

Disrepair 109 Burncroft Avenue Enfield EN3 7JQ Timeline

“Intro; Home Page Chapter Number Are: “0,”

	2012
	January
	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
	February
	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
	March
	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
	April
01/04/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
02/04/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
03/04/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
04/04/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
05/04/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
06/04/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
07/04/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
08/04/2012	<u>Intro to Rented Home;</u> <u>Disrepair: -- In my Rented Home: --</u> <u>Issues with My Housing Management Team!</u> A bit of history about my living circumstances. In 2006
09/04/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
10/04/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
11/04/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
12/04/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
13/04/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
14/04/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
15/04/2012	• <u>Intro to Rented Home.</u>

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	Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
16/09/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
17/09/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
18/09/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
19/09/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
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26/09/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
27/09/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
28/09/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
29/09/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
30/09/2012	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
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	November
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	February
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	March
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14/03/2013	<u>1</u> The Enfield Councils History FOI Indexed Stage 3 Housing Benefit Notification / Page Number: 18,19,20
15/03/2013	
16/03/2013	

17/03/2013	
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	April
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25/05/2013	<u>1</u> <u>The Enfield Councils History FOI Indexed</u> Stage 2 Barclays Bank Statement Page Number: 79,80,81,82,
26/05/2013	
27/05/2013	
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29/05/2013	
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31/05/2013	
	June
01/06/2013	<u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
02/06/2013	<u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
03/06/2013	<u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
04/06/2013	<u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
05/06/2013	<u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
06/06/2013	<u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
07/06/2013	<u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
08/06/2013	<u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
09/06/2013	<u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
10/06/2013	<u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”

11/06/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
12/06/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
13/06/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
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16/06/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
17/06/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
18/06/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
19/06/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
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21/06/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
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25/06/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
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27/06/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
28/06/2013	<u>Disrepair!</u> The Loss of my Front Room! / No working Heating! / There is damp re growing on the rear wall! + there is also damp / water running down the main wall! The Loss of my Bedroom! / No working heating system! / there is damp reoccurring on the rear wall and around the windows even low they are ventilated! The Loss of my kitchen! / No working heating system! The Loss of Hallway! / No working heating system! The Loss of my Bathroom! / No working heating system!
29/06/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
30/06/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
	July
01/07/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
02/07/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."

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04/07/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.” • <u>1</u> <u>The Enfield Councils History FOI Indexed</u> <u>Stage 3</u> <u>Notification of Suspension of Benefit Suspension of Housing Benefit</u> <u>Page Number: 21,22,23,24,</u>
05/07/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
06/07/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
07/07/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
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16/07/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
17/07/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
18/07/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
19/07/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
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23/07/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
24/07/2013	• <u>Intro to Rented Home.</u>

Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."

2

- [The Enfield Councils History FOI Indexed](#)
[Stage 2](#)
[Revs Bens Division Revenue Information "Stamped"](#)
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2

The Enfield Councils History FOI Indexed

Stage 2

Revs Bens Division
Revenue Information
"Stamped"

Page Number: 40

24/07/2013

Mr Simon Cordell
109 BURNCROFT Ave
Enfield Middlesex
EN3 7JQ

Council Tax: 55508596

Housing ref: 1623514

NI Ref: JH653811D

24/07/2013

To Whom It May Concern:

I am writing this letter after a letter I got dated

18/07/2013

about my housing benefit and council tax being suspended from the

08/07/2013

due to you getting information as to me being in prison. I was remanded to prison for 1 day and was released on the

28/06/2013.

I did call your offices on the

16/07/2013

to ask if my benefits for housing and council tax was still being paid due to me just finding out my DWP payments had been stopped. I was told on this date they were still being paid and the lady my mum spoke to on the phone told her that due to me having some issue I could get council tax reduction due to mental impairment and that the Lady would send out the paper work. I have put an appeal into the DWP about my claim being stopped and I am waiting to hear from them. Since I got released from prison after one day on the

28/06/2013

I have had nothing to live on I have not got any food or gas or electric at my address for the last few days as it has now run out and I have no way to live until the DWP looks at my appeal.

I called the DWP today

24/07/2013

to see if there is any update on my claim and have been told as of to date there is no update. But they should have something in the next few days, I told them I have no way to live but they cannot speed anything up. They got my letter on the

19/07/2013

but it has yet to be scanned into their system. I am therefore asking if my housing benefit and council tax can be put back into place so there are no missing payments within my claim.

Mr. Simon Cordell

25/07/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
26/07/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.” <u>1</u> • <u>The Enfield Councils History FOI Indexed</u> Stage 3 <u>RE: Housing Benefit/Council /</u> Page Number: 1 <u>2</u> • <u>The Enfield Councils History FOI Indexed</u> Stage 3 <u>RE: Housing Benefit/Council /</u> Page Number: 5,6,7,8,9, 26/07/2013 <u>1</u> <u>The Enfield Councils History FOI Indexed</u> Stage 3 <u>RE: Housing Benefit/Council</u> Page Number: 1 01/08/2008 <u>Date(s)</u> <u>A:</u> Claim Date; 01/08/2008 <u>B:</u> Claim Start Date; 13/08/2008 <u>C:</u> Claim Receipt Date; 04/08/2008 <u>D:</u> Claim End Date; 26/07/2013 <u>E:</u> <u>Effective Date; 26/07/2013</u> <u>2</u> <u>The Enfield Councils History FOI Indexed</u> Stage 3 <u>RE: Housing Benefit/Council</u> Page Number: 5,6,7,8,9, 26/07/2013 <u>5:</u> <u>A:</u> <u>Start Date; 26/07/2013</u> <u>B:</u> End Date; 28/07/2013 <u>6:</u> <u>C:</u> Claim Start Date: 09/09/2007 <u>D:</u>

	Claim End Date; 09/08/2013 <u>E:</u> Claim Receipt Date; Not Received <u>F:</u> Effective Date; 09/08/2013 <u>7:</u> <u>G:</u> Claim Date; 09/08/2013 <u>F:</u> Claim Status; Inactive <u>G:</u> Claim Start Date; 09/08/2013 <u>H:</u> Claim End Date; 04/08/2013 <u>I:</u> Claim Receipt Date; 09/08/2013 <u>J:</u> Effective Date; Not Received <u>8:</u> <u>K:</u> Claim Date; 16/10/2013 <u>L:</u> Claim Status; Inactive <u>M:</u> Claim Start Date; 10/08/2013 <u>N:</u> Claim End Date; 19/11/2013 <u>O:</u> Claim Receipt Date; 16/10/2013 <u>P:</u> Effective Date; 19/11/2013 <u>Q:</u> Claim End Reason; Fail to Return Self Cert <u>9:</u> <u>R:</u> Claim Date; 20/11/2013 <u>S:</u> Claim Status; Active <u>T:</u> Claim Start Date; 20/11/2013 <u>U:</u> Claim End Date; Not Received <u>V:</u> Claim Receipt Date; 16/11/2013 <u>W:</u> Effective Date; 20/11/2013
27/07/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
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	• <u>The Enfield Councils History FOI Indexed</u> Enfield Council, claim for, Housing Benefit and Council Tax Support / Page Number: 40,41,42,43,44,45,46,47,48,49,50,51,52,53, 54,55,56,57,58,59,60,61,62,63,64,65,66,67,68 Housing Benefit <u>4</u> • <u>The Enfield Councils History FOI Indexed</u> Stage 2 Welfare Benefit Interview / Page Number: <u>69</u> Housing Benefit <u>3</u> <u>The Enfield Councils History FOI Indexed</u> Enfield Council claim for. <i>Housing Benefit and Council Tax Support</i> Page Number: 40,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,56,57,58,59,60,61,62,63,64,65,66 ,67,68, <u>17/09/2013</u> <i>N/a: Info</i> <i>forms</i> <u>4</u> <u>The Enfield Councils History FOI Indexed</u> <i>Welfare Benefit Interview</i> Page Number: <u>69</u> <u>17/09/2013</u> <i>Hand Writing Typed Info</i>
18/09/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
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29/09/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
30/09/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
	October
01/08/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
02/10/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
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5

The Enfield Councils History FOI Indexed

Stage 2

Jobcentre

Page Number: 73,74,75,76,77,78,

21/10/2013

73:

Mr Simon Cordell

109 Burncroft Avenue Enfield Middlesex EN3 7JQ

We have looked again at our decision

You made an appeal against a decision about not being entitled to Income Support upon release from prison, issued to you on 09-Aug-2013.

We have looked again at the facts and evidence used to make our decision. As a result, we have changed that decision and have decided you retained your entitlement to Income Support following your release from prison but have no entitlement for the two days you were in prison.

What happens now: --

Your appeal will not be sent to an independent tribunal as the decision has been changed in your favour.

As explained in our previous letter, if you still think the decision is wrong you have the right to appeal. You should normally appeal within one month of the date of that letter.

The Income Support payment section will be in touch to advise what happens next.

Yours sincerely,

S Anderson

74:

Appeal Page

75:

YOUR CLAIM FOR EMPLOYMENT AND SUPPORT ALLOWANCE

I am pleased to tell you we can pay Employment and Support Allowance from 10 August 2013

You will get £71.70 a week.

We have used the tax years ending 5 April 2011 and 5 April 2012 to assess your claim.

We will credit you with National Insurance contributions while claiming Employment and Support Allowance.

To continue to receive Employment and Support Allowance you may need to attend a Work Focus Interview with a Personal Advisor. You will be notified of this separately If you are required to attend.

To continue to receive Employment and Support Allowance you may need to attend a Work Capability Assessment. You must provide Medical certificates until a Work Capability Assessment Is carried out You are required to Immediately report any change in your circumstances to us, or the circumstances of your partner If you have one.

The attached sheet shows how we worked out your money. If you want more information please get in touch with us. Our phone number and address are at the top of this letter.

This assessment is based on how much the law says you need to live cfl. You have not paid, or been credited with, enough National Insurance Contributions for them to be used in this assessment.

HOW THE MONEY WILL BE PAID

	The money will be paid every two weeks for as long as you are still entitled to Employment and Support Allowance. Bank/Building society: BARCLAYS BANK PLC ENFIELD 2 <u>76:</u> Info <u>77:</u> Info <u>78:</u> Info
22/10/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
23/10/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
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31/09/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
	November
01/11/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.” <u>1</u> • <u>The Enfield Councils History FOI Indexed</u> Stage 3 Award of Benefit / Page Number: 28,29,30,31,32,33 Housing Benefit <u>1</u> <u>The Enfield Councils History FOI Indexed</u> Stage 3 Award of Benefit Page Number: 28,29,30,31,32,33, 01/11/2013 <u>28</u> Claim Reference: 1623514 NI Reference: JH653811D Rent Reference: 497630

Council Tax Account:55508596

01/11/2013

Dear Mr Cordell

109 Burncroft Avenue Enfield EN3 7JQ

Award of Benefit

Mr S Cordell A5698CY

HMP Wormwood Scrubs PO Box 757 Du Cane Road London W12 0AE

Housing Benefit Notification

Thank you for your claim for Housing Benefit. I have re-instated your claim because we have looked at your claim again. I have decided that your benefit is as follows:

£86.84 per week from 08/07/2013 to 11/08/2013 £86.84 per week from 12/08/2013 How You Will Be Paid

Your benefit will be paid by directly crediting your rent account.

Your benefit payment of **£1,649.96 for 08/07/2013 to 17/11/2013** will be paid on 11/11/2013. **Notification of Council Tax Support**

Thank you for your claim for council tax support. I have decided that your benefit is as follows: £12.64 per week from 08/07/2013 to 11/08/2013 £12.64 per week from 12/08/2013 **How You Will Be Paid**

£482.05 council tax support has been paid to your council tax account. The total amount of council tax support for **2013/14 is £658.98.**

You will soon receive a Council Tax bill that will tell you how much council tax you will now have to pay.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

Page 1 of 6

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You can:

1. Ask us to explain our decision (by phoning 020 8379 1000)
2. Write and ask us to reconsider
3. Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

If you disagree with a Local Council Tax Support Scheme decision

If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However, you can still:

Ask us to explain our decision (by phoning 020 8379 1000)

Write and ask us to reconsider

If you are still unhappy you can write to us to make a formal complaint

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately. For example:

4. You start working or you earn more or less money
5. Your benefits/tax credits change or are stopped
6. You move home
7. Your rent changes
8. You go to stay with friends, family or go into hospital for more than 2 weeks

9. You become a student or stop being a student
10. Anyone comes to live with you or someone moves out
11. Your savings change
12. Your child leaves school or other education
13. You have a baby
14. Someone dies
15. Any other change which may affect your entitlement to benefit
16. Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.
You can report a change in circumstance on our website at www.enfield.gov.uk/benefitsonline or by calling 020 8379 1000.
Alternatively, you can write to us telling us what has changed, when and if there has been a delay in telling us, why. You will also need to send evidence to support your claim. Further information is also available on our website www.enfield.gov.uk/benefits.

How to contact us
New online service.
Most frequently asked for information and online forms all in one place.
www.enfield.gov.uk/counciltaxonline or www.enfield.gov.uk/benefitsonline
There are free internet facilities in local council libraries and at our major reception areas.

