

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 [mailto: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 round 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 then 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 was 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 then once over the years why are they not on the system, as it seems someone is not doing there job.

Regards

Lorraine Cordell
Simon Cordell

From: Jackie Gubby [mailto: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 sons 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
☎ 020 8379 4467
✉ louise.brown2@enfield.gov.uk

From: Lorraine Cordell [<mailto: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 out standing on my son's flat.

Regards

Lorraine Cordell

Simon Cordell

From: Lorraine Cordell [<mailto: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

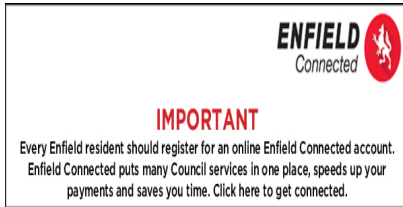
Could you please read the attached letter and please reply so I know you have got this email.

Regards

Lorraine Cordell
Simon Cordell

Classification: PROTECT

Classification: PROTECT



 [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.