

**09-DEC-2016 SFLETCHER - TINF - Current**

Updated formal complaint received by email 08.12.16. passed to complaints and access to information team.

**09-DEC-2016 SFLETCHER - TERM - Current**

Action should have been classified as TINF not TERM - unable to amend.

**09-DEC-2016 SFLETCHER - TINF - Current**

Updated formal complaint and letter authorising tenants mother Lorraine Cordell to speak to us in relation to tenancy received by email 05.12.16 - Passed to complaints and access to information team. Action type classified in previous note as TERM - OTHER TCY SHOULD BE TERMINATED AFTER EVICTION in error - should have been TINF - TENANCY INFO but unable to amend

**09-DEC-2016 SFLETCHER - TERM - Current**

Updated formal complaint and letter authorising tenants mother Lorraine Cordell to speak to us in relation to tenancy received by email 05.12.16 - Passed to complaints and access to information team.

**09-DEC-2016 SFLETCHER - TINF - Current**

Formal complaint. subject access request, and letter authorising tenants mother Lorraine Cordell to speak to us in relation to tenancy received by email 24.11.16 - Passed to complaints and access to information team.

**29-NOV-2016 SFLETCHER - TINF - Current**

Call received from tenant on 22.11.16 re CCTV camera removal letter and transfer options. Tenant was agitated throughout the conversation and when he passed the phone to his mother to speak to me, he said aggressively 'I'm gonna do her over' and 'I'm gonna take her job just for fun' in reference to me. File note on iclipse.

**18-NOV-2016 SFLETCHER - TINF - Current**

Letter sent to tenant requesting removal of camera from communal/fire door (ground floor)

**04-JUL-2016 OMCLEOD - RINF - Current**

monitor

**09-MAY-2016 PSIMPSON - DPAL - Current**

Notification sent to increase DP due to annual increase of c/f + £3.75 off the arrears.



Payment reference number 497630  
Patch number N9

Mr S Cordell  
109 Burncroft Avenue  
Enfield  
Middlesex  
EN3 7JQ

Council Housing

Customer Services  
The Edmonton Centre  
36-44 South Mall  
Edmonton Green, London  
N9 0TN

Sign up for an online Enfield  
Connected account to make your  
account - [www.enfield.gov.uk](http://www.enfield.gov.uk)

Date: 1st March 2016

### Notice of 2016/2017 rent charges

Dear Mr S Cordell

From 4th April 2016, your weekly net rent will be £87.38. In addition, the service charges for your property are:

Ground Maintenance	£1.44	Caretaking	£3.38
Enhanced Cleaning Charge in Communal Areas	£0.59	Landlord Communal Service Charge	£0.40

If you pay for water and sewerage services, you will continue to pay these on top of your rent and service charges.

If you get Housing Benefit, it will automatically be updated to take into account the new rent. If you are of working age and have at least one spare bedroom your Housing Benefit will be cut. This rule does not apply to people over pension age. If you are affected your HB will automatically be adjusted. More information about the rules can be found at [www.enfield.gov.uk](http://www.enfield.gov.uk)

We will write to you again soon, in the form of a rent payment schedule. This will include:

- all the individual charges and rebates that make up your new rent
- any Housing Benefit allowance, and
- the actual amount you must pay.

## Use and occupation

If you are still living at this address on 4th April 2016 and if either:

- you are not our tenant on that date; or
- we have ended your security of tenure because we have served you with a notice to quit:

then you must pay a weekly charge for your continued use and occupation of the property. If this applies to you, we will soon be sending you a letter showing the actual amount you must pay every week.

## Garage Charges and Parking Bays

Below is the current rent and the new rent that will come into effect from 4th April 2016.

	<b>Current rent</b>	<b>New rent</b>
Standard garage	£9.81	£10.00
Parking bay	£4.95	£5.00

If you are a council tenant or leaseholder, and you rent 1 or 2 garages, you do not have to pay VAT.

Private tenants who rent a garage from us, or any council tenant or leaseholder that rents more than 2 garages, must pay a Non Council Tenant Premium (NCTP) on top of the rent, and add VAT of 20% onto both charges.