Page 2 of 6

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Email - revs@enfield.gov.uk Telephone - 020 8379 1000
To get to the right information even faster you can use Hot Keys to take you straight there.
Post - Revenues and Benefits Division, PO Box 63, Civic Centre, Enfield, EN1 3XW

In person Our reception areas can be very busy and you may have to wait to see an advisor. If you are making a new claim, you can make an appointment to see a benefit advisor by calling 020 8379 1000.
Drop-in services are available at the following locations Monday to Friday 9am to 4pm:
John Wilkes House, 79 High Street, Ponders End, Enfield, EN3 4EN Civic Centre, Silver Street, Enfield, EN1 3XW
Edmonton Centre, 36-44 South Mall, Edmonton, N9 0TN (Simple enquiries and forms only) Pension Service Enquiries

If you need to contact the Pension Centre about your Pension Credits, you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4, Gateshead, NE92 1BQ
Further information about benefits and an explanation of key terms is available on our website www.enfield.gov.uk/benefitsonline

Yours sincerely
Benefits Assessment Team

Page 3 of 6

31
How Your Housing Benefit Has Been Worked Out for the period
From 08/07/2013 to 11/08/2013 your Housing Benefit will be £86.84 each week.
Claim reference: 1623514
The rent you are charged each week is **£92.49**.
Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water **£5.65**

Total deductions for services £5.65

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £92.49 must be reduced by £5.65, to £86.84 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £86.84 each week. This figure is used when working out 'your total weekly Housing Benefit'.

The amount of Housing Benefit has been worked out by comparing the money you have coming in each week, to an amount the Government has decided is the minimum that someone in your circumstances needs to cover basic living expenses.

Your Total Weekly Income

The amount of money you have coming in each week has been worked out as follows:

Total weekly income £0.00

Your Total Savings

If you have savings and capital over £6,000.00, an amount of £1.00 must be added to your weekly income for each additional £250.00, or part of £250.00 you have. You have told me that you have no savings or capital, so I have added nothing to your weekly income. If you get savings credit in your pension credit, your savings have already been taken into account by the Pension Service and will not be shown on this letter.

Your Applicable Amount

Your applicable amount is made up of the following allowances and premiums:
Single claimant 25 or over

Total applicable amount

Your Total Weekly Housing Benefit

As your total weekly income of £0.00 is the same as or less than your 'applicable amount' of £71.70, I can pay you your maximum Housing Benefit of £86.84 each week.

You may be entitled to Income Support or Jobseeker's Allowance. You should contact the Jobcentre Plus on 0800 055 6688 for more information.

£71.70

£71.70

Claim reference: 1623514

Page 4 of 6

32

How Your Housing Benefit Has Been Worked Out for the period

From 12/08/2013 your Housing Benefit will be £86.84 each week.

NI reference: JH653811D

Your maximum housing benefit is £86.84. This amount has not changed since 08/07/2013. Please look at that period for full details of how your maximum benefit has been worked out.

Your Total Weekly Housing Benefit

Since you are receiving Employment and Support Allowance (income related), you are entitled to the maximum Housing Benefit of £86.84 each week.

How Your Council Tax Support Has Been Worked Out

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From **08/07/2013 to 11/08/2013**, your council tax support is **£12.64 each week.**

The maximum council tax support you could get

Your council tax liability for the year is £818.62 which for this period is **£15.70 each week.**

The maximum council tax support you could get is therefore **£15.70 each week.**

This figure is used when working out 'your total weekly council tax support'.

Your Total Weekly Income

	The amount of money you have coming in each week has been worked out as follows: Total Weekly Income £0.00 Your Total Savings The Working Age scheme sets the amounts added to your weekly income if you have savings. If you have savings and capital over £6,000.00, an amount of £1.00 must be added to your weekly income for each additional £250.00, or part of £250.00 you have. You have told me that you have no savings or capital, so I have added nothing to your weekly income. If you get savings credit in your pension credit, your savings have already been taken into account by the Pension Service and will not be shown on this letter. Your applicable amount Your applicable amount is made up of the following allowances and premiums: Single claimant 25 or over £71.70 Total Applicable Amount £71.70 Your Total Weekly Council Tax Support As your total weekly income of £0.00 is the same as or less than your 'applicable amount' of £71.70,1 can pay you your maximum council tax support of £15.70 each week. A reduction of the maximum council tax support of £15.70 that you could get each week must be reduced by £3.06, to £12.64. <u>How Your Council Tax Support Has Been Worked Out</u> Page 28 of 6 <u>33</u> Based on your circumstances I have decided to assess your claim using the Working Age scheme. From 12/08/2013, your council tax support is £12.64 each week. The maximum council tax support you could get Your council tax liability for the year is £818.62 which for this period is £15.70 each week. The maximum council tax support you could get is therefore £15.70 each week. This figure is used when working out 'your total weekly council tax support'. Your Total Weekly Council Tax Support A reduction of the maximum council tax support of £15.70 that you could get each week must be reduced by £3.06, to £12.64. As you are receiving income related employment and support allowance, you are entitled to the maximum council tax support of £12.64 each week. Page 6 of 28
02/11/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
03/11/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
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22/11/2013	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.” <u>8</u> • <u>The Enfield Councils History FOI Indexed Stage 3</u> No Change in Benefit Housing Benefit Notification / Page Number: 34,35,36,37 DWP <u>8</u> <u>The Enfield Councils History FOI Indexed Stage 3</u> No Change in Benefit Housing Benefit Notification Page Number: 34,35,36,37, 22/11/2013 <u>34</u> Mr S Cordell 109 Burncroft Avenue Enfield EN3 7JQ Claim Reference: 1623514 NI Reference: JH653811D Rent Reference: 497630 Council Tax Account:55508596 22/11/2013

Dear Mr Cordell

109 Burncroft Avenue Enfield EN3 7JQ **No Change in Benefit Housing Benefit Notification**

I have worked out your Housing Benefit again because you have been awarded a state benefit. However, this has not changed your benefit, which remains as follows:

£86.84 per week from 25/11/2013 Notification of Council Tax Support

I have worked out your council tax support again because you have been awarded a state benefit. However, this has not changed your benefit, which remains as follows:

£12.64 per week from 25/11/2013 How You Will Be Paid

Your council tax support award for **2013/14** has not changed. The total amount of council tax support for that year is **£658.98**.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

1. Ask us to explain our decision (by phoning 020 8379 1000)
2. Write and ask us to reconsider
3. Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

If you disagree with a Local Council Tax Support Scheme decision

If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However, you can still:

Ask us to explain our decision (by phoning 020 8379 1000)

Write and ask us to reconsider

Page 1 of 4

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If you are still unhappy you can write to us to make a formal complaint

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately. For example:

4. You start working or you earn more or less money
5. Your benefits/tax credits change or are stopped
6. You move home
7. Your rent changes
8. You go to stay with friends, family or go into hospital for more than 2 weeks
9. You become a student or stop being a student
10. Anyone comes to live with you or someone moves out
11. Your savings change
12. Your child leaves school or other education
13. You have a baby
14. Someone dies
15. Any other change which may affect your entitlement to benefit
16. Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

You can report a change in circumstance on our website at www.enfield.gov.uk/benefits online or by calling 020 8379 1000. Alternatively, you can write to us telling us what has changed, when and if there has been a delay in telling us, why. You will also need to send evidence to support your claim. Further information is also available on our website www.enfield.gov.uk/benefits.

How to contact us New online service.
Most frequently asked for information and online forms all in one place.
www.enfield.gov.uk/counciltaxonline or www.enfield.gov.uk/benefitsonline

There are free internet facilities in local council libraries and at our major reception areas.

Email - revs@enfield.gov.uk
Telephone - 020 8379 1000

To get to the right information even faster you can use Hot Keys to take you straight there.

Post - Revenues and Benefits Division, PO Box 63, Civic Centre, Enfield, EN1 3XW

In person Our reception areas can be very busy and you may have to wait to see an advisor. If you are making a new claim, you can make an appointment to see a benefit advisor by calling 020 8379 3798

Drop-in services are available at the following locations Monday to Friday 9am to 4pm:

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John Wilkes House, 79 High Street, Ponders End, Enfield, EN3 4EN Civic Centre, Silver Street, Enfield, EN1 3XW

Edmonton Centre, 36-44 South Mall, Edmonton, N9 OTN (Simple enquiries and forms only) **Pension Service Enquiries**

If you need to contact the Pension Centre about your Pension Credits, you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4, Gateshead, NE92 1BQ

Further information about benefits and an explanation of key terms is available on our website www.enfield.gov.uk/benefitsonline

Yours sincerely

Mark Pruis

Page 3 of 4

37

Claim reference: 1623514

NI reference: JH653811D

How Your Housing Benefit Has Been Worked Out for the period

From 25/11/2013 your Housing Benefit will be £86.84 each week.

The rent you are charged each week is £92.49.

Housing Benefit cannot pay for some service charges that are included in your rent.

The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water £5.65

Total deductions for services £5.65

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £92.49 must be reduced by £5.65, to £86.84 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £86.84 each week. This figure is used when working out 'your total weekly Housing Benefit'.

Your Total Weekly Housing Benefit

As you are receiving Income Support, I can pay the maximum Housing Benefit of £86.84 each week.

	<u>How Your Council Tax Support Has Been Worked Out</u> Based on your circumstances I have decided to assess your claim using the Working Age scheme. From 25/11/2013, your council tax support is £12.64 each week. The maximum council tax support you could get Your council tax liability for the year is £818.62 which for this period is £15.70 each week. The maximum council tax support you could get is therefore £15.70 each week. This figure is used when working out 'your total weekly council tax support'. Your Total Weekly Council Tax Support A reduction of the maximum council tax support of £15.70 that you could get each week must be reduced by £3.06, to £12.64. As you are receiving income support, I can pay you your maximum council tax support of £12.64 each week. Page 4 of 4
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31/01/2014	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- “Enfield Council Responsible.”
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02/02/2014	
03/02/2014	
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02/03/2014	<u>1</u> • <u>The Enfield Councils History FOI Indexed Stage 3</u> Housing Benefit Notification / Page Number: 38,39,40 Housing Benefit <u>1</u> <u>The Enfield Councils History FOI Indexed Stage 3</u> Housing Benefit Notification Page Number: 38,39,40, 01/03/2013 <u>38</u> Mr S Cordell 109 Burncroft Avenue

Enfield

EN3 7JQ

Claim Reference: 1623514 NI reference: JH653811D

Rent Reference: 497630 Council Tax Account:55508596

01/03/2014

Dear Mr Cordell

Housing Benefit Notification

I have changed your Housing Benefit from 07/04/2014 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£90.65 per week from 07/04/2014 **How You Will Be Paid**

Your benefit will be paid by directly crediting your rent account.

Council Tax Support Notification

I have worked out your council tax support from 01/04/2014 to take account of new council tax and benefit levels from April. I have decided that your benefit is now as follows:

£12.60 per week from 01/04/2014 How You Will Be Paid

£657.11 council tax support has been paid to your council tax account. The total amount of council tax support for **2014/15 is £657.11.**

You will receive a council tax bill dated 14th March 2014 that will tell you how much council tax you will now have to pay. On the back of the bill is a summary of how we have calculated your council tax.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within one month of the date of this letter.

You can:

1. Ask us to explain our decision (by phoning 020 8379 1000)
2. Write and ask us to reconsider
3. Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

If you disagree with a Local Council Tax Support Scheme decision

Page 1 of 4

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If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However, you can still:

Ask us to explain our decision (by phoning 020 8379 1000)

Write and ask us to reconsider

If you are still unhappy you can write to us to make a formal complaint

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately.

For example:

4. You start working or you earn more or less money
5. Your benefits/tax credits change or are stopped
6. You move home
7. Your rent changes
8. You go to stay with friends, family or go into hospital for more than 2 weeks
9. You become a student or stop being a student
10. Anyone comes to live with you or someone moves out
11. Your savings change
12. Your child leaves school or other education
13. You have a baby
14. Someone dies
15. Any other change which may affect your entitlement to benefit
16. Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

You can report a change in circumstance on our website at www.enfield.gov.uk/benefitsonline or by calling 020 8379 1000.

Alternatively, you can write to us telling us what has changed, when and if there has been a delay in telling us, why. You will also need to send evidence to support your claim. Further information is also available on our website www.enfield.gov.uk/benefits.

How to contact us

Online

Most frequently asked for information and online forms all in one place.

www.enfield.gov.uk/counciltaxonline

Or

www.enfield.gov.uk/benefitsonline

There are free internet facilities in local council libraries and at our major reception areas.

Email - revs@enfield.gov.uk

Telephone - 020 8379 1000 (8am-6pm)

Post - Revenues and Benefits Division, PO Box 63, Civic Centre, Enfield, EN1 3XW in person

John Wilkes House, 79 High Street, Ponders End, Enfield EN3 4EN (9am-4pm)

Drop in documents any time between opening hours or see an advisor by booking an

Page 2 of 4

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appointment on 0208 379 6023 lines open between 08:30 -16:30

Civic Centre, Silver Street, Enfield, EN1 3XW

(9am-4pm)

Drop in documents any time between opening hours or see an advisor by booking an appointment on 0208 379 6023 lines open between 08:30 -

16:30

Edmonton Centre, ground floor, 36-44 South Mall, Edmonton, N9 0TN
(8:30am-5pm)

Drop in documents only at this office

For further details on how to contact us please visit

www.enfield.gov.uk/revscontact Pension Service Enquiries

If you need to contact the Pension Centre about your Pension Credits, you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4, Gateshead, NE92 1BQ

Further information about benefits and an explanation of key terms is available on our website www.enfield.gov.uk/benefitsonline

Yours sincerely

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Claim reference: 1623514

NI reference: JH653811D

How Your Housing Benefit Has Been Worked Out for the period

From 07/04/2014 your Housing Benefit will be £90.65 each week.

