

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

date: 1st February 2017

Dear Mr Cordell

Re: Loss of water pressure/supply to neighbouring property

Letter Hand Delivered

I called today in response to a report of loss of water pressure/supply into a flat and/or area above your property.

We urgently need to gain access into your property within the next **24 hours**. We need to establish the source of the loss of water pressure/supply to the flat/area above, and which we believe may be emanating from your property.

What you must do:

Please contact the Repairs team in Customer Services on 0800 40 80 160 or 020 8379 1000 by 5.00pm Thursday 2nd February 2017 to make an appointment for our Contractor/Surveyor to inspect your property. Please quote reference no. 1772024/1.

Please be aware that in accordance with your tenancy agreement you will be liable for any damage caused by you or from your property to other properties, personal property or to the fabric of the building.

You will also be liable for our reasonable costs in dealing with this matter.

EMERGENCY ACCESS

If we are unable to agree an appointment with you within the timescales we set and to prevent any further damage to neighbouring properties, to the block or to personal property, we reserve the right to gain emergency access to your property,

which may involve a locksmith. You will be responsible for all of our reasonable costs if this action is required.

Please take immediate steps now to avoid further action and charges being incurred and to resolve the water pressure/supply issues as speedily as possible.

Yours sincerely,



Sarah Fletcher
Neighbourhood Officer