

Mr Simon Cordell
109 Burncroft Ave
Enfield
Middlesex
EN3 7JQ
24/11/2016

Re: Formal Complaint due to letter dated 29/11/2016 this Formal Complaint is to be added to the Formal Complaint dated 24/08/2016.

Dear Lemmy Nwabuisi and any other person who is copied in this letter.

I am writing this letter on behalf off Mr Simon Cordell of 109 Burncroft Ave, EN3 7JQ regarding the letter you wrote dated the 29/11/2016 which was received on the 01/12/2016.

I am not sure if you are aware there is an ongoing formal complaint that is being addressed by Mr Daniel Ellis from Complaints & Access to Information Team which addresses some of the information you have included into your letter, but I will be covering points in this reply and also forwarding it to the people it needs to be addressed to.

The 1st point I will address is the meeting you have set up for Mr Simon Cordell on the 06/12/2016 at 14:00 hours at Enfield Civic Centre.

I do not believe that it is justified to hold this meeting before the formal complaint is dealt with as stated many points in your letter has been covered in my formal complaint dated 24/11/2016, also until I have the subject access request information dealt with and have a list of dates and times these so called complaints where meant to have taken place and the reports from police that have been sent to Enfield Council I do not think holding this meeting would be appropriate.

I have spoken to my solicitor in regards to this matter and on advice taken from him he has told me to give limited information until I have the subject access request, this is why my formal complaint did not have full information in it as my solicitor does believe we have a case to take legal action, and if any data is withheld as it was when I requested my last subject access request for all my information I will have to take this up with the ICO.

However it does seem there is more injustice going on within the ASB unit and Enfield Council then I had proof of before you wrote your letter dated 29/11/2016. There has been complaints put into Enfield council since 2014 about Mr Simon Cordell's neighbours and what they were doing to him, Enfield Council and ASB unit took the option and done nothing, not even replied to my complaints, took no reports, and did not even looked at the video footage Mr Simon Cordell has of the noise, the banging the intimidation my son has taken from his neighbours, and the way they are doing all they can to get Mr Simon Cordell to move, the way he has been treated by Enfield Council by way of Enfield Council doing nothing to help him. You have been told many times the effect this is having on Mr Simon Cordell's heath yet still choose to do nothing.

Yet as soon as Enfield Council gets reports against Mr Simon Cordell you are willing to address these complaints. Once again I will say I feel this is due to reports the police have put in to Enfield Council about Mr Simon Cordell, Meetings that took place with the Met police and Enfield council in regards to Mr Simon Cordell which Mr Simon Cordell knew nothing about until after the fact, and the colour of Mr Simon Cordell skin, why Enfield council have done nothing to address any issue Mr Simon Cordell was having with his neighbours regarding what his neighbours was doing to him.

Mr Simon Cordell has had his own place since 1999 and was housed by Enfield Council in 109 Burncroft Ave, Enfield, Middlesex, EN3 7JQ I believe in 2006 due to a fire that happened in his flat before this address, in this time Mr Simon Cordell had no complaints put in about him until now 2016.

You have written in your letter multiple things to be addressed which Mr Simon Cordell was meant to have done.

- “Include using threatening, abusive and insulting words and language, aggressively demanding money, intimidation and making threats towards your neighbours. It is also alleged that on 4th October 2016, you banged on your ceiling and you later started to bang and kick at your neighbour's door. It is alleged that you were very aggressive and was shouting through your neighbour's door and that you then proceeded to drag his motorbike from where it was parked and started to smash it up”.

At this point I will only say the above is untrue, once I have the information including all dates, times and complaints in order from my subject access request it will be at this time I will address each point of concern above.

You have also stated:

- “It is also alleged that your dogs are left by themselves all day and night barking and causing noise disturbances to your neighbours”.

Mr Simon Cordell has had one dog only at his flat, when Mr Simon Cordell was housed in 1999 he had a dog, no complaints was ever put in re Mr Simon Cordell dog being left by herself all day and night barking and causing noise disturbances to neighbours and being neglected.

When Mr Simon Cordell was moved into 109 Burncroft Ave, Enfield, Middlesex, EN3 7JQ I believe in 2006 he had the same dog, when she passed away in 2007 he got a new dog same bred and since 2006 there has been no complaints by neighbours of Mr Simon Cordell leaving her alone all day and night or her barking all night and all day and him not looking after her and neglecting her, and her causing noise disturbances to his neighbours. Mr Simon Cordell does not leave his dog all day and night she is always looked after, if Mr Simon Cordell is not going to be there overnight or for a long time during the day then the family look after the dog. So how someone can say she is left alone is beyond me.

Mr Simon Cordell's dog is looked after very well she has never been left all day and all night alone, and I feel very angry any person could ever say Mr Simon Cordell has ever mistreated and neglected his dog he is an animal lover as all our family are and we would never mistreat or neglected any animal.

Once again it seems beyond belief Mr Simon Cordell has had his dog and no complaints has been put in by any neighbours about the way my son allegedly mistreats and neglects his dog since 2006, until now 2016.

It seems totally unbelievable my son could have his dog for so many years with not one complaint of mistreatment and neglect and now all of a sudden in 2016 my son mistreats and neglect his dog leaves her alone all day and night with the dog only now in 2016 causing noise disturbances to his neighbours. You can take that how it reads as I am so angry right now that any person could say the dog is mistreated and neglected she is always cared for and loved and not left alone all day and night barking and making noise.