The rent you are charged each week is £96.66.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water **£6.01**

Total deductions for services £6.01

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £96.66 must be reduced by £6.01, to £90.65 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £90.65 each week. This figure is used when working out 'your total weekly Housing Benefit'.

Your Total Weekly Housing Benefit

As you are receiving Income Support, I can pay the maximum Housing Benefit of £90.65 each week.

How Your Council Tax Support Has Been Worked Out

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 01/04/2014, your council tax support is £12.60 each week.

The maximum council tax support you could get

Your council tax liability for the year is £816.28 which for this period is £15.65 each week.

The maximum council tax support you could get is therefore £15.65 each week. This figure is used when working out 'your total weekly council tax support'.

Your Total Weekly Council Tax Support

A reduction of the maximum council tax support of £15.65 that you could get each week must be reduced by £3.05, to £12.60.

As you are receiving income support, I can pay you your maximum council tax support of £12.60 each week.

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[illegible]

	Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
23/02/2015	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
24/02/2015	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
25/02/2015	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
26/02/2015	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
27/02/2015	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
28/02/2015	• <u>Intro to Rented Home.</u> Disrepair: -- In my Rented Home: -- "Enfield Council Responsible."
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02/03/2015	<u>1</u> • <u>The Enfield Gov / Email's Issue:</u> Read acknowledgement / Page Numbers: 1768 Disrepair! <u>3</u> • <u>1x Email!</u> Read Re Complaint Simon Cordell Disrepair! <u>1</u> <u>1x Email: --</u> Date: 02 March 2015 14:14:36 Complaint puts into housing. From: Eh Housing Repairs Subject: Read: Re: Complaint Simon Cordell Your message To: Eh Housing Repairs Sent: 02 March 2015 14:04:47 Subject: Re: Complaint Simon Cordell (UTC) Dublin, Edinburgh, Lisbon, London got read on 02 March 2015 14:09:50 (UTC) Dublin, Edinburgh, Lisbon, London. http://www.enfield.gov.uk/images/campaign.jpg Campaign HYPERLINK https://www.facebook.com/pages/Enfield-Council/252946378095154 <u>3</u> <u>The Enfield Gov / Email's Issue:</u> 495. Lorraine Cordell _Re_ Complaint Simon Cordell / Page Numbers: 1769,1770, 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 their 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 rewire 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

1770,

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 of my front door, I give 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 wish 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
03/03/2015	
04/03/2015	<u>5</u> • <u>The Enfield Gov / Email's Issue:</u> Colin Bullworthy Council Tax / Page Numbers: 1773,1774 Housing Benefit! <u>6</u> • <u>The Enfield Gov / Email's Issue:</u> Jo O'Brien MR SIMON CORDELL / Page Numbers: 1775,1776 Disrepair! <u>9</u> • <u>The Enfield Gov / Email's Issue:</u> 498. Jo O'Brien_109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED] / Page Numbers: 1780,1781 Disrepair! <u>10</u> • <u>The Enfield Gov / Email's Issue:</u>

499. Lorraine Cordell _Re_ 109 Burncroft Avenue, Enfield, Middlesex,
EN3 7JQ MR SIMON CORDELL
[SEC=UN3 /
Page Numbers: 1782,1783
Disrepair!

11

- **The Enfield Councils History FOI Indexed**
Stage 2
Exempt from 19.5% Council tax liability.
Page Number: 88
Housing Benefit!

5

The Enfield Gov / Email's Issue:

Colin Bullworthy Council Tax
/ **Page Numbers:** 1773,1774,
From: Colin Bullworthy
Colin.Bullworthy@enfield.gov.uk
Sent: 04 March 2015 10:52
To: lorraine32@blueyonder.co.uk
Subject: Council Tax Support [SEC=UNCLASSIFIED]
Classification: UNCLASSIFIED

Dear Mr Cordell

I refer to your enquiry regarding your request to be exempt from 19.5% Council tax liability. According to our records, you are currently not in receipt of the required welfare benefit that would entitle you to full Council Tax Support. Whilst I appreciate your comments regarding the delay in changing your benefit status, until I receive information from the Department of Work and Pensions that you are in receipt of the correct benefit that will give you full Council Tax exemption, I am unable to change my records and the 19.5% Council Tax liability remains payable. I suggest that if you are still experiencing difficulty in paying this, that you apply on-line for a Council Tax hardship payment at enfield.gov.uk

1774,

building strong communities. Opinions expressed in this email are those of the individual and not necessarily those of the London Borough of Enfield. This email and any attachments or files transmitted with it are strictly confidential and intended solely for the named addressee. It may contain privileged and confidential information and if you are not the intended recipient and receive it in error you must not copy, distribute, or use the communication in any other way. All traffic handled by the Government Connect Secure Extranet may be subject to recording/and or monitoring in accordance with relevant legislation. This email has been scanned for viruses, but we cannot guarantee that it will be free of viruses or malware. The recipient should perform their own virus checks.

6

The Enfield Gov / Email's Issue:

Jo O'Brien MR SIMON CORDELL

/ Page Numbers: 1775,1776,
From: Jo O'Brien
Jo.O'Brien@enfieldhomes.org
Sent: 04 March 2015 16:20
To: Lorraine Cordell
Subject: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]
Classification: UNCLASSIFIED
 Good afternoon Ms Cordell,
 Following your e-mail to EH Feedback I have been asked by the Customer Services Manager to raise a repair order to our contractor Wates Living Space for an operative to attend to carry out necessary works to the front door. EH Feedback will be in touch with you shortly in response to your e-mail. An appointment has been booked for a Wates operative to attend on Tuesday 10th March between 8.00am- 10.30am. Order Number 1509056/1. If this appointment is not convenient please do not hesitate to contact me so that we can agree a mutual appointment.
 Many thanks
 Jo O'Brien Customer Services Enfield Homes
 ★ ★
 Direct 0800 40 80 160* The Edmonton Centre
 Fax 020 8375 8016 36-44 South Mall
 * This is a freephone number, so there is no charge if you use a landline.
 Edmonton Green N9 0TN
 If you
1776,
 Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities. Opinions expressed in this email are those of the individual and not necessarily those of the London Borough of Enfield. This email and any attachments or files transmitted with it are strictly confidential and intended solely for the named addressee. It may contain privileged and confidential information and if you are not the intended recipient and receive it in error you must not copy, distribute, or use the communication in any other way. All traffic handled by the Government Connect Secure Extranet may be subject to recording/and or monitoring in accordance with relevant legislation. This email has been scanned for viruses, but we cannot guarantee that it will be free of viruses or malware. The recipient should perform their own virus checks.

2
The Enfield Gov / Email's Issue:
 498. Jo O'Brien_109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]
/ Page Numbers: 1780,1781,
From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]
Sent: 04 March 2015 16:20
To: Lorraine Cordell
Subject: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]
Classification: UNCLASSIFIED

Good afternoon Ms Cordell,
Following your e-mail to EH Feedback I have been asked by the Customer Services Manager to raise a repair order to our contractor Wates Living Space for an operative to attend to carry out necessary works to the front door. EH Feedback will be in touch with you shortly in response to your e-mail. An appointment has been booked for a Wates operative to attend on Tuesday 10th March between 8.00am- 10.30am. Order Number 1509056/1. If this appointment is not convenient please do not hesitate to contact me so that we can agree a mutual appointment.

Many thanks

Jo O'Brien Customer Services Enfield Homes

1781,

Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities. Opinions expressed in this email are those of the individual and not necessarily those of the London Borough of Enfield. This email and any attachments or files transmitted with it are strictly confidential and intended solely for the named addressee. It may contain privileged and confidential information and if you are not the intended recipient and receive it in error you must not copy, distribute, or use the communication in any other way. All traffic handled by the Government Connect Secure Extranet may be subject to recording/and or monitoring in accordance with relevant legislation. This email has been scanned for viruses, but we cannot guarantee that it will be free of viruses or malware. The recipient should perform their own virus checks.

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The Enfield Gov / Email's Issue:

499. Lorraine Cordell _Re_ 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UN3

/ **Page Numbers:** 1782,1783,

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

Sent: 04 March 2015 19:27

To: 'Jo O'Brien'

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

I am sorry but the 10th or the 11th and maybe the 12th March 2015 cannot be done due to having appointments already arranged could this please be re booked.

Regards

Lorraine Cordell

From: Jo O'Brien [**Mail To:** Jo. O'Brien@enfieldhomes.org]

Sent: 04 March 2015 16:20

To: Lorraine Cordell

Subject: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=U NCLASSI FI ED]

Classification: UNCLASSIFIED

Good afternoon Ms Cordell,

Following your e-mail to EH Feedback I have been asked by the Customer Services Manager to raise a repair order to our contractor Wates Living

Space for an operative to attend to carry out necessary works to the front door. EH Feedback will be in touch with you shortly in response to your e-mail. An appointment has been booked for a Wates operative to attend on Tuesday 10th March between 8.00am- 10.30am. Order Number 1509056/1. If this appointment is not convenient please do not hesitate to contact me so that we can agree a mutual appointment.

Many thanks

Jo O'Brien Customer Services Enfield Homes

1783,

Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities. Opinions expressed in this email are those of the individual and not necessarily those of the London Borough of Enfield. This email and any attachments or files transmitted with it are strictly confidential and intended solely for the named addressee. It may contain privileged and confidential information and if you are not the intended recipient and receive it in error you must not copy, distribute, or use the communication in any other way. All traffic handled by the Government Connect Secure Extranet may be subject to recording/and or monitoring in accordance with relevant legislation. This email has been scanned for viruses, but we cannot guarantee that it will be free of viruses or malware. The recipient should perform their own virus checks.

11

The Enfield Councils History FOI Indexed

Stage 2

Exempt from 19.5% Council tax liability.

Page Number: 88

04/03/2015

88

Wed 04/03/2015 10:52

Dear Mr Cordell

I refer to your enquiry regarding your request to be exempt from 19.5% Council tax liability.

According to our records, you are currently not in receipt of the required welfare benefit that would entitle you to full Council Tax Support.

Whilst I appreciate your comments regarding the delay in changing your benefit status, until I receive information from the Department of Work and Pensions that you are in receipt of the correct benefit that will give you full Council Tax exemption, I am unable to change my records and the 19.5% Council Tax liability remains payable.

I suggest that if you are still experiencing difficulty in paying this, that you apply on-line for a Council Tax hardship payment at enfield.gov.uk.

Colin Bullworthy

Benefits Operations Manager

Finance, Resources and Customer Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8379 4924

	Email: colin.bullworthv@enfield.gov.uk
05/03/2015	<u>2</u> • <u>The Enfield Gov / Email's Issue: 02</u> Jo O'Brien MR SIMON CORDELL / Page Numbers: 1784,1785,1786 My Flat Front Door Disrepair Case Enfield Homes! Disrepair! <u>3</u> • <u>The Enfield Gov / Email's Issue:</u> 500. x2 Jo O'Brien _RE_ 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIF / Page Numbers: 1787,1788,1789 Disrepair! <u>2</u> <u>The Enfield Gov / Email's Issue: 02</u> Jo O'Brien MR SIMON CORDELL / Page Numbers: 1784,1785,1786, <u>1785,</u> My Flat Front Door Disrepair Case Enfield Homes! From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org] Sent: 05 March 2015 10:10 To: Lorraine Cordell Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED] Classification: UNCLASSIFIED Good morning Ms Cordell, Thank you for your response, I have cancelled the appointment for 10th March as requested. A new appointment has been booked with our contractor Wates Living Space for attendance on Friday 13th March between 10.30-2.00pm. Would you be so kind as to advise Mr Cordell that if the front door needs to be renewed, he is responsible to pay for the replacement but we can arrange for him to pay by instalments but if Mr Cordell can provide a Crime Reference Number and not a Cad Number, we can carry out the repair. Kind regards Jo O'Brien Customer Services From: Lorraine Cordell [Mail To: lorraine32@blueyonder.co.uk] Sent: 04 March 2015 19:27 To: Jo O'Brien Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED] Dear Jo O'Brien I am sorry but the 10th or the 11th and maybe the 12th March 2015 cannot be done due to having appointments already arranged could this please be re booked.

Regards

Lorraine Cordell

From: Jo O'Brien [Mail To: Jo.O'Brien@enfieldhomes.org]

Sent: 04 March 2015 16:20

To: Lorraine Cordell

Subject: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED Good afternoon Ms Cordell,

Following your e-mail to EH Feedback I have been asked by the Customer Services Manager to raise a repair order to our contractor Wates Living Space for an operative to attend to carry out necessary works to the front door. EH Feedback will be in touch with you shortly in response to your e-mail. An appointment has been booked for a Wates operative to attend on Tuesday 10th March between 8.00am- 10.30am. Order Number 1509056/1. If this appointment is not convenient please do not hesitate to contact me so that we can agree a mutual appointment.

