

From: Sarah Fletcher [Sarah.Fletcher@enfield.gov.uk]
Sent: 24 February 2017 16:49
To: Lorraine Cordell
Subject: RE: Mr Cordell [SEC=OFFICIAL:PUBLIC]

Classification: OFFICIAL - PUBLIC

Dear Ms Cordell,

Thank you for your email today regarding your son Mr Cordell's tenancy at 109 Burncroft Avenue.

I did attend site with the Surveyor this morning to look at the low water pressure situation at the block.

We were only able to gain access to one of the two other flats and the surveyor suggested we knock at Mr Cordell's on the off chance that someone was home. I honestly didn't expect anyone to answer as I had understood from you that no one was available. I am sorry if I misunderstood this and that you actually meant that you wanted to be present too. I will certainly try to take this into consideration in future. As I am sure that you may appreciate that for the Council to try and resolve this matter we had to access three flats and to try to identify the cause it would assist in this process to access the three flats on one day if possible.

Mr Cordell did answer the door and very kindly did give us access so that the Surveyor could assess the pressure of water into his flat.

Unfortunately, the visit was inconclusive as to the cause of the issues regarding the water supply to the block so the Surveyor is going to liaise again with Thames Water to try and move this forward.

I would like to reassure you that we are just trying to resolve the issues related to the water pressure/supply to the block in the interests of all the residents affected by this including your son, Mr Cordell.

Kind regards,

Sarah Fletcher
Neighbourhood Officer
Neighbourhood Team 2
Edmonton Centre
36-44 South Mall

Telephone: 0800 40 80 160

Website: www.enfield.gov.uk

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

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 24 February 2017 14:02
To: Sarah Fletcher <Sarah.Fletcher@enfield.gov.uk>
Subject: RE: Mr Cordell

Dear Sarah Fletcher

After the call you made to me on the 22/02/2017 and I told you the date of the 24/02/2017 was not a suitable date to attend my son's home, in regards to the ongoing low water pressure issue in the block, you then said you would call me back on the 23/02/2017 with a date after you had spoke to the inspector, as to when you and the inspector could attend.

The dates I gave you that were not suitable were the 24/02/2017 and the 27/02/2017. And the 28/02/2017,

01/03/2017 and the 02/03/2017 would be fine for you to attend with the inspector.

On the 23/02/2017 you did call to give me an update, you said that you did not have an update as to a date, due the inspector not being in all day on the 23/02/2017, and that you was still going out to number 113 and 117 on the 24/02/2017 and that once you spoke to the inspector on the 24/02/2017 you would call me with an update as to what date you could attend with the inspector to my son's home.

Why did you therefore go to my son's address on the 24/02/17 when you were told it was not convenient?

The reason I said the dates were not suitable was that no-one could be there with my son, and due to ongoing issues which you are well aware off, I did not want my son there on his own when the council attended his home address. This has also been said to the council before, so why did you even go to my son's home when I told you it was not suitable? Could you please explain to me why? I was shocked when I got a call from my son today saying you had been to his home. From what my son also said to me today when he called, the inspector has also said the low water pressure issue in the block is not coming from his flat, can you also please confirm this via email.

Regards

Lorraine Cordell

Classification: OFFICIAL - PUBLIC

**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.



[Follow us on Facebook](#)



[Twitter](#)



<http://www.enfield.gov.uk>

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.