

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 21 September 2015 17:03
To: 'Dawn Allen'
Subject: RE: Complaint [SEC=UNCLASSIFIED]
Dear Dawn Allen

1. Was meant to be sending a surveyor out to see how the pipes have been laid for my heating system, this has not been done.
2. When work was 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 and ended up in hospital 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 as they had to cap the boiler off, work was also meant to be done to rewired the incorrect rewiring of the alarms this has not been done and I feel very unsafe as I feel if my boiler went wrong again the Carbon Monoxide alarm would not go off.
3. Window in my bedroom does not lock and needs a new hinges.
4. 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.
5. The Sink has come away from the wall in bathroom.
6. After major works being done to my flat for damp the smell of damp as soon as you enter the bedroom is very bad.
7. They fixed damp in my front room and this is still not died out due to them not fixing the reason for the damp.
8. I was told that the guttering was causing the damp in my flat and needed doing someone came round months ago and told me the works was due to be done this has never been done.
9. The pipes bang in the flat really bad I was told it was the main stop cock that needed replacing the pipes are still banging badly so this can not have been done.

When the man came out to do my heating the council had told them I had removed all the pipes from my home, the man was stocked to see them all still in place and could not understand why he had been told this.

I have had so many surveyors come to my flat and say work is going to be done but it never is I think this is most of the list that still needs to be done.

Regards

From: Dawn Allen [mailto:DAWN.ALLEN@Enfield.gov.uk]
Sent: 21 September 2015 16:29
To: Lorraine Cordell
Cc: Dolly Ogunseye
Subject: RE: Complaint [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Mr Cordell

Thank you for the update but unless you are specific with the repair I cannot refer you to the correct person. In terms of the complaint with your neighbour the Anti - Social Team will be in touch with you at home.

Regards

Dawn Allen
Tenancy Management Officer
Council Housing
The Edmonton Centre
36-44 South Mall
Edmonton
N9 0TN
✉ **E-mail** dawn.allen@enfield.gov.uk
☎ **Freephone 0800 40 80 160**

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

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 21 September 2015 16:14
To: Dawn Allen

Subject: RE: Complaint [SEC=UNCLASSIFIED]

Dear Dawn Allen

My Mother has sent emails in of complaints about the repairs more then once and made lots of phone calls.

There does seem to be an issue of things not being logged on the system and reports going missing.

But I sure if you looked you could find them.

But I am tried of getting the run about and waiting for years for things to be done.

And a call was made to the Antisocial Behaviour Team today and they again gave me your details, so once again it seems nothing will get done about the neighbour.

My mother has now made a call to the Assistant Director Community Housing Services and they have taken a lot of notes, and your name and I should be getting a call back and she has now booked to see the MP and will bring all the information that has been gathered along to the MP to see what they can do.

Regards

From: Dawn Allen [<mailto:DAWN.ALLEN@Enfield.gov.uk>]

Sent: 21 September 2015 15:43

To: Lorraine Cordell

Subject: RE: Complaint [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Mr Cordell

Can you be a bit more specific about your repairs so I can forward to the correct person.

The Nuisance complaint will be forwarded to the Antisocial Behaviour Team for them to contact you it is likely log sheets may be issued. If you can answer the first question it would be greatly appreciated.

Kind regards

Dawn Allen

Tenancy Management Officer

Council Housing

The Edmonton Centre

36-44 South Mall

Edmonton

N9 0TN

✉ **E-mail** dawn.allen@enfield.gov.uk

☎ **Freephone 0800 40 80 160**

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

Sent: 21 September 2015 15:35

To: Dawn Allen

Subject: RE: Complaint [SEC=UNCLASSIFIED]

Dear Dawn Allen

I no longer go out of my home due to my heath that is why I can not come to the office.

Also why would it need to be a in a neutral environment you would have to come to my flat at some point to hear for yourself what is going on as you can clearly hear it and see what the neighbour is doing.

I have also put in reports also about the repairs this has been going on for years and things still have not been done.

You are my housing officer's can you please tell me what your job description is?

I am asking for help and have been for some time and you do not seem to be willing to give me any help. Is there a problem with you coming to my flat?

My Mother will be there with me and you can bring someone with you if you feel there is a need to.

I have on going issues which does need to be addressed by someone and you are my housing office and i have been told you would need to address

these issues.

Regards

Simon Cordell

From: Dawn Allen [<mailto:DAWN.ALLEN@Enfield.gov.uk>]
Sent: 21 September 2015 14:17
To: Lorraine Cordell
Cc: Feedback Council Housing
Subject: RE: Complaint [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Mr Cordell

In terms of your neighbour you will need to attend this office for us to discuss the neighbour concerns face to face. For repairs please speak to customer services on 0208 3791327 for any outstanding issues you have.

Our office is open Monday to Friday 08.30 am – 05.00 PM where you can attend this office to speak to us directly.

Regards

Dawn Allen
Tenancy Management Officer
Council Housing
The Edmonton Centre
36-44 South Mall
Edmonton
N9 0TN
✉ **E-mail** dawn.allen@enfield.gov.uk
☎ **Freephone 0800 40 80 160**

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From: Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]
Sent: 21 September 2015 13:59
To: Dawn Allen
Subject: Re: Complaint

Mr Simon Cordell
109 Burncroft Ave
Enfield
Middlesex
EN3 7JQ

Dear Dawn Allen,

I am writing this email after phone calls and emails have been sent to Enfield council about my neighbour who lives above me.

I have made calls myself and my mother Miss Lorraine Cordell has also sent emails and made phone calls.

No one has been to my address to see me and I am asking for you to come out to see me and take a full report of what has been going on as my heath is being made worse by nothing being done.

There is also still repair issues I would like to talk about that has not been done.

Could you please email this email address a date and time when you can come out to see me to take a report?

Regards

Mr Simon Cordell

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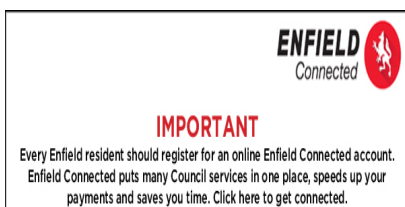


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