1786,

Many thanks

Jo O'Brien

Customer Services Enfield Homes

3

The Enfield Gov / Email's Issue:

500. x2 Jo O'Brien RE 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

/ Page Numbers: 1787,1788,1789,

From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]

Sent: 05 March 2015 10:10

To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL

[SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Good morning Ms Cordell,

Thank you for your response, I have cancelled the appointment for 10th March as requested. A new appointment has been booked with our contractor Wates Living Space for attendance on Friday 13th March between 10.30-2.00pm. Would you be so kind as to advise Mr Cordell that if the front door needs to be renewed, he is responsible to pay for the replacement but we can arrange for him to pay by instalments but if Mr Cordell can provide a Crime Reference Number and not a Cad Number, we can carry out the repair.

Kind regards

Jo O'Brien

Customer Services

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

Sent: 04 March 2015 19:27

To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

	Dear Jo O'Brien I am sorry but the 10th or the 11th and maybe the 12th March 2015 cannot be done due to having appointments already arranged could this please be re booked. Regards Lorraine Cordell From: Jo O'Brien [Mail To: Jo.O'Brien@enfieldhomes.org] Sent: 04 March 2015 16:20 To: Lorraine Cordell Subject: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED] Classification: UNCLASSIFIED Good afternoon Ms Cordell, Following your e-mail to EH Feedback I have been asked by the Customer Services Manager to raise a repair order to our contractor Wates Living Space for an operative to attend to carry out necessary works to the front door. EH Feedback will be in touch with you shortly in response to your e-mail. An appointment has been booked for a Wates operative to attend on Tuesday 10th March between 8.00am- 10.30am. Order Number 1509056/1. If this appointment is not convenient please do not hesitate to contact me so that we can agree a mutual appointment. <u>1788,1789,</u>
06/03/2015	• Disrepair! • The 2nd Curfew for the Asbo Interim Order Condition's got granted in Error! • The banging Continued! <u>1</u> • <u>The Enfield Gov / Email's Issue: 02</u> Jo O'Brien MR SIMON CORDELL / Page Numbers: 1790,1791,1792,1793 Disrepair! <u>2</u> • <u>The Enfield Gov / Email's Issue: 02</u> Jo O'Brien MR SIMON CORDELL / Page Numbers: 1794,1795,1796,1797,1798,1799 Disrepair! <u>3</u> • <u>The Enfield Gov / Email's Issue: 02</u> FW RE FOI / Page Numbers: 1800,1801,1802,1803 Asbo! <u>4</u>

- **The Enfield Gov / Email's Issue: 02**
FW RE FOI /
Page Numbers: 1804,1805,1806,1807,1808
Asbo!

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- **The Enfield Gov / Email's Issue: 02**
FW RE FOI /
Page Numbers: 1812,1813,1814,1815
Asbo!

- 6
- **The Enfield Gov / Email's Issue: 02**
RE FW RE FOI /
Page Numbers: 1816,1817,1818,1819
Asbo!

- 7
- **The Enfield Gov / Email's Issue: 02**
Read acknowledgement /
Page Numbers: 1820
Asbo!

- 0
- **The Enfield Gov / Email's Issue:**
501. Lorraine Cordell _Re_ 109 Burncroft Avenue, Enfield, Middlesex,
EN3 7JQ MR SIMON CORDELL [SEC=UN2 /
Page Numbers: 1821,1822,1823
06/03/2015 re located to here!
Disrepair!

- 8
- **The Enfield Gov / Email's Issue:**
502. Jo O'Brien _RE_ 109 Burncroft Avenue, Enfield, Middlesex, EN3
7JQ MR SIMON CORDELL
[SEC=UNCLASSI2 /
Page Numbers: 1824,1825,1826,1827
Disrepair!

- 9
- **The Enfield Gov / Email's Issue:**
503. Lorraine Cordell _Re_ 109 Burncroft Avenue, Enfield, Middlesex,
EN3 7JQ MR SIMON CORDELL
[SEC=UNC /
Page Numbers: 1828,1829,1830,1831,1832
Disrepair!

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• **The Enfield Gov / Email's Issue:**

504. x2 Jo O'Brien RE 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL

[SEC=UNCLASSI3 /

Page Numbers: 1833,1834,1835,1836,1837,1838

Disrepair!

1

The Enfield Gov / Email's Issue: 02

Jo O'Brien MR SIMON CORDELL

/ **Page Numbers:** 1790,1791,1792,1793,

Jo O'Brien Customer Services

From: Lorraine Cordell **Mail To:** lorraine32@bluevonder.co.uk

Sent: 04 March 2015 19:27

To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL

[SEC=UNCLASSIFIED]

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Sent: 04 March 2015 16:20

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Many thanks

Jo O'Brien Customer Services Enfield Homes

Direct Fax

1791,

From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]

Sent: 06 March 2015 09:38

To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Lorraine,

The police provide a CAD number as a call logging only. When a crime/incident has taken place, they will provide a full crime reference number. Enfield Homes Procedure is that we require this reference number to enable us to carry out repairs/renewals without recharging the tenant.

Kind regards Jo

Jo O'Brien Customer Services

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

Sent: 06 March 2015 00:20

To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

My son has already provided a Crime Reference Number crime ref is called a CAD as this is what gives the police the ref, they need to call up any information the police has on file.

Regards

Lorraine

From: Jo O'Brien [**Mail To:** Jo.O'Brien@enfieldhomes.org]

Sent: 05 March 2015 10:10

To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

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Kind regards

1792,1793,

2

The Enfield Gov / Email's Issue: 02

Jo O'Brien MR SIMON CORDELL

/ **Page Numbers:** 1794,1795,1796,1797,1798,1799,

From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]

Sent: 06 March 2015 11:25

To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Lorraine,

I have checked our records and can confirm your son did not provide us with a CAD number.

Kind regards Jo

Jo O'Brien Customer Services

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

Sent: 06 March 2015 10:22

To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR

SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

Could you please send me the CAD number my son gave you I will call the police station and get the reference number you need.

Regards

Lorraine

From: Jo O'Brien [**Mail To:** [Jo. O'Brien@enfieldhomes.org](mailto:Jo.O'Brien@enfieldhomes.org)]

Sent: 06 March 2015 09:38

To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR

SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

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Kind regards Jo

Jo O'Brien Customer Services

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

1795,

Sent: 06 March 2015 00:20

To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR

SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

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From: Jo O'Brien [**Mail To:** [Jo. O'Brien@enfieldhomes.org](mailto:Jo.O'Brien@enfieldhomes.org)]

Sent: 05 March 2015 10:10

To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR

SIMON CORDELL [SEC=UNCLASSIFIED] **Classification:**

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From: Lorraine Cordell [**Mail To:** lorraine32@bluevonder.co.uk]

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Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED] Dear Jo O'Brien I am sorry but the 10th or the 11th and maybe the 12th March 2015 cannot be done due to having appointments already arranged could this please be re booked.

Regards Lorraine Cordell

From: Jo O'Brien [**Mail To:** Jo.O'Brien@enfieldhomes.org]

Sent: 04 March 2015 16:20

To: Lorraine Cordell

Subject: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

1796,

Good afternoon Ms Cordell,

Following your e-mail to EH Feedback I have been asked by the Customer Services Manager to raise a repair order to our contractor Wates Living Space for an operative to attend to carry out necessary works to the front door. EH Feedback will be in touch with you shortly in response to your e-mail. An appointment has been booked for a Wates operative to attend on Tuesday 10th March between 8.00am- 10.30am. Order Number 1509056/1. If this appointment is not convenient please do not hesitate to contact me so that we can agree a mutual appointment.

Many thanks

Jo O'Brien Customer Services Enfield Homes

Classification: UNCLASSIFIED

1797,1798,1799,

3

The Enfield Gov / Email's Issue: 02

FW RE FOI

/ **Page Numbers:** 1800,1801,1802,1803,

From: Lorraine Cordell

To: "Micheal McKee"

Cc: "JOSEPHINE WARD"

Subject: FW: RE FOI 11845 [SEC=UNCLASSIFIED]

Date: 06 March 2015 13:42:00

From: Ned Johnson [**Mail To:** Ned.Johnson@enfield.gov.uk]

Sent: 05 March 2015 16:39

To: lorraine32@blueyonder.co.uk

Cc: Esg Complaints

Subject: RE FOI 11845 [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Miss Cordell,

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST

Thank you for your email received on February 10th, 2015 where you requested information regarding illegal raves/parties. In response to your questions:

	All dates and times and addresses to any illegal rave/parties where the Noise and Nuisance Team attended: 8/6/14, no time recorded, Progress Way, Enfield. Any paperwork was served to any person/persons and if need known. copies of any paperwork served: No paperwork served. All the calls that were made on any dates to the Noise and Nuisance Team to make them aware that an illegal rave/parties were taking place Progress Way: 13/6/14: 1 call 12/6/14: 2 calls after event 9/6/14: 2 calls after event 8/6/14: 6 calls 7/6/14: 8 calls Leeside Road: 15/7/13: 1 call after event 46 Crown Road: 18/5/14: 3 calls after event 19/5/14: 6 calls after event <u>1801,</u> 21/5/14: 1 call after event 31/5/14: 2 calls 01/6/14: 6 calls 02/6/14: 4 calls after event 04/6/14: 1 call after event 06/6/14: 1 call 08/6/14: 3 calls 09/6/14: 1 call after event 13/6/14: 2 calls Any noise abatement orders that was put on any addresses where an illegal rave/parties was taking place. This would include any noise abatement that were put in place before an illegal rave/parties took place. This would include dates and times the noise abatement, orders were served on an address and to whom and to forward copies of any such noise abatement orders within this request: No noise abatement notices served. Personal names who attended the address and times and dates of any person attending from the Noise and Nuisance Team and any police officer names or IDs that attended with the Noise and Nuisance Team: Progress way: 2 Enforcement Officers attended form the Out of Hours Noise Team, 8/6/14, no times noted. Any reports made up for any of the addresses in full for the dates listed above for any illegal rave/parties. No reports made. If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Theresa Dodd Correspondence & Complaints Manager Environment & Street Scene Department PO Box 52 Civic Centre Silver Street Enfield EN1 3XE 020 8379 3540 Email – theresa.dodd@enfield.gov.uk
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Please remember to quote the reference number above in any future communications. If you are not content with the outcome of the internal review, you have the right to apply

1802,1803,

4

The Enfield Gov / Email's Issue: 02

FW RE FOI

/ **Page Numbers:** 1804,1805,1806,1807,1808,

From: Lorraine Cordell

To: "Micheal McKee"

Cc: "JOSEPHINE WARD"

Subject: FW: RE FOI 11845 [SEC=UNCLASSIFIED]

Date: 06 March 2015 15:36:00

I am just sending this for ref to the reply email for the freedom of information act asked for. Please do not do anything with my return email I have sent until I have heard back from them with the data as they could try and stop the data being given to me.

Regards

Lorraine

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

Sent: 06 March 2015 15:22

To: 'Ned Johnson'

Subject: RE: RE FOI 11845 [SEC=UNCLASSIFIED]

Dear Ned Johnson

Thank you for the reply to the freedom of information act I put in. I do however believe there is a lot of data that has been left out, so maybe I need to clarify the data that is being requested. To information is regarding Disused or abandoned buildings or any industrial estates buildings or open-air land. For the dates all of **2013** to date. This would include all data if there were occupiers/squatters in said building/parties/raves. This would include the dates these buildings/Disused or abandoned buildings/ or any industrial estates was first known to the Environment & Street Scene Department.

• All information would cover all wards boundaries for Enfield Council. Information is also needed for some areas within the Enfield Council borough.

- Within the area of Pretoria Road N.
- Within the area of A406.
- Within the area of Montagu Road.
- Within the area of Meridian Way.
- Within the area of Ponders End Train Station.
- Within the area of Woodall Road.
- Within the area of Wharf Road.
- Within the area of Millmarsh Lane.
- Within the area of A10 Great Cambridge Road.
- Within the area of Crown Road.
- Within the area of Southbury Road.

The information would cover if police were in attendance, if calls were made to the Environment & Street Scene Department by police, and any

police officer information that the Environment & Street Scene Department holds about any police officer. This information would also include any calls that were made from the Environment & Street Scene

1805.

Department to police in relation to any Disused or abandoned buildings or any industrial estates buildings or open-air land that the Environment & Street Scene Department felt could have a problem with. There is also an issue with the information in your email

18/5/14: 3 calls after event

19/5/14: 6 calls after event

21/5/14: 1 call after event

But have not given the date of the event itself, are the below layout ones was when events have taken place as it just has calls at the end of the dates could you please clarify

31/5/14: 2 calls

1/6/14: 6 calls

Also, in your email it seems that there was more of a problem with crown road over some months but from how I am reading your email it seems no one ever attended from the Environment & Street Scene Department on any of the dates in your list can this also be clarified in more detail. I know you have until the 10/03/2015 to supply the information I have asked for. But I do feel your email was very incomplete, I do hope that I have not got to wait 20 more days now as I need all the data by 10/03/2015 and I did ask for all information and I feel that has not been given. Could you get back to me via email as to the time it will take to get all the information I have asked for within my request?