	<b>Current charge</b>	<b>New charge</b>
NCTP charge	£2.60	£2.66

You may also have to pay water rates to cover the cost of draining surface water from the area around the garage.

We will show details of the charges on your next letter, which we will be sending you soon.

Visit [www.enfield.gov.uk](http://www.enfield.gov.uk) to set up an Enfield Connected account which will enable you to:

- Check your balance and payment history
- Inform us of a change of circumstance, by editing your account profile
- And more ....

Enfield Council is improving its on-line services to enable you to access more Council services in one place, speed up your payments and save you time. Sign up for an Enfield Connected account today at [www.enfield.gov.uk](http://www.enfield.gov.uk).

If you do not have access to the internet, or would like help to set up an account, our Digital Champions are available at your local library to help you

The non-payment of rent is a breach of your tenancy conditions. If you are having difficulty paying your rent, Council Housing staff are available to give advice and help.

Third Party Deductions,  
Stratford Benefits Office  
Mail Handling Site A  
Wolverhampton  
WV98 1LA

Council Housing  
Income Team  
36-44 South Mall, Edmonton  
London N9 0TN  
rent @enfield.gov.uk  
0800 40 80 160  
020 8375 8107  
9 May 2016

Dear Sir/Madam,

**INCREASE OF WATER AND HEATING CHARGE NOTIFICATION FOR EXISTING  
DIRECT PAYMENT DEDUCTION FROM INCOME SUPPORT/JOB SEEKERS  
ALLOWANCE/EMPLOYMENT SUPPORT ALLOWANCE (income based)**

You are currently making a deduction from JSA/IS/ESA to clear rent arrears and meet the service charges for water and/or fuel.

Name: **Mr Simon Cordell**  
Address: **109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ**  
National Insurance Number: **JH635811D**  
Housing Payment Reference Number: **497630**

Tenant(s) Date of Birth **26/01/1981**  
Partners Name: N/A

A/P Creditors Reference Number: **0000018141 Mr Kevin Milton**

I am writing to advise you that with effect from *the 04 April 2016* there will be an increase in the heating and water charges paid with rent for the above.

1. The weekly amount to be deducted for service charge for fuel is: **£00.00**
2. The weekly amount to be deducted for water charges is: **£6.30**

The new weekly amount to be deducted for the water and heating charge is: **£6.30**

Plus repayment of rent arrears @ £3.75

Total deduction request is **£10.05**

The current arrears are **£155.52**

Yours faithfully

**Patricia Simpson**  
Income Team  
Council Housing  
London Borough of Enfield



Connected

Council

Simon Cordell  
109 Burncroft Avenue  
Enfield  
Middlesex  
EN3 7JQ

Sarah Fletcher  
Neighbourhood Officer  
The Edmonton Centre,  
36-44 South Mall,  
Edmonton  
London N9 0TN  
Sarah.Fletcher@enfield.gov.uk  
0800 40 80 160

18<sup>th</sup> November 2016

Dear Mr Cordell,

Re: CCTV camera on inner communal/fire door

It has been brought to my attention that you have fitted a security camera onto the inner communal/fire door on the ground floor of our building.

This is in breach of tenancy conditions as it has been fitted without permission.

Please arrange for the camera to be removed by Friday 25th November 2016.

Failure to remove the camera by this date will result in the Council arranging for the removal of the camera and carrying out any necessary repairs to the structure of the building for which you will be charged and we may take action against you for breach of tenancy conditions.

Please contact me on or before 5.00pm on Friday 25th November 2016 to advise that the camera has been removed or we will proceed with the action as advised above.

