



Simon Cordell
109 Burncroft Avenue
Enfield
Middlesex
EN3 7JQ

Council Housing
The Edmonton Centre
35-44 South Mall
Edmonton Green
N9 OTN
0800 40 80 160

Dear Mr Cordell

date: 20th February 2017

Re: Loss of water pressure/supply to block

Letter Hand Delivered

As you may be aware, there is an ongoing issue with loss of water pressure/supply to one or more of the flats in your block.

Thames Water has attended more than once in recent weeks but have not been able to resolve the issue. They have advised that the external pressure/supply is satisfactory and that the restriction lies somewhere within the internal supply of the block.

The Council's surveyor needs to investigate the matter further and will need to access flats 109, 113 and 117 to do so.

We need to gain access into your property and an appointment has been made on **Friday 24th February between 10.00am and 12.00pm** in order to establish the level of water pressure/supply in your property and to identify whether there is any restriction to the flow throughout the block.

Please can you arrange for you or your personal representative to be there at this time to facilitate access. Please can you confirm that someone will be available to provide access by contacting me on 0800 40 80 160.

We would appreciate your cooperation in this matter in order to resolve the issue for all residents in this block as soon as possible.

Yours sincerely,

Sarah Fletcher
Neighbourhood Officer