Regards

Lorraine

From: Ned Johnson [Mail To: Ned.Johnson@enfield.gov.uk]

Sent: 05 March 2015 16:39

To: lorraine32@blueyonder.co.uk

Cc: Esg Complaints

Subject: RE FOI 11845 [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Miss Cordell,

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST

Thank you for your email received on February 10th, 2015 where you requested information regarding illegal raves/parties. In response to your questions:

All dates and times and addresses to any illegal rave/parties where the Noise and Nuisance Team attended:

8/6/14, no time recorded, Progress Way, Enfield.

Any paperwork was served to any person/persons and if need known. copies of any paperwork served:

1806.

No paperwork served.

All the calls that were made on any dates to the Noise and Nuisance Team to make them aware that an illegal rave/parties were taking place

Progress Way:

13/6/14: 1 call
12/6/14: 2 calls after event
09/6/14: 2 calls after event
08/6/14: 6 calls
07/6/14: 8 calls

Leaside Road:

15/7/13: 1 call after event

46 Crown Road:

18/5/14: 3 calls after event
19/5/14: 6 calls after event
21/5/14: 1 call after event
31/5/14: 2 calls
01/6/14: 6 calls
02/6/14: 4 calls after event
04/6/14: 1 call after event
06/6/14: 1 call
08/6/14: 3 calls
09/6/14: 1 call after event
13/6/14: 2 calls

Any noise abatement orders that was put on any addresses where an illegal rave/parties was taking place. This would include any noise abatement that were put in place before an illegal rave/parties took place. This would include dates and times the noise abatement, orders were served on an address and to whom and to forward copies of any such noise abatement orders within this request:

No noise abatement notices served.

Personal names who attended the address and times and dates of any person attending from the Noise and Nuisance Team and any police officer names or IDs that attended with the Noise and Nuisance Team:

Progress way: 2 Enforcement Officers attended form the Out of Hours Noise Team, 8/6/14, no times noted. Any reports

1807,

No reports made. If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to; --

Theresa Dodd

Correspondence & Complaints Manager
Environment & Street Scene Department
PO Box 52
Civic Centre
Silver Street
Enfield EN1 3XE
020 8379 3540

Email - theresa.dodd@enfield.gov.uk

Please remember to quote the reference number above in any future communications. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be

contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Yours sincerely
Ned Johnson
Principal Officer Pollution
Pollution Control, Planning & Licensing Enforcement Planning, Highways & Transportation Regeneration & Environment Department Enfield Council
www.enfield.gov.uk

Protect the Environment - Think Before You Print.

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

Classification: UNCLASSIFIED

1808,

N/a

5

The Enfield Gov / Email's Issue: 02

FW RE FOI

/ **Page Numbers:** 1812,1813,1814,1815,

From: Lorraine Cordell

To: "Micheal McKee"

Subject: RE: FW: RE FOI 11845 [SEC=UNCLASSIFIED]

Date: 06 March 2015 17:16:00

Michael

Yes, it can be served

Regards

Lorraine

From: Micheal McKee [**Mail To:** m.mckee@michaelcarrollandco.com]

Sent: 06 March 2015 17:14

To: Lorraine Cordell

Subject: Re: FW: RE FOI 11845 [SEC=UNCLASSIFIED]

Lorraine,

Please can you confirm via email that we can serve the below email on the court and the police?

Kind regards,

Micheal McKee

On 06 March 2015 at 13:42 Lorraine Cordell

<lorraine32@blueyonder.co.uk> wrote:

From: Ned Johnson [**Mail To:** Ned.Johnson@enfield.gov.uk]

Sent: 05 March 2015 16:39

To: lorraine32@blueyonder.co.uk

Cc: Esg Complaints

Subject: RE FOI 11845 [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

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All dates and times and addresses to any illegal rave/parties where the Noise and Nuisance Team attended:

8/6/14, no time recorded, Progress Way, Enfield.

1813,

Any paperwork was served to any person/persons and if need known. copies of any paperwork served:

No paperwork served. All the calls that were made on any dates to the Noise and Nuisance Team to make them aware that an illegal rave/parties were taking place

Progress Way:

13/6/14: 1 call

12/6/14: 2 calls after event

09/6/14: 2 calls after event

08/6/14: 6 calls

07/6/14: 8 calls

Leeside Road:

15/7/13: 1 call after event

46 Crown Road:

18/5/14: 3 calls after event

19/5/14: 6 calls after event

21/5/14: 1 call after event

31/5/14: 2 calls

01/6/14: 6 calls

02/6/14: 4 calls after event

04/6/14: 1 call after event

06/6/14: 1 call

08/6/14: 3 calls

09/6/14: 1 call after event

13/6/14: 2 calls

Any noise abatement orders that was put on any addresses where an illegal rave/parties was taking place. This would include any noise abatement that were put in place before an illegal rave/parties took place. This would include dates and times the noise abatement, orders were served on an address and to whom and to forward copies of any such noise abatement orders within this request: No noise abatement notices served. Personal names who attended the address and times and dates of any person attending from the Noise and Nuisance Team and any police officer names or IDs that attended with the Noise and Nuisance Team: Progress way: 2 Enforcement Officers attended form the Out of Hours Noise Team, 08/6/14, no times noted. Any reports made up for any of the addresses in full for the dates listed above for any

1814,

illegal rave/parties. No reports made. If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to. Theresa Dodd

Correspondence & Complaints Manager
Environment & Street Scene Department
PO Box 52

Civic Centre
Silver Street
Enfield EN1 3XE
020 8379 3540

Email - theresa.dodd@enfield.gov.uk

Please remember to quote the reference number above in any future communications. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Yours sincerely

Ned Johnson

Principal Officer Pollution

Pollution Control, Planning & Licensing Enforcement Planning, Highways & Transportation Regeneration & Environment Department Enfield Council

www.enfield.gov.uk

Protect the Environment - Think Before You Print.

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

Classification: UNCLASSIFIED

1815,

N/a

6

The Enfield Gov / Email's Issue: 02

RE FW RE FOI

/ **Page Numbers:** 1816,1817,1818,1819,

From: Micheal McKee

To: Lorraine Cordell

Subject: Re: FW: RE FOI 11845 [SEC=UNCLASSIFIED]

Date: 06 March 2015 17:14:09

Lorraine,

Please can you confirm via email that we can serve the below email on the court and the police?

Kind regards,

Micheal McKee

On 06 March 2015 at 13:42 Lorraine Cordell

<lorraine32@blueyonder.co.uk> wrote:

From: Ned Johnson [Mail To:Ned.Johnson@enfield.gov.uk]

Sent: 05 March 2015 16:39

To: lorraine32@blueyonder.co.uk

Cc: Esg Complaints

Subject: RE FOI 11845 [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Miss Cordell,

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST

Thank you for your email received on February 10th, 2015 where you requested information regarding illegal raves/parties. In response to your

questions: All dates and times and addresses to any illegal rave/parties where the Noise and Nuisance Team attended: 08/6/14, no time recorded, Progress Way, Enfield. Any paperwork was served to any person/persons and if need known. copies of any paperwork served: No paperwork served. All the calls that were made on any dates to the Noise and Nuisance Team to make them aware that an illegal rave/parties were taking place Progress Way: 13/6/14: 1 call 12/6/14: 2 calls after event 09/6/14: 2 calls after event 08/6/14: 6 calls
1817,1818,1819,

0

The Enfield Gov / Email's Issue:

501. Lorraine Cordell _Re_ 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UN2 /

Page Numbers: 1821,1822,1823

06/03/2015 re located to here!

1821

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

Sent: 06 March 2015 00:20 To: 'Jo O'Brien'

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

My son has already provided a Crime Reference Number crime ref is called a CAD as this is what gives the police the ref they need to call up any information the police has on file.

Regards

Lorraine

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]

Sent: 05 March 2015 10:10 To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED Good morning Ms Cordell,

th

Thank you for your response, I have cancelled the appointment for 10th March as requested.

th

A new appointment has been booked with our contractor Wates Living Space for attendance on Friday 13th March between 10.30-2.00pm.

Would you be so kind as to advise Mr Cordell that if the front door needs to be renewed he is responsible to pay for the replacement but we can arrange for him to pay by instalments but if Mr Cordell can provide a Crime Reference Number and not a Cad Number we can carry out the repair.

Kind regards Jo O'Brien Customer Services

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

Sent: 04 March 2015 19:27 To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED] Dear Jo O'Brien

I am sorry but the 10th or the 11th and maybe the 12th March 2015 cannot be done due to having appointments already arranged could this please be re booked.

Regards

Lorraine Cordell

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]

Sent: 04 March 2015 16:20 To: Lorraine Cordell

Subject: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=U NCLASSI FI ED]

1822

Classification: UNCLASSIFIED Good afternoon Ms. Cordell,

Following your e-mail to EH Feedback I have been asked by the Customer Services Manager to raise a repair order to our contractor Wates Living Space for an operative to attend to carry out necessary works to the front door. EH Feedback will be in touch with you shortly in response to your e-mail.

An appointment has been booked for a Wates operative to attend on Tuesday 10th March between 8.00am- 10.30am. Order Number 1509056/1. If this appointment is not convenient please do not hesitate to contact me so that we can agree a mutual appointment.

Many thanks

Jo O'Brien Customer Services Enfield Homes

1823

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Classification: UNCLASSIFIED

7

The Enfield Gov / Email's Issue: 02

Read acknowledgement

/ **Page Numbers:** 1820,

From: m.mckee@michaelcarrollandco.com on behalf of Micheal McKee

To: Lorraine Cordell

Subject: Read acknowledgement

Date: 06 March 2015 17:19:45

This is a delivery receipt for the mail that you sent on 06 March 2015 to "Micheal McKee"

<m.mcke@michaelcarrollandco.com> with subject "**RE: FW: RE FOI 11845 [SEC=UNCLASSIFIED]**".

Note: This delivery receipt only acknowledges that the message was displayed on the recipient's computer. There is no guarantee that the recipient has read or understood the message contents.

8

The Enfield Gov / Email's Issue:

502. Jo O'Brien _RE_ 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ
MR SIMON CORDELL [SEC=UNCLASSIFIED]

/ **Page Numbers:** 1824,1825,1826,1827,

From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]

Sent: 06 March 2015 09:38

To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ
MR SIMON CORDELL

[SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Lorraine,

The police provide a CAD number as a call logging only. When a crime/incident has taken place, they will provide a full crime reference number. Enfield Homes Procedure is that we require this reference number to enables us to carry out repairs/renewals without recharging the tenant.

Kind regards

Jo

Jo O'Brien

Customer Services

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

Sent: 06 March 2015 00:20

To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ
MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

My son has already provided a Crime Reference Number crime ref is called a CAD as this is what gives the police the ref, they need to call up any information the police have on file.

Regards

Lorraine

From: Jo O'Brien **Mail To:** Jo.O'Brien@enfieldhomes.org

Sent: 05 March 2015 10:10

To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ
MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Good morning Ms Cordell,

Thank you for your response, I have cancelled the appointment for 10th March as requested. A new appointment has been booked with our contractor Wates Living Space for attendance on Friday 13th March between 10.30-2.00pm. Would you be so kind as to advise Mr Cordell that if

the front door needs to be renewed he is responsible to pay for the replacement but we can arrange for him to pay by instalments but if Mr Cordell can provide a Crime Reference Number and not a Cad Number we can carry out the repair.

Kind regards

1825,1826,1827,

9

The Enfield Gov / Email's Issue:

503. Lorraine Cordell _Re_ 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ

MR SIMON CORDELL [SEC=UNC

/ **Page Numbers:** 1828,1829,1830,1831,

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

Sent: 06 March **2015** 10:22

To: 'Jo O'Brien'

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ

MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

Could you please send me the CAD number my son gave you I will call the police station and get the reference number you need.

Regards

Lorraine

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]

Sent: 06 March **2015** 09:38

To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ

MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Lorraine,

The police provide a CAD number as a call logging only. When a crime/incident has taken place, they will provide a full crime reference number.

Enfield Homes Procedure is that we require this reference number to enable us to carry out repairs/renewals without recharging the tenant.

Kind regards Jo

Jo O'Brien Customer Services

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

Sent: 06 March **2015** 00:20

To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ

MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

My son has already provided a Crime Reference Number crime ref is called a CAD as this is what gives the police the ref, they need to call up any information the police has on file.

Regards

Lorraine

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]

Sent: 05 March **2015** 10:10

To: Lorraine Cordell
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ
MR SIMON CORDELL [SEC=UNCLASSIFIED]
Classification: UNCLASSIFIED

1829,

Good morning Ms Cordell,

Thank you for your response, I have cancelled the appointment for 10th March as requested. A new appointment has been booked with our contractor Wates Living Space for attendance on Friday 13th March between 10.30-2.00pm. Would you be so kind as to advise Mr Cordell that if the front door needs to be renewed he is responsible to pay for the replacement but we can arrange for him to pay by instalments but if Mr Cordell can provide a Crime Reference Number and not a Cad Number we can carry out the repair.