Yours Sincerely,

Sarah Fletcher  
Enfield Council

Ian Davis  
Director – Regeneration  
& Environment  
Enfield Council  
Civic Centre, Silver Street  
Enfield EN1 3XY



EXCELLENT

Phone: 020 8379 1000  
Website: [www.enfield.gov.uk](http://www.enfield.gov.uk)



The Government Standard

? If you need this document in another language or format call Customer Services on 020 8379 1000, or email [enfield.council@enfield.gov.uk](mailto:enfield.council@enfield.gov.uk)





## Sarah Fletcher

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**From:** Lorraine Cordell <lorraine32@blueyonder.co.uk>  
**Sent:** 24 November 2016 16:34  
**To:** joan.ryan.mp@parliament.uk; joan@joanryan.org.uk; Chief Executive; Ray James; Sally Mcternan; Sarah Fletcher; Jackie Gubby  
**Subject:** FW: Re: Simon Cordell Formal Complaint 24/11/2016  
**Attachments:** Simon\_Cordell\_authority\_Letter-24-11-2016.pdf; Data-Protection-Enfield-Council-24-11-2016.pdf; Formal Complaint dated 24-11-2016.pdf

To Whom It May Concern:

I have had to resend this email due to the format of the attached files they are now in PDF formation and also to include authority for my mother miss Lorraine Cordell to speak to my local MP

Please see the formal complaint to Enfield council dated 24/11/2016 attached to this email due to the way Mr Simon Cordell is being treated.

I have had to resend this email due to the format of the attached files they are now in PDF formation and also to include authority for my mother miss Lorraine Cordell to speak to my local MP

People that have been copied into these letters are below in the hope something can be done to help.

- Joan Ryan MP for Enfield
- 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



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

**RE: Letter of Authority for my mother Miss Lorraine Cordell dated 24/11/2016**

To whom it may concern:

I am writing this letter to confirm I do give my mother Miss Lorraine Cordell my authority to speak to anyone at Enfield Council on any matters that relate to me and also obtain any information that is held about me by Enfield Council this authority will be granted for the whole of Enfield Council and all departments, Any letters that Enfield council send me can they also send to my mother Miss Lorraine Cordell. And can be done via Phone, Email, and Letter.

I also give my Mother Miss Lorraine Cordell authority to speak to my MP or any other person that is working with my local MP

Phone: 07807 3335454

Email: [lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)

Letter: 23 Byron Terrace, Edmonton, London N9 7DG

This Letter of Authority is to stay on Enfield Council system until such time I write a letter if I wish to have this access removed which I can do at any time.

Regards



Simon Cordell



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

- **Enfield Council all Departments where data is held about Mr Simon Cordell**

Dear Sir or Madam

**Subject access request**

Mr Simon Cordell  
109 Burncroft Ave  
Enfield  
Middlesex  
EN3 7JQ

Please supply the information about me I am entitled to under the Data Protection Act 1998 relating to:

- All data that is held at Enfield Council all departments, on all systems and any files about me.
- All audio call files that Enfield Council when Mr Simon Cordell has called or my mother Miss Lorraine Cordell and spoke to anyone. This would include any times the police have called Enfield Council about Mr Simon Cordell.
- Any Reports of any complaints about Mr Simon Cordell made by any person this would include neighbours, I do understand that due to data protection laws the name and address of the person would need redaction.
- All police reports submitted to Enfield Council all departments about Mr Simon Cordell.
- All repair requests held.
- Any data held about Mr Simon Cordell from Enfield Council ASB Response Team. This would include the reports for the ASBO application the police had with Enfield Council and any minutes held in any meeting about Mr Simon Cordell when the Met Police were applying for the ASBO application.



- If you are withholding any information I have asked for please make me aware of this and the reason as to why the data is being denied.

If you need any more information from me, or a fee, please let me know as soon as possible via email at [lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk) If this subject Access request needs to go to The data protection Officer at Enfield Council can this be passed over to them.

It may be helpful for you to know that a request for information under the Data Protection Act 1998 should be responded to within 40 days.

If you do not normally deal with these requests, please pass this letter to your Data Protection Officer. If you need advice on dealing with this request, the Information Commissioner's Office can assist you and can be contacted on 0303 123 1113 or at [www.ico.org.uk/](http://www.ico.org.uk/)

Yours faithfully



Mr Simon Cordell





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

**RE: Formal Complaint dated 24/11/2016:**

To Whom It May Concern:

I am writing this letter on behalf on my son Simon Cordell of 109 Burncroft Ave, EN3 7JQ.