In fact the dog that lives a few rows up barks more and makes more noise then Mr Simon Cordell dog does its always barking and making a noise so does this mean they are going to have action taken against them?

My son's dog only as a rule barks when someone comes into the building to Mr Simon Cordell front door and this is only for a short time until the door is opened for them, there is also the fact Mr Simon Cordell does not have many people at his flat the main people are his family, so his dog hardly barks at all.

Mr Simon Cordell for the last 3 years does not even go out of his flat any longer due to what has been going on, he once in a while goes across to the shop but that is not often at all and only when the family can not get what he needs as they are busy. If Mr Simon Cordell has to go out for a meeting he always has someone with him it has become this way due to how he has been treated by the Met police.

You have also stated:

- “Your neighbours have also alleged that you have installed a CCTV in the communal area with the camera pointing towards the main entrance to the block thereby making them to feel very uncomfortable when entering and leaving the block. Your neighbours have alleged that this is an invasion of their privacy”.

I have already put an appeal in my formal complaint dated the 24/11/2016 in regards to the CCTV and I am awaiting a reply as to what information I need and how I address the appeal. I will say that the CCTV is for security, but so far has protected me due to malicious information that has been passed to people, but it was not installed for that reason but has helped in this the main reason it was installed was due to security.

But since the 14/08/2016 when the police themselves damaged the CCTV camera due to what they were doing to Mr Simon Cordell, it has not worked. So at this time there is no CCTV in operation in the communal area of the block the only CCTV that is operational at this time is the ones inside Mr Simon Cordell flat itself. When Mr Simon Cordell was on a phone call to Sarah Fletcher on the 22/11/2016 she did say if the CCTV camera was facing Mr Simon Cordell's front door there would be no problem with that this is at this time being acted on.

It also seems that this complaint has come in very late as if any neighbours felt that this was an invasion of their privacy why was this not acted on in 2013 when it was installed? Why has it taken them until 2016 to say they feel this is an invasion of their privacy?

In fact I feel it has protected Mr Simon Cordell's neighbours there has been crime in the area and many break ins within the housing estate where everyone lives, yet not one person has been effected in the block Mr Simon Cordell lives in by crime and I believe this is due to the CCTV being there, and if anything happened to any of the neighbours in the block the police could obtain a copy. The CCTV camera does not show any neighbours living in the block, front doors or windows. And only showed part of the ground floor communal area leading up to Mr Simon Cordell's own front door.

It also makes us feel the only reason that the neighbours have now said about the CCTV is due to what they are trying to say about Mr Simon Cordell in these complaints, I feel that at this time the CCTV is the thing that protected Mr Simon Cordell against what the neighbours have alleged, why else would it have taken them over 3 years to say they now felt it was an invasion of their privacy?

As said in my formal complaint the police don't like Mr Simon Cordell and this has been for many years when the police go to Mr Simon Cordell flat he feels safer that the CCTV is there as it shows what the police are doing to Mr Simon Cordell so makes him feel safer, has the police put a report in about the CCTV camera also?

As stated these allegations are very serious and I would like them addressed as soon as possible but until I have the information I have asked for so know what dates and times these complaints were put in I feel that Enfield council is only taking one side to this and that is the neighbours, as since 2014 all my calls and emails and letter about my complaints re the neighbours Enfield Council has done nothing to help me or Mr Simon Cordell address this.

Mr Simon Cordell feels he has no option left to him but to move away from his home due to what has been ongoing for a long time with no one addressing it. He feels that is the only way he will feel safe again from what the neighbours are doing to him, yet Enfield Council have said they will do nothing about this to help him and while this is ongoing it is affecting his health more and more.

Mr Daniel Ellis has said that my formal complaint should be addressed by the 14/12/2016 but is trying to compete this sooner, he has been told that no one within Enfield Council is addressing moving Mr Simon Cordell to a new address and this needs acting on as soon as possible as what is going on can not be left with nothing being done as this is making Mr Simon Cordell's life hell living in fear, and so far I believe no one within Enfield Council is addressing moving Mr Simon Cordell to a new place, this is unacceptable by any means for Enfield Council not to be addressing this issue, I have made many calls and not one person has called me back to gather information or give me an update if anything is being done about addressing a move for Mr Cordell, so from what I can see once again Enfield Council is not acting in an appropriate manner.

I also believe when I get the information from the subject access request which can take up to 40 days this will incur more issues and I believe there will be data that needs to be corrected which Enfield Council holds on Mr Simon Cordell, as under the data protection act data which is held has to be 100% accurate, I also believe it will help to clear up much information that you have included in your letter.

I have also asked that any letters sent to Mr Simon Cordell are also sent to Miss Lorraine Cordell this was included in my email with the attached letters dated 24/11/2016 this has not been done with your letter why?

I would be most grateful if you could reply to this letter also including myself Miss Lorraine Cordell this can be done via my email lorraine32@blueyonder.co.uk or my address which is included in the letters dated 24/11/2016.

Regards

Miss Lorraine Cordell
Mr Simon Cordell




People that have been copied into these letters are below

Joan Ryan: MP for Enfield

Mr Rob Leak: Chief Executive Enfield Council

Mr Ray James: Director of Health, Housing and Adult Social Care

Ms Sally McTernan: Assistant Director Community Housing Services

Sarah Fletcher Sarah: Housing Officer

Jackie Gubby: Housing officer

Lemmy Nwabuisi: ASB Team

Daniel Ellis: Complaints & Access to Information Officer