Kind regards

Jo O'Brien Customer Services

From: Lorraine Cordell

mailto: lorraine32@bluevonder.co.uk

Sent: 04 March **2015** 19:27

To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ
MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

I am sorry but the 10th or the 11th and maybe the 12th March **2015** cannot be done due to having appointments already arranged could this please be re booked.

Regards

Lorraine Cordell

From: Jo O'Brien [mailto: Jo.O'Brien@enfieldhomes.org]

Sent: 04 March **2015** 16:20

To: Lorraine Cordell

Subject: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ
MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Good afternoon Ms Cordell,

Following your e-mail to EH Feedback I have been asked by the Customer Services Manager to raise a repair order to our contractor Wates Living Space for an operative to attend to carry out necessary works to the front door. EH Feedback will be in touch with you shortly in response to your e-mail.

An appointment has been booked for a Wates operative to attend on Tuesday 10th March between 8.00am- 10.30am. Order Number 1509056/1. If this appointment is not convenient please do not hesitate to contact me so that we can agree a mutual appointment.

Many thanks

Jo O'Brien Customer Services Enfield Homes

1830,

Direct 0800 40 80 160

The Edmonton Centre

36-44 South Mall

Email Jo.O'Brien@enfield.gov.uk

Fax 020 8375 8016

web www.enfieldhomes.org

*This is a freephone number, so there is no Edmonton Green. Charge if you use a landline. N9 0TN If you are using a mobile you may find it cheaper to call our landline number 020 8379 1327

From the 1st December **2014** my email address will be

Jo.O'Brien@enfield.gov.uk

Classification: UNCLASSIFIED

[Error! Hyperlink reference not valid.](#)

Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities. Opinions expressed in this email are those of the individual and not necessarily those of the London Borough of Enfield. This email and any attachments or files transmitted with it are strictly confidential and intended solely for the named addressee. It may contain privileged and confidential information and if you are not the intended recipient and receive it in error you must not copy, distribute, or use the communication in any other way. All traffic handled by the Government Connect Secure Extranet may be subject to recording/and or monitoring in accordance with relevant legislation.

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Classification: UNCLASSIFIED

1831,

building strong communities. Opinions expressed in this email are those of the individual and not necessarily those of the London Borough of Enfield. This email and any attachments or files transmitted with it are strictly confidential and intended solely for the named addressee. It may contain privileged and confidential information and if you are not the intended recipient and receive it in error you must not copy, distribute, or use the communication in any other way. All traffic handled by the Government Connect Secure Extranet may be subject to recording/and or monitoring in accordance with relevant legislation.

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10

The Enfield Gov / Email's Issue:

504. x2 Jo O'Brien_ 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ
MR SIMON CORDELL [SEC=UNCLASSI3

/ **Page Numbers:** 1833,1834,1835,1836,1837,1838,

From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]

Sent: 06 March **2015** 11:25

To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ

MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Lorraine,

I have checked our records and can confirm your son did not provide us with a CAD number.

Kind regards Jo

Jo O'Brien Customer Services

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

Sent: 06 March 2015 10:22

To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ

MR SIMON CORDELL [SEC=UNCLASSIFIED]

Dear Jo O'Brien

Could you please send me the CAD number my son gave you I will call the police station and get the reference number you need.

Regards

Lorraine

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]

Sent: 06 March 2015 09:38

To: Lorraine Cordell

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ

MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED Dear Lorraine,

The police provide a CAD number as a call logging only. When a crime/incident has taken place, they will provide a full crime reference number.

Enfield Homes Procedure is that we require this reference number to enable us to carry out repairs/renewals without recharging the tenant.

Kind regards Jo

Jo O'Brien Customer Services

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

1834,1835,1836,1837,1838,

The banging Started!

Debbie Andrews (responsible)

Stain Curtis (responsible)

Mathiyalagan (Responsible)

All Morning: --

Mid-Day: --

In the Evening and of the Night!

The Enfield Council and the Enfield Homes employees aloud the occupiers of 117 and 113 and 111 Continued to be victimizing me by

Waking me up by stamping above my head!

Victimizing me by Banging above the Bath to which I get into, once they understand that I have stopped running the water for my bath to be ready, this is after they wait for any other tail, tail signs that I have gotten undressed and soaked within the water, creating a brutal attack against my person in their wrongful self-gains!

Slamming their own living room, door closed!

Eavesdropping, / Listening to where I am in my home and then chasing me around into each room as listed, while banging on the floor with objects!

Offer the period of mutable complaint that I highlighted the correct attention needed to upkeep the maintenance of my property regarding the damp to the

	Enfield Council; they left most opportunities to rectify the issues as invalidated! To explain that I got left Embarrassed because of their actions towards me is an understatement! I tried to defend myself from them attacking me in a dignified manner with no submission towards justice getting accomplished!
07/03/2015	
08/03/2015	
09/03/2015	
10/03/2015	
11/03/2015	
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14/03/2015	
15/03/2015	
16/03/2015	
17/03/2015	• Disrepair! • The 2nd Curfew for the Asbo Interim Order Condition's got granted in Error! • The banging Continued! <u>1</u> • <u>The Enfield Councils History FOI Indexed</u> Stage 3 No Change in Benefit Housing Benefit Notification / Page Number: 46,47,48,49 Housing Benefit! <u>1</u> <u>The Enfield Councils History FOI Indexed</u> Stage 3 No Change in Benefit Housing Benefit Notification Page Number: 46,47,48,49, 17/03/2015 <u>46</u> Mr S Cordell 109 Burncroft Avenue Enfield EN3 7JQ Claim Reference: 1623514 NI reference: JH653811D Rent Reference: 497630 Council Tax Account:55508596 17/03/2015 Dear Mr Cordell <u>No Change in Benefit Housing Benefit Notification</u> I have worked out your Housing Benefit again because. However, this has not changed your benefit, which remains as follows: £93.08 per week from 06/04/2015 <u>Council Tax Benefit Notification</u>

I have worked out your Council Tax Benefit again because your claim has been recalculated for the new financial year. However, this has not changed your benefit, which remains as follows:

£15.74 per week from 01/04/2012 to 31/03/2013 **Council Tax Support Notification**

I have worked out your council tax support again because your claim has been recalculated for the new financial year. However, this has not changed your benefit, which remains as follows:

£12.53 per week from 01/04/2015 **Right of Appeal for Housing Benefit**

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

1. Write and ask us to reconsider
2. Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

If you disagree with a Local Council Tax Support Scheme decision

If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However, you can still:

Write and ask us to reconsider

If you are still unhappy you can write to us to make a formal complaint

Page 1 of 5

47

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately. For example:

3. You start working or you earn more or less money
4. Your benefits/tax credits change or are stopped
5. You move home
6. Your rent changes
7. You go to stay with friends, family or go into hospital for more than 2 weeks
8. You become a student or stop being a student
9. Anyone comes to live with you, or someone moves out
10. Your savings change
11. Your child leaves school or other education
12. You have a baby
13. Someone dies
14. Any other change which may affect your entitlement to benefit
15. Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

You can report a change in circumstance on our website at

www.enfield.gov.uk/benefitsonline

Alternatively, you can write or email us telling us what has changed, when and if there has been a delay in telling us, why. You will also need to send evidence to support your claim. Further information is also available on our website

www.enfield.gov.uk/benefits.

How to contact us

My Enfield Account

Make the most of Enfield's online self-service secure portals.

Sign up for My Enfield - Residents for access to your Council Tax accounts, Housing Benefit and Council Tax support claims.

Sign up for My Enfield - Landlords to access your tenants Housing Benefit payment schedules if you are paid directly

From your accounts you can view balances, next payments, payments made, benefit awards personal details, payment schedules, inform us of changes, apply for discounts and much more

To register: www.enfield.gov.uk/myenfield

Online - Benefits homepage visit www.enfield.gov.uk/benefits

Online forms visit www.enfield.gov.uk/benefitsonline

Email - revs@enfield.gov.uk

There are free internet facilities in local council libraries and at our major reception areas.

Post - Revenues and Benefits, PO Box 63, Civic Centre, Enfield, EN1 3XW

Page 2 of 5

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Telephone - 020 8379 1000 (8am-6pm)

For further details on how to contact us please visit

www.enfield.gov.uk/contact_us

Providing Evidence? - Please note we can now accept all supporting documents electronically by email to

revs@enfield.gov.uk. If you have a benefit reference number insert it into the subject box in pointed brackets: <xxxxxxx>

Identification such as passports, driving licences etc. must still be provided in person at, one of our offices or sent in via the post.

Please note that your information will be processed in line with the Council's privacy notice which is available at

www.enfield.gov.uk/privacy

Yours sincerely

Rebecca Rush C tax Officer

Page 3 of 5

49

Claim reference: 1623514

NI reference: JH653811D

How Your Housing Benefit Has Been Worked Out for the period

From 06/04/2015 your Housing Benefit will be £93.08 each week.

The rent you are charged each week is £99.19.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water £6.11

Total deductions for services £6.11

	The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £99.19 must be reduced by £6.11, to £93.08 each week. This is your maximum eligible rent. The maximum Housing Benefit you can get is £93.08 each week. This figure is used when working out 'your total weekly Housing Benefit'. Your Total Weekly Housing Benefit As you are receiving Income Support, I can pay the maximum Housing Benefit of £93.08 each week. Claim reference: 1623514 NI reference: JH653811D <u>How Your Council Tax Benefit Has Been Worked Out</u> From 01/04/2012 to 31/03/2013, your Council Tax Benefit is £15.74 each week. Your Council Tax liability for the year is £820.78 which for this period is £15.74 each week. The maximum Council Tax Benefit you can get is £15.74 each week. This figure is used when working out 'your total weekly Council Tax Benefit'. Your Total Weekly Council Tax Benefit As you are receiving Income Support, I can pay the maximum Council Tax Benefit of £15.74 each week. <u>How Your Council Tax Support Has Been Worked Out</u> Based on your circumstances I have decided to assess your claim using the Working Age scheme. From 01/04/2015, your council tax support is £12.53 each week. The maximum council tax support you could get Your council tax liability for the year is £813.94 which for this period is £15.57 each week. The maximum council tax support you could get is therefore £15.57 each week. This figure is used when working out 'your total weekly council tax support'. Page 4 of 5 <u>50</u> Your Total Weekly Council Tax Support A reduction of the maximum council tax support of £15.57 that you could get each week must be reduced by £3.04, to £12.53. As you are receiving income support, I can pay you your maximum council tax support of £12.53 each week. Page 5 of 5
18/03/2015	
19/03/2015	
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22/03/2015	
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12/08/2015	• <u>1</u> • <u>The Enfield Councils History FOI Indexed</u> Stage 2 RE: Housing Benefit/Council Tax Support Team: / Page Number: 85,86,87 Housing Benefit! <u>1</u> <u>The Enfield Councils History FOI Indexed</u> Stage 2 RE: Housing Benefit/Council Tax Support Team: Page Number: 85,86,87, 12/08/2015 <u>85:</u> INCOMING EMAIL From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: [<revs@enfield.gov.uk>](mailto:revs@enfield.gov.uk)

Date: 12/02/2015

12:08:28

Subject: RE: Housing Benefit/Council Tax Support Team: 1623514

Attachments:

(1) [revs@enfield.gov.pdf](#) (16 B)

To whom it my Concern:

Complaint

I am writing this email about the re the below email and also the attached file.

I have been on incapacity/income support for many years now on the highest rate due to illness.

In April **2013** council tax changed their rules and a 19.5% needed to be paid unless exempt from this change.

As you will be aware the DWP has been in the process of changing everyone that was getting the old benefit incapacity benefit to the new benefit ESA, this should have all been completed by now, but due to things going wrong there is still people on incapacity that have not been moved over yet to the new Benefit ESA.

I am one of these people, but once they move me over, I will be in the support group of ESAs.

I have called the DWP many times and they cannot give me a timeline of the changeover.

Under the new rules I would be exempt from the 19.5% council tax, it is not my fault the DWP are not working fast enough to move people over the new benefits.

I would like to know the full policy for this and has this been taken into account when working out the new policies.

Surely if my benefits are still under the old policy, I should still be exempt.

Regards

Simon Cordell

86:

— Original Message —

From: revs@enfield.gov.uk [<mailto:revs@enfield.gov.uk>]

Sent: 12 February **2015** 10:44

To: lorraine32@blueyonder.co.uk

Subject: Council Tax Account <55508596> Protect - Private and Confidential

Dear Mr Cordell

Council Tax Account: 55508596

Property address: 109 BURNCROFT Avenue, Enfield, EN3 7JQ

Thank you for your email sent 10th February **2015**.

As requested, the Housing Benefit/Council Tax Support Team have reviewed your Council Tax Support and have confirmed that your claim has been assessed correctly.

This means that you are liable to pay the 19.5% shortfall based on your financial/personal circumstances.

For further information on how your Housing Benefit & Council Tax Support has been worked out please contact them direct on 0208-379-3798, quoting the claim

reference number: 1623514.

Please Note: The outstanding council tax for the above address has been passed to Equita Enforcement Agency and I must advise you to contact them immediately regarding payment.