Over the past few years my son has been having some issues with his neighbours this started due to what the police wrote about him in the news papers about an ASBO that was granted by the lower courts in the news paper the truth was not printed in the news papers or on the Met Police website, the judge did grant the ASBO order but not on the grounds the police case was for we are still trying to work on how this was done to this day, this was not related to his neighbours why the police took this action it was due to lies by the police, this case is still waiting an appeal hearing at the crown court which will be held Jan 2017.

It was after this was printed in the news paper and on the met website my son started to have issues with neighbours banging all the time and the way they were treating him and talking about him and not letting him have any rest to sleep due to the banging all the time emails were sent to Enfield Council yet very little was done yet my son has video footage of it which the council has never wanted to see or take any reports, this has made his health suffer, I feel this was due to what the police have been telling Enfield Council and Enfield Council just taking the word of the police without asking my son or myself to explain as since all this started Enfield Council has not wanted to help in any way, could this be due to the colour of my son's skin as I am lost for words that Enfield Council has done nothing to help.

My son has been a tenant for many years now with no complaints about him until this all started above and things were put in the news papers for all to see when my son had done nothing wrong and will prove this at his appeal in Jan 2017.

The police do not like my son and have not for the past 21 years and there is a lot of issues that Enfield Council is not aware of about the police and my son this is getting addressed with the IPCC and police complaints, and we are now sorting out legal action as to what this has done to our life's over the years this has been ongoing the legal action is taking time due to how long this has been ongoing with the police.

There is also a subject access request attached to this email which I am asking for everything Enfield Council hold information about in regards to my son, this will also include any police reports that the police have handed to Enfield Council. If this needs to be handed to the correct department to deal with this or there is a cost please advise via this email, I have also included a letter of authority from my son so I can act on his behalf.

I do already know there is data being held by Enfield Council that is not correct and I want to be able to get this correct under the data protection act.

On the 14/08/2016 my son had some friends round to his home they came there at around 13:30 hours, after they left the police showed up at his address to arrest him this was due to one of the neighbours

said my son had gone out in his garden at 17:10 hours looked up at her windows and made threats to kill, this person lives 3 gardens down from my son on the 2 floor at 105 Burncroft Ave EN3 7JQ, this is impossible as my son did not go out in his garden he was with his 4 friends and there baby in his home all day and video's were taken while they were at his flat, his friends have made statements to say this as they did not leave his flat until around 18:15 hours, not long before the police came to my son's home. I Miss L Cordell even went round his flat as he needed some things. In fact my son does not go out of his home and this has been for some time now due to how he is being treated.

When he was arrested on the 14/08/2016 my son was held in the police station sectioned under the mental health act and could not be interviewed so was put on bail until the 04/10/2016 when he was due to get back to the police station to be interviewed.

On the 04/10/2016 my son was getting ready at his home for me to pick him up for the bail to return, when I got a phone call from my son to say the police was again at his flat to arrest him this was around 1 hour before he was due to be at the police station, I went to his flat and was told by the police they wanted to arrest him I told them he was getting ready to go to the police station for a bail to return, the police again arrested my son for criminal damage due to something his neighbour said who lives above him, but he had not been out of his home he was in fact in the bath when the police came to his home.

Both cases for the 14/08/2016 and the 04/10/2016 were dropped by the CPS this was done on the 15/11/2016 with no case to answer towards my son, yet my son was victimised and had false accusations put against his name and arrested.

My son is scared to go home due to what the neighbours are doing and saying and putting false allegations into the police, it seems they really don't want him to live there and will do anything they can to get him out.

On the 16/11/2016 I tried to speak to my son's housing officer Sarah Fletcher to see what could be done and update her to what was ongoing her phone was set to do not disturb so I asked for an email to be sent over for her to call me as a matter of emergency, no one returned a call back to me.

Since the 16/11/2016 I have been calling every day to speak to Sarah Fletcher her phone is always set to do not disturb and I have asked for emails to be sent every day for her to call me back as a matter of emergency, I even asked to speak to her manager or any person in there team but it seems all there phones are set to do not disturb so I asked for emails to be sent for a call back, no one called me back. I was also told that the police had been in contact with the council and that Sarah Fletcher would talk to me about this when she called this was on the 21/11/2016 and I was told that Sarah Fletcher would 100% call me that day.

