourhood officer in making a housing management transfer application on or before 16 August 2018.

UPON the Claimant agreeing that it will deal with the housing management transfer application as quickly as possible after being made.

AND UPON the Defendants mother agreeing to engage with the Enfield Mental Health Unit team so the Defendant could receive assistance with his mental health conditions and housing.

IT IS ORDERED THAT

1. The interim injunction order dated 9th January 2018 be discharged forthwith.
2. The Claimants claim and application for an injunction dated 9th January 2018, the Claimants applications for the Defendant's committal dated 5th February and 20 April 2018 and the Claimant's application notice dated 7th August 2018 do stand dismissed.

The court office at the County Court at Edmonton, 59 Fore Street, London, N18 2TN. When corresponding with the court, please address forms or letters to the Court Manager and quote the claim number. Tel: 020 8884 6500. Check if you can issue your claim online. It will save you time and money. Go to www.moneyclaim.gov.uk to find out more.

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

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

Sent: 01 April 2022 12:38

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

Subject: RE: Loud Music from 109 Burncroft Avenue EN3

Just to ask to make things quicker, are you able to send me a copy of the order by email?

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

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

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

Sent: 02 April 2022 17:52

To: 'Rai-Anna Mckenzie-Browne'

Subject: RE: Loud Music from 109 Burncroft Avenue EN3

Attachments: [Seal-Court-Order-09-08-2018-got-on-the-06-12-2018-001 \(2\).pdf](#)

Importance: High

Dear Rai-Anna Mckenzie-Browne

I am sorry for the delay in getting back to you but I have been really ill in bed.

Please see attached Court order, which I did everything that was asked it was Enfield Council that never did what they were meant to do, and my son has been left to suffer.

Also a housing management transfer can only be done within the council well that is what I was told.

Regards

Lorraine Cordell

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

Sent: 11 April 2022 16:45

To: Lorraine Cordell

Subject: RE: Loud Music from 109 Burncroft Avenue EN3

Thank you for your email.

I have now passed all documents to the resident relationship Team to allocate.

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

From: Aijah Johnson <Aijah.Johnson@enfield.gov.uk>

Sent: 13 May 2022 16:06

To: lorraine32@blueyonder.co.uk

Subject: 109 Burncroft

Afternoon Ms Cordell,

As discussed, unfortunately, your son doesn't qualify for a Management Transfer.

I am not entirely certain what was agreed at court; however, the Court document states that the Neighbourhood officer and you were supposed to complete the application for a Management Transfer.

Once the application is made, it would need to be taking to a panel and a decision is made dependent if he meets the criteria.

There are different criteria for a Management Transfer such as being attacked in your property, a household member being murdered in the property, etc.

I am unable to confirm whether an application was completed or not.

It is possible that the Neighbourhood Officer enquired if a management move was something that could be considered for Mr Cordell.

Regardless of the decision, you should have been informed.

If you can provide the name of the Officer you were dealing with, I can look into this further.

In regard to what other options he has, he can make a self-referral to Homefinder UK – please click [here](#).

We may be able to make an application for rehousing on medical grounds if your son qualifies and this depends on what his medical conditions are.

If it is only on the basis of the noise complaints or issues with the neighbours, we couldn't complete a rehousing application on those grounds.

We can discuss this further and see if any of his medical conditions warrant a move.

I agree it would be beneficial for you to contact the court and get a copy of the transcript.

I would also appreciate it if you could forward me copies of the emails you've received from Enfield and any complaints you've made.

I would like to look into this matter further but having the emails would help to get a bigger picture.

In regards to the noise, can you please use this app <https://noisenuisance.org/noise-app/?msclkid=10b0bf16c16611ec8fa50524fab025ee> to record the noise so we can review it and make a decision.

Kind Regards,

Aijah

Aijah Johnson

Resident Relationship Officer

Housing & Regeneration

Place Department

Contact Centre Tel No: 020 8379 1000

Emergency repair line (out of hours) 020 8379 1000

E: aijah.johnson@enfield.gov.uk

W: www.enfield.gov.uk

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