Yours sincerely

Mr Dunwell Council Tax Officer

For Council Tax Discounts and Exemptions, setting up a Direct Debit, Reporting Changes, go to

www.enfield.gov.uk/counciltaxonline or visit the My Enfield page to register for an Account, giving you access to information and services 24 hours per day. Or pay online Customer Council Tax Tel: (+44) 020 8379 1000.

Local Council Tax Consultation for **2015/16** is now open to 28/11/**2014**. The **87**:

proposals and questionnaire can be viewed via this link

www.enfield.gov.uk/ctaxconsultation

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This email has been scanned for viruses, but we cannot guarantee that it will be free of viruses or malware. The recipient should perform their own virus checks.

The banging Started!

Debbie Andrews (responsible)

Stain Curtis (responsible)

Mathiyalagan (Responsible)

Time: All-Day and All-Night whenever they knew that I was indoors!

The occupiers of 117 and 113 and 111 Continued to be victimizing me by: -- 117 and 113 Continually, repeating to flushing the toilet when I am in the bathroom being sick in my toilet because they make me ill by Victimizing me with intent of using the same repeated items of the building fixtures to have tortures effects on me within my rented home is unfair living circumstances!

117 Slamming their own living room, door closed!

117 Slamming their own bedroom, door closed!

111 Banging on the kitchen wall!

Whenever I contact the complaints departments, they made my issues of concern invisible!

Si Note:

1

	<u>Summary!</u> A Drastic turn around in the decision that the Enfield council and the Enfield Homes came to since the start of the announcement when I put them into receipt of my Disrepair issues needs to get addressed and then fixed needs to get reanalysed, so in an effect I do not suffer any longer! My Heart has really started to hurt me every day, I am having an early aged mild heart attacks because of what the Mathiyalagan family stain and Debra with the police and local council members are getting away with each day holding me hostage with no first hand witness and the estate members flushing the toilet attacking me when I am in the bathtub and getting undressed all so playing with the water taps and banging above my head damaging my work studies and private family life and making me a Vulnerable person! I have also had a lot of problems with eating because of what they keep all doing to me! My dog has eating its paws because of what 113 – 117 and 111 are getting away with I have taken pictures of the damage this is doing to us in this flat! <u>Disrepair!</u> The cold conditions make me restricted after paying for my bills because I have to spend more money to stay warm in my flat and in maintaining the upkeep off my agreed duties of tenancy! <u>Time Spent Building.</u> In the background of everything going I continued working on Creating a new and up to date event Traffic Management policy and I continued to Study and finish at the Time Start: 00:00 and Time End: 00:00 and this included creating a new and up to date event On Site Road Traffic Plan policy! My mother also continues to work on building my company website for me with others at the Time Start: 09:00 and Time End: 14:00! <u>Working at Home doing Court Case Defense Work!</u> I spent time and resources costing expenditure with my mother also building my defence case, against the allegations getting put against me at the Time Start: 12:00 Am and Time End: 06:00 Am!
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12/10/2015	<u>1</u> <u>Repair Works</u> At home electric system replaced.

	Disrepair!
13/10/2015	
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31/10/2015	
	November
01/11/2015	
02/11/2015	
03/11/2015	• Disrepair! • The Asbo Order got granted in Error with Full Conditions against me and Fraudulently! • The Banging at me got much worse! • <u>Debra got moved</u> Into a Hotel by the Council! • <u>1</u> <u>The Enfield Gov / Email's Issue:</u> Louise Brown RE Simon Cordell / Page Numbers: 2232,2233, “Dear Ms Cordell, thank you for your email and enquiry regarding your son Simon Cordell tenancy, a full response clearly outlining actions to-date will be sent to your son Simon Cordell. Yours sincerely Louise Brown Anti-Social Behaviour officer” Asbo! Neighbours! General Public! Enfield Council / Neighbourhood Watch Team / Enfield Homes / Met Police / MP's Disrepair! • <u>2</u> <u>The Enfield Gov / Email's Issue:</u>

Jackie Gubby RE Simon Cordell /

Page Numbers: 2234,2235,

Complaints got sent to Jackie Gubby & Louise Brown in the Enfield Homes Teams!

“Dear Ms Cordell, I am not aware of any **outstanding repairs to your son’s property**. The surveyors who attended the inspection reported back that the heating was fully operational, and the detectors are also working.”

Asbo!

Neighbours!

General Public!

Enfield Council / Neighbourhood Watch Team / Enfield Homes / Met Police / MP’s

Disrepair!

3

- **The Enfield Gov / Email’s Issue:**

609. x2 Louise Brown _RE_ Simon Cordell Complaint
[SEC=PROTECT] /

Page Numbers: 2236,2237

Asbo!

Neighbours!

General Public!

Enfield Council / Neighbourhood Watch Team / Enfield Homes / Met Police / MP’s

Disrepair!

4

- **The Enfield Gov / Email’s Issue:**

610. x2 Jackie Gubby _RE_ Simon Cordell Complaint
[SEC=PROTECT] /

Page Numbers: 2238,2239

Asbo!

Neighbours!

General Public!

Enfield Council / Neighbourhood Watch Team / Enfield Homes / Met Police / MP’s

Disrepair!

5

- **The Enfield Gov / Email’s Issue:**

611. Lorraine Cordell _Re_ Simon Cordell Complaint
[SEC=PROTECT] _ (3) /

To: 'Jackie Gubby'

Page Numbers: 2240,2241,2242

Asbo!

Neighbours!

General Public!

Enfield Council / Neighbourhood Watch Team / Enfield Homes / Met
Police / MP's
Disrepair!

--

1

The Enfield Gov / Email's Issue:

Louise Brown RE Simon Cordell /

Page Numbers: 2232,2233,

From: Jackie Gubby [Jackie.Gubby@enfield.gov.uk]

Sent: 03 November 2015 13:03

To: Louise Brown.

Lorraine Cordell

Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell

I am not aware of any outstanding repairs to your son's property. The surveyors who attended the inspection reported back that the heating was fully operational, and the detectors are also working. Mr Cordell can report any new repairs to telephone 0800 40 80 160 - option 1

Yours sincerely

Jackie Gubby Housing Manager

Tenancy Management the Edmonton Centre 36-44 South Mall Edmonton
Green N9 0TN

Tel: 0800 40 80 160*

Fax: 020 8375 8016

e-mail: jackie.gubby@enfield.gov.uk

* This is a free phone number, so there is no charge if you use a landline. If you are using a mobile you may find it cheaper to call our landline number 020 8379 1327

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

From: Louise Brown

Sent: 03 November 2015 11:16

To: Lorraine Cordell; Jackie Gubby

Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell,

Thank you for your email and enquiry regarding your son Simon Cordell tenancy, a full response clearly outlining actions to-date will be sent to your son Simon Cordell.

Yours sincerely

Louise Brown

Anti-Social Behaviour Officer Community Safety Unit Regeneration &
Environment Department London Borough of Enfield

S 020 8379 4467

louise.brown2@enfield.gov.uk

From: Lorraine Cordell
Mail to: lorraine32@blueyonder.co.uk
Sent: 02 November 2015 17:38
To: [Louise Brown](#); [Jackie Gubby](#)
Subject: Re: Simon Cordell Complaint

Dear Louise Brown and Jackie Gubby

It has been over 10 days since I sent the complaint in due to how my son has been treated. I have not had 1 reply not even a reply to say you got my email. I have also left voice messages on Louise Brown phone yet had no calls back. I did speak to Jackie Gubby and was told I should hear within 10 days about my complaint but have heard nothing.

2233,

Also, I would like to take the time to say to Jackie Gubby that jobs are still outstanding on my son's flat.

Regards

Lorraine Cordell

Simon Cordell

From: Lorraine Cordell
Mail to: lorraine32@blueyonder.co.uk
Sent: 16 October 2015 15:30
To: louise.brown2@enfield.gov.uk
jackie.gubby@enfield.gov.uk
Subject: Re: Simon Cordell

Dear Louise Brown and Jackie Gubby

Could you please read the attached letter and please reply so I know you have got this email?

Regards

Lorraine Cordell Simon Cordell

Classification: PROTECT

Classification: PROTECT

ENFIELD

Connected

IMPORTANT

Every Enfield resident should register for an online Enfield Connected account. Enfield Connected puts many Council services in one place, speeds up your payments and saves you time. Click here to get connected. Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities. Opinions expressed in this email are those of the individual and not necessarily those of the London Borough of Enfield. This email and any attachments or files transmitted with it are strictly confidential and intended solely for the named addressee. It may contain privileged and confidential information and if you are not the intended recipient and receive it in error you must not copy, distribute, or use the communication in any other way. All traffic handled by the Government Connect Secure Extranet may be subject to recording/and or monitoring in accordance with relevant legislation. This email has been scanned for viruses, but we cannot guarantee that it will be free of viruses or malware. The recipient should perform their own virus checks.

2

The Enfield Gov / Email's Issue:

Jackie Gubby RE Simon Cordell /

Page Numbers: 2234,2235,

From: Jackie Gubby [Jackie.Gubby@enfield.gov.uk]

Sent: 03 November 2015 13:03

To: Louise Brown; Lorraine Cordell

Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell

I am not aware of any outstanding repairs to your son's property. The surveyors who attended the inspection reported back that the heating was fully operational, and the detectors are also working. Mr Cordell can report any new repairs to telephone 0800 40 80 160 - option 1

Yours sincerely

Jackie Gubby Housing Manager

Tenancy Management the Edmonton Centre 36-44 South Mall Edmonton Green N9 0TN

Tel: 0800 40 80 160*

Fax: 020 8375 8016

e-mail:

jackie.gubby@enfield.gov.uk

* This is a free phone number, so there is no charge if you use a landline.

If you are using a mobile you may find it cheaper to call our landline number 020 8379 1327

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

From: Louise Brown

Sent: 03 November 2015 11:16

To: Lorraine Cordell; Jackie Gubby

Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell,

Thank you for your email and enquiry regarding your son Simon Cordell tenancy, a full response clearly outlining actions to-date will be sent to your son Simon Cordell.

Yours sincerely

Louise Brown

Anti-Social Behaviour Officer Community Safety Unit Regeneration & Environment Department London Borough of Enfield

S 020 8379 4467

louise.brown2@enfield.gov.uk

From: Lorraine Cordell

Mail To: lorraine32@blueyonder.co.uk

Sent: 02 November 2015 17:38

To: [Louise Brown](#); [Jackie Gubby](#)

Subject: Re: Simon Cordell Complaint

Dear Louise Brown and Jackie Gubby

It has been over 10 days since I sent the complaint in due to how my son has been treated. I have not had 1 reply not even a reply to say you got my email. I have also left voice messages on Louise Brown phone yet had no calls back. I did speak to Jackie Gubby and was told I should hear within 10 days about my complaint but have heard nothing.

2235.

Also, I would like to take the time to say to Jackie Gubby that jobs are still outstanding on my son's flat.

Regards

Lorraine Cordell

Simon Cordell

ENFIELD

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From: Lorraine Cordell

Mail to: lorraine32@blueyonder.co.uk

Sent: 16 October 2015 15:30

To: 'louise.brown2@enfield.gov.uk'; 'jackie.gubby@enfield.gov.uk'

Subject: Re: Simon Cordell

Dear Louise Brown and Jackie Gubby

Could you please read the attached letter and please reply so I know you have got this email?

Regards

Lorraine Cordell Simon Cordell

Classification: PROTECT

Classification: PROTECT

3

The Enfield Gov / Email's Issue:

609. x2 Louise Brown _RE_ Simon Cordell Complaint [SEC=PROTECT]
/ **Page Numbers:** 2236,2237,

From: Louise Brown [Louise.Brown2@Enfield.gov.uk]

Sent: 03 November 2015 11:16

To: Lorraine Cordell; Jackie Gubby

Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell,

Thank you for your email and enquiry regarding your son Simon Cordell tenancy, a full response clearly outlining actions to-date will be sent to your son Simon Cordell.

Yours sincerely

Louise Brown

Anti-Social Behaviour officer

Community Safety Unit

Regeneration & Environment Department

London Borough of Enfield

020 8379 4467

louise.brown2@enfield.gov.uk

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

Sent: 02 November 2015 17:38

To: Louise Brown; Jackie Gubby

Subject: Re: Simon Cordell Complaint

Dear Louise Brown and Jackie Gubby

It has been over 10 days since I sent the complaint in due to how my son has been treated. I have not had 1 reply not even a reply to say you got my email. I have also left voice messages on Louise Brown phone yet had no calls back. I did speak to Jackie Gubby and was told I should hear within 10 days about my complaint but have heard nothing. Also, I would like to take the time to say to Jackie Gubby that jobs are still outstanding on my son's flat.

Regards

Lorraine Cordell

Simon Cordell

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

Sent: 16 October 2015 15:30

To: louise.brown2@enfield.gov.uk

jackie.gubby@enfield.gov.uk

Subject: Re: Simon Cordell

Dear Louise Brown and Jackie Gubby

Could you please read the attached letter and please reply so I know you have got this email?

Regards

Lorraine Cordell

2237,

4

The Enfield Gov / Email's Issue:

610. x2 Jackie Gubby _RE_ Simon Cordell Complaint [SEC=PROTECT]

/ **Page Numbers:** 2238,2239,

2239,

5

The Enfield Gov / Email's Issue:

611. Lorraine Cordell _Re_ Simon Cordell Complaint [SEC=PROTECT] _ (3)

/ **Page Numbers:** 2240,2241,2242

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

Sent: 03 November 2015 14:39

To: 'Jackie Gubby'

Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Dear Jackie Gubby

When the surveyors came around there was a list of jobs that they said needed to be done.