On the 22/11/2016 I went to my son's home and there was a letter from Sarah Fletcher dated the 18/11/2016 which was to do with 1 CCTV camera my son has outside his front door, this CCTV camera does not impose on any person's rights, it does not show any person's front door who lives in the block or windows. In fact on the 14/08/2016 when the police went to my son's flat to arrest him when they noticed the CCTV camera they ripped the wire out and since this time it has not worked this is also getting address with the police. In the letter Sarah Fletcher said the CCTV camera had to be removed by the 25/11/2016 or Enfield Council would remove the CCTV camera and costs would be charged to my son for any repairs which there is none. At seeing the letter I was upset as it seemed Sarah Fletcher could take the time to write this letter but not call me when each email that was sent said it's a matter of emergency I speak to her.

I tried to call and again like each other time I call it takes an hour or over to be able to speak to anyone, due to being busy I had to cut off to leave my son's flat and was going to call again later.

When I got home I showed my son the letter from Sarah Fletcher he himself was upset for the some reason as me that she could take time to write this letter but not call us back. So he then called this time he did get to speak to Sarah Fletcher and yes he was upset due to what has been going on and said many times he was upset that she had not called and they spoke about the CCTV camera which my

son said he wants to appeal it having to be taken down. They also spoke about my son being moved out of his flat to a new place, Sarah Fletcher replied she can not do anything to do that and the only way for him to move was by way of housing moves and he should sign up to that and nothing else can be done. My son did not explain fully as he was really upset. Sarah Fletcher also said that there had been complaints put in about my son but said it not the right time to address this and that would be addressed at a next time, so it seems that Enfield Council does address complaints from other people but not my son or on behalf of my son, as I am still waiting for replies to complaints that were put in 2014 and 2015 about my son's neighbours.

After my son spoke to her he passed me the phone, I asked why she had not called me back and was told that it not my tenancy, which I replied there has already been sent a letter of authority sent to Enfield Council some time back I believe it was maybe between 2013 to 2015 this was sent there was more then one of them sent which I can prove as they were sent via emails which I still have, which gives me Miss Lorraine Cordell authority to deal and speak to anyone at Enfield Council on behalf of my son and it would be on there systems as it was emailed and I knew they had it. My son at this in the background also said I have authority to deal and speak to anyone at Enfield Council and it's on there systems.

Due to my son speaking in the background I went to a next room to speak, my son came into the room and was going on about writing the letter of complaint about what had been going on and that she could end up losing her job if she did not deal with this correctly. It was at this Sarah Fletcher said she could not longer talk to me that my son had made threats towards her and told me to put it in writing what I wanted to say put the phone down.

I feel at this time Enfield Council is doing nothing to help my son they don't even want to speak to me so I can explain fully what is going on. My son is under the early intervention team and they are willing to help my son get moved as they themselves have seen what is going on. They would do this by way of writing a letter to Enfield council if asked to do so by Enfield Council.

- I would like to speak to someone as this can not be left like this and my son is suffering due to all of this. My contact number is 07807 333545.
- I would like to find out if Enfield Council is willing to move my son due to the reason's in this letter and the help of the early intervention team.
- I would also like full dates and times that my son's neighbours have put any complaints in and what they have said he has done and on what date.
- I would a full report of any police reports that have been given to Enfield Council by the police about my son.
- I would like information as to how to appeal about removing my CCTV camera, and be allowed not to remove it until this appeal has happened, as so far this is the only thing that has proven my son has done nothing wrong.

Regards

Miss Lorraine Cordell  
Mr Simon Cordell

*L. Cordell*

*Mr Simon Cordell*

Re: Simon Cordell

People that have been copied into these letters are below

Joan Ryan MP for Enfield

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

## Sarah Fletcher

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**From:** Lorraine Cordell <lorraine32@blueyonder.co.uk>  
**Sent:** 24 November 2016 16:34  
**To:** joan.ryan.mp@parliament.uk; joan@joanryan.org.uk; Chief Executive; Ray James; Sally Mcternan; Sarah Fletcher; Jackie Gubby  
**Subject:** FW: Re: Simon Cordell Formal Complaint 24/11/2016  
**Attachments:** Simon\_Cordell\_authority\_Letter-24-11-2016.pdf; Data-Protection-Enfield-Council-24-11-2016.pdf; Formal Complaint dated 24-11-2016.pdf

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- Joan Ryan MP for Enfield
- 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



## Sarah Fletcher

---

**From:** Lorraine Cordell <lorraine32@blueyonder.co.uk>  
**Sent:** 05 December 2016 21:41  
**To:** Daniel Ellis; Lemmy Nwabuisi; joan.ryan.mp@parliament.uk; joan@joanryan.org.uk; Chief Executive; Ray James; Sally McTernan; Sarah Fletcher; Jackie Gubby  
**Subject:** RE:CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]  
**Attachments:** Reply-Letters-From-Council-02-12-12-2016-001.pdf;  
Simon\_Cordell\_authority\_Letter-24-11-2016.pdf

To Whom It May Concern:

I am writing this email with an update to my Formal Complaint please see attached letter of new Formal Complaint to be added to the Formal Complaint dated 24/08/2016.

I have also attached and included the letter of Letter of Authority so that the ASB team have a copy as it seems that they never copied me in the letter they sent my son Mr Simon Cordell which is meant to have been done.

Regards

Lorraine Cordell





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 1<sup>st</sup> 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 health 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 complete 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](mailto: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

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

**RE: Letter of Authority for my mother Miss Lorraine Cordell dated 24/11/2016**

To whom it may concern:

I am writing this letter to confirm I do give my mother Miss Lorraine Cordell my authority to speak to anyone at Enfield Council on any matters that relate to me and also obtain any information that is held about me by Enfield Council this authority will be granted for the whole of Enfield Council and all departments, Any letters that Enfield council send me can they also send to my mother Miss Lorraine Cordell. And can be done via Phone, Email, and Letter.

I also give my Mother Miss Lorraine Cordell authority to speak to my MP or any other person that is working with my local MP

Phone: 07807 3335454

Email: [lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)

Letter: 23 Byron Terrace, Edmonton, London N9 7DG

This Letter of Authority is to stay on Enfield Council system until such time I write a letter if I wish to have this access removed which I can do at any time.

Regards



Simon Cordell



# Statement of your Rent Account

Please quote this payment reference number whenever you contact us >>

497630

Protect - Private and Confidential  
MR S CORDELL  
109, Burncroft Avenue,  
Enfield,  
Middlesex,  
EN3 7JQ

Sign up for an online Enfield Connected account  
to make your payments and manage your  
account - [www.enfield.gov.uk](http://www.enfield.gov.uk)

DATE	TRANSACTION TYPE	DEBIT	CREDIT	BALANCE
16-MAY-2016	Balance B/F			122.58 Debit
23-MAY-2016	Standard Debit	99.49		222.07 Debit
23-MAY-2016	HB Weekly Rebate		93.19	128.88 Debit
30-MAY-2016	Standard Debit	99.49		228.37 Debit
30-MAY-2016	HB Weekly Rebate		93.19	135.18 Debit
01-JUN-2016	Payment		39.24	95.94 Debit
06-JUN-2016	Standard Debit	99.49		195.43 Debit
06-JUN-2016	HB Weekly Rebate		93.19	102.24 Debit
13-JUN-2016	Standard Debit	99.49		201.73 Debit
13-JUN-2016	HB Weekly Rebate		93.19	108.54 Debit
20-JUN-2016	Standard Debit	99.49		208.03 Debit
20-JUN-2016	HB Weekly Rebate		93.19	114.84 Debit
27-JUN-2016	Standard Debit	99.49		214.33 Debit
27-JUN-2016	HB Weekly Rebate		93.19	121.14 Debit
01-JUL-2016	Payment		39.24	81.90 Debit
04-JUL-2016	Standard Debit	99.49		181.39 Debit
04-JUL-2016	HB Weekly Rebate		93.19	88.20 Debit
11-JUL-2016	Standard Debit	99.49		187.69 Debit
11-JUL-2016	HB Weekly Rebate		93.19	94.50 Debit
18-JUL-2016	Standard Debit	99.49		193.99 Debit
18-JUL-2016	HB Weekly Rebate		93.19	100.80 Debit
25-JUL-2016	Standard Debit	99.49		200.29 Debit
25-JUL-2016	HB Weekly Rebate		93.19	107.10 Debit
26-JUL-2016	Payment		58.86	48.24 Debit
01-AUG-2016	Standard Debit	99.49		147.73 Debit
01-AUG-2016	HB Weekly Rebate		93.19	54.54 Debit
08-AUG-2016	Standard Debit	99.49		154.03 Debit
08-AUG-2016	HB Weekly Rebate		93.19	60.84 Debit
15-AUG-2016	Standard Debit	99.49		160.33 Debit
15-AUG-2016	HB Weekly Rebate		93.19	67.14 Debit
22-AUG-2016	Standard Debit	99.49		166.63 Debit
22-AUG-2016	HB Weekly Rebate		93.19	73.44 Debit
25-AUG-2016	Payment		32.79	40.65 Debit
29-AUG-2016	Standard Debit	99.49		140.14 Debit
29-AUG-2016	HB Weekly Rebate		93.19	46.95 Debit
05-SEP-2016	Standard Debit	99.49		146.44 Debit
05-SEP-2016	HB Weekly Rebate		93.19	53.25 Debit
12-SEP-2016	Standard Debit	99.49		152.74 Debit
12-SEP-2016	HB Weekly Rebate		93.19	59.55 Debit
19-SEP-2016	Standard Debit	99.49		159.04 Debit
19-SEP-2016	HB Weekly Rebate		93.19	65.85 Debit
21-SEP-2016	Payment		24.44	41.41 Debit
26-SEP-2016	Standard Debit	99.49		140.90 Debit
26-SEP-2016	HB Weekly Rebate		93.19	47.71 Debit
03-OCT-2016	Standard Debit	99.49		147.20 Debit
03-OCT-2016	HB Weekly Rebate		93.19	54.01 Debit
10-OCT-2016	Standard Debit	99.49		153.50 Debit
10-OCT-2016	HB Weekly Rebate		93.19	60.31 Debit
17-OCT-2016	Standard Debit	99.49		159.80 Debit
17-OCT-2016	HB Weekly Rebate		93.19	66.61 Debit

### **For your Information**

If your tenancy has ended, for example on the enforcement of a possession order or if you are not the tenant due to being left in use and occupation, payments are accepted for use and occupation of the property.

Please note any payments made less than 5 working days before the date of the statement may not be included.

### **Explanation of codes**

**HB** - Housing Benefit

**B/F** - Balance brought forward

**Manual adjustment** - amounts manually credited or charged to your account

**Debit adjustments** - your account has been adjusted and the adjustment has been backdated

**Standard debit** - Weekly rent

## **Enfield Connected**

Sign up for an online Enfield Connected account today to Save Time and Do It Online.

Enfield Connected puts lots of Council services in one place making it easier for you to report issues, request information and pay for bills quickly, and at a time which suits you best.

As an Enfield Council tenant your Enfield Connected account will also allow you to:

- Pay your Housing Rent
- Check your balance and payment history
- Use our benefits calculator to check your entitlement to benefits and apply for them online
- And more...

You can use your Enfield Connected account from almost anywhere using your smartphone, tablet or laptop. If you do not have access to the internet or would like help to set up your account, most Enfield libraries offer free use of their computers and have staff on hand to help you sign up for an Enfield Connected account.

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Please quote this payment reference number whenever you contact us >>

497630

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MR S CORDELL  
109, Burncroft Avenue,  
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EN3 7JQ

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to make your payments and manage your  
account - [www.enfield.gov.uk](http://www.enfield.gov.uk)

DATE	TRANSACTION TYPE	DEBIT	CREDIT	BALANCE
18-OCT-2016	Payment		24.44	42.17 Debit
24-OCT-2016	Standard Debit	99.49		141.66 Debit
24-OCT-2016	HB Weekly Rebate		93.19	48.47 Debit
31-OCT-2016	Standard Debit	99.49		147.96 Debit
31-OCT-2016	HB Weekly Rebate		93.19	54.77 Debit
07-NOV-2016	Standard Debit	