1. The electrics needed sorting and the detectors (this has now been done they sent someone out nearly right away after the surveyors came and done the report)
2. Bathroom sink (repaired now)
3. Bathroom toilet (repaired now)
4. Heating pipes not been covered that are running all round the walls and down the walls. (Now it is winter my son has his heating on but has burned himself more than once walking past the pipes as they are so hot, this is bad being left like this as it is a danger due to how hot the pipes get. (Not done)
5. Bedroom floor (not done)
6. Bedroom window (not done)
7. Front room window/door frame (surveyors said that the water was still coming in due to the outside step and this needed to be sorted) (Not done)
8. Pipes banging all the time (the surveyors saw this when they came out) (Not done)
9. Wall still wet in front room (we have been told this is due to the guttering needs to be renewed which was meant to be done, 111 has guttering in his back garden that has fallen off the roof some time ago, but now what also has been noticed is that in the main hallway water is dripping down the walls leaving puddles of water on the stairway which people have to walk up and down this is a danger for people they could have an accident, believe this is due to the guttering needs to be replaced or the roof. (Not Done) I am sure there was also some other jobs that needed to be done the surveyors that came the day you were meant to have come took a full list and wrote everything down. So how is none of these jobs on the system that have not been done? It seems once again things have not been put on the system. Why should we have to keep calling for jobs to be done when they were already meant to have been done, and surveyors and inspectors have been out more than once over the years why are they not on the system, as it seems someone is not doing their job.

Regards

Lorraine Cordell

Simon Cordell

From: Jackie Gubby [**Mail To:** Jackie.Gubby@enfield.gov.uk]

Sent: 03 November 2015 13:03

To: Louise Brown; Lorraine Cordell

Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell

I am not aware of any outstanding repairs to your son's property. The surveyors who attended the inspection reported back that the heating was fully operational, and the detectors are also working. Mr Cordell can report any new repairs to telephone 0800 40 80 160 - option 1

Yours sincerely

Jackie Gubby

Housing Manager

Tenancy Management

The Edmonton Centre

3644

South Mall

Edmonton Green

N9 0TN

Tel: 0800 40 80 160*

Fax: 020 8375 8016

email: jackie.gubby@enfield.gov.uk

2241,

* This is a free phone number, so there is no charge if you use a landline. If you are using a mobile you may find it cheaper to call our landline number 020 8379 1327

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

From: Louise Brown

Sent: 03 November 2015 11:16

To: Lorraine Cordell; Jackie Gubby

Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell,

Thank you for your email and enquiry regarding your son Simon Cordell tenancy, a full response clearly outlining actions to-date will be sent to your son Simon Cordell.

Yours sincerely

Louise Brown

Anti-Social Behaviour officer

Community Safety Unit

Regeneration & Environment Department

London Borough of Enfield

020 8379 4467

louise.brown2@enfield.gov.uk

From: Lorraine Cordell

Mail To: lorraine32@blueyonder.co.uk

Sent: 02 November 2015 17:38

To: Louise Brown; Jackie Gubby

Subject: Re: Simon Cordell Complaint

Dear Louise Brown and Jackie Gubby

It has been over 10 days since I sent the complaint in due to how my son has been treated. I have not had 1 reply not even a reply to say you got my email. I have also left voice messages on Louise Brown phone yet had no

calls back. I did speak to Jackie Gubby and was told I should hear within 10 days about my complaint but have heard nothing. Also, I would like to take the time to say to Jackie Gubby that jobs are still outstanding on my son's flat.

Regards

Lorraine Cordell

Simon Cordell

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

Sent: 16 October 2015 15:30

To: louise.brown2@enfield.gov.uk

jackie.gubby@enfield.gov.uk

Subject: Re: Simon Cordell

Dear Louise Brown and Jackie Gubby

Could you please read the attached letter and please reply so I know you have got this email?

Regards

Lorraine Cordell

Simon Cordell

Classification: PROTECT

Classification: PROTECT

2242.

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The banging Started!

Debbie Andrews (responsible)

Stain Curtis (responsible)

Mathiyalagan (Responsible)

All Morning: --

Mid-Day: --

In the Evening and of the Night!

The Enfield Council and the Enfield Homes employees aloud the occupiers of 117 and 111 Continued to victimizing me by: --

When awake 117 attacked me while being sick in my toilet and because of what they get away with doing to me in my home like today's event flushing their own toilets above mine when I am using it causes my heart to hurt me and is making my health desperate!

	This attack against me continues once I get into my Bath and while I am taking my clothes off and even when I am putting my close on Today I got followed into my front room again and victimised by 117 tents even though I have never been of any negative concern to them, once sitting down in my front room thought the rest of the day they kept banging on the floor above my head! <u>Summary!</u> My Heart has really started to hurt me every day, I am having an early aged mild heart attacks because of what the Mathiyalagan family stain and Debra with the police and local council members are getting away with each day holding me hostage with no first hand witness and the estate members flushing the toilet attacking me when I am in the bathtub and getting undressed all so playing with the water taps and banging above my head damaging my work studies and private family life and making me a Vulnerable person! I have also had a lot of problems with eating because of what they keep all doing to me My canine has victimising its paws because of what 113 – 117 and 111 are getting away with I have taken pictures of the damage this is doing to us in this flat! If what they do to me finally kills me then it would also kill a lot of other people in the process! <u>Disrepair!</u> The Enfield Council and the Enfield homes have left the disrepair of the damp and heating issues for so long that the damp water shows on the electrical wiring systems and sometime causes them to overloaded making the electrical sockets dangers and causing further damage to my personal property, such as my TV that also has mould growing over it, as much as I try my best to keep it clean and well ventilated! <u>Time Spent Building.</u> In the background of everything going I continued working on Creating a new and up to date event Emergency Procedures safety policy and I continued to Study and finish at the Time Start: 07:00Am and Time End: 03:30 Pm! My mother also continues to work on building my company website for me with others at the Time Start: 09:00 and Time End: 14:00! <u>Working at Home doing Court Case Defense Work!</u> I spent time and resources costing expenditure with my mother also building my defence case, against the allegations getting put against me at the Time Start: 12:00 Am and Time End: 06:00 Am!
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12/11/2015	<u>2</u> <u>The Enfield Gov / Email's Issue:</u> 612. Lorraine Cordell _Re_ Simon Cordell Complaint [SEC=PROTECT] _ (2) / Page Numbers: 2283,2284,2285 Neighbours! General Public! Enfield Council / Neighborhood Watch Team / Enfield Homes / Met Police / MP's! Disrepair! <u>2</u> <u>The Enfield Gov / Email's Issue:</u> 612. Lorraine Cordell _Re_ Simon Cordell Complaint [SEC=PROTECT] _ (2) / Page Numbers: 2283,2284,2285, From: Lorraine Cordell [lorraine32@blueyonder.co.uk] Sent: 12 November 2015 12:07 To: 'Jackie Gubby' Subject: RE: Simon Cordell Complaint [SEC=PROTECT] Dear Jackie Gubby I still have had no reply to the below email and to what is going on. are we expected to again contact the repairs again and again put these jobs in again is that what you are telling us to do? Regards Lorraine Cordell Simon Cordell From: Lorraine Cordell [Mail To:lorraine32@blueyonder.co.uk] Sent: 03 November 2015 14:39 To: 'Jackie Gubby' Subject: RE: Simon Cordell Complaint [SEC=PROTECT] Dear Jackie Gubby When the surveyors came around there was a list of jobs that they said needed to be done. 1. The electrics needed sorting and the detectors (this has now been done they sent someone out nearly right away after the surveyors came and done the report) 2. Bathroom sink (repaired now) 3. Bathroom toilet (repaired now) 4. Heating pipes not been covered that are running all round the walls and down the walls. (Now it is winter my son has his heating on but has burned himself more than once walking past the pipes as they are so hot, this is bad being left like this as it is a danger due to how hot the pipes get. (Not done) 5. Bedroom floor (not done) 6. Bedroom window (not done)

7. Front room window/door frame (surveyors said that the water was still coming in due to the outside step and this needed to be sorted) (Not done)
8. Pipes banging all the time (the surveyors saw this when they came out) (Not done)
9. Wall still wet in front room (we have been told this is due to the guttering needs to be renewed which was meant to be done, 111 has guttering in his back garden that has fallen off the roof some time ago, but now what also has been noticed is that in the main hallway water is dripping down the walls leaving puddles of water on the stairway which people have to walk up and down this is a danger for people they could have an accident, believe this is due to the guttering needs to be replaced or the roof. (Not Done) I am sure there was also some other jobs that needed to be done the surveyors that came the day you were meant to have come took a full list and wrote everything down. So how is none of these jobs on the system that have not been done? It seems once again things have not been put on the system. Why should we have to keep calling for jobs to be done when they were already meant to have been done, and surveyors and inspectors have been out more than once over the years why are they not on the system, as it seems someone is not doing their job.

Regards
Lorraine Cordell
Simon Cordell

From: Jackie Gubby [Mail To: Jackie.Gubby@enfield.gov.uk]

Sent: 03 November 2015 13:03

To: Louise Brown

Lorraine Cordell

Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell

I am not aware of any outstanding repairs to your son's property. The surveyors who attended the inspection reported back that the heating was fully operational, and the detectors are also working. Mr Cordell can report any new repairs to telephone 0800 40 80 160 - option 1

2284,2285.

The banging Started!

Stain Curtis (responsible)

Mathiyalagan (Responsible)

In the Morning: --

Mid-Day: --

And in the Evening and of the Night!

The tenants of 117 and 111 Continued to victimizing me by: --

No matter how I show the occupiers of 111 – and 117 Burncroft Avenue that I am a good man they continued to victimise me with their evil ways, such as

Waking me up by stamping above my head!

	Loud and aggressive banging in the bathroom got worse and this got achieved by slamming objects on to the floor with evil intent of criminal actions! Continually, repeating to flushing the toilet when I am in the bath! Eavesdropping, / Listening to where I am in my home and then chasing me around into each room as listed, while banging on the floor with objects!
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19/01/2016	<u>2</u> • <u>The Enfield Gov / Email's Issue:</u> 620. Lorraine Cordell _Re_ Simon Cordell Repair ref_ 1633429 / Page Numbers: 2321,2322,2323 -- Neighbours! General Public! Enfield Council / Neighborhood Watch Team / Enfield Homes / Met Police / MP's! Disrepair! <u>2</u> <u>The Enfield Gov / Email's Issue:</u> 620. Lorraine Cordell _Re_ Simon Cordell Repair ref_ 1633429 / Page Numbers: 2321,2322,2323, From: Lorraine Cordell [lorraine32@blueyonder.co.uk] Sent: 19 January 2016 14:43 To: 'Jackie Gubby' Subject: RE: Simon Cordell Repair ref: 1633429 Dear Jackie Gubby Would it please be possible for you to give me a call on 0208 245 7454? Yesterday I got a call from the repair team in regard to a leak my son had in his flat from the flat above. They had to have a repair team out and shut my son lighting of in his bathroom due to the water leaking into the electrics and blowing out all my son's electrics. Today I got a call from the council saying

they believe the leak is coming from the flat above 113 which would be 117 which is privacy owned and someone would be coming to see my son today from 117. The people from 117 have been to see my son today and have had someone check there flat and they are 100% the leak is not coming from there flat. And that they believe it is coming from 113 which is Debbie's flat the person my son has been having trouble with for over a year now and the council have done nothing about this. The people from 117 have tried to speak to 113 but she won't open the door to them to see where the problem is coming from. Just a little while ago my son saw Debbie care worker and he spoke to them and told them again what has been going on and he cannot take it any longer, the care worker told my son that Debbie will not even let them into the flat any more. Something has to be done as this has caused my son heath to go downhill badly and this cannot go on anymore. I am getting no replies to any complaints that have gone in and the ASB team are doing nothing. I have booked a date to see my son's local MP also now as this is having a huge effect on my son's heath, and due to the council doing nothing I don't know where else to turn any longer. I have just called the repair team and spoke to a lady Linda, who has tried to call 113 Debbie and could not take to her, so she is sending a letter out to 113 Debbie,

Regards

Lorraine Cordell

From: Jackie Gubby [Mail To: Jackie.Gubby@enfield.gov.uk]

Sent: 03 November 2015 13:03

To: Louise Brown; Lorraine Cordell

Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell

I am not aware of any outstanding repairs to your son's property. The surveyors who attended the inspection reported back that the heating was fully operational, and the detectors are also working. Mr Cordell can report any new repairs to telephone 0800 40 80 160 - option 1

Yours sincerely

Jackie Gubby

Housing Manager

Tenancy Management

The Edmonton Centre

3644

South Mall

Edmonton Green

N9 0TN

Tel: 0800 40 80 160*

Fax: 020 8375 8016

email:

jackie.gubby@enfield.gov.uk

* This is a free phone number, so there is no charge if you use a landline. If you are using a mobile you may find it cheaper to call our landline number 020 8379 1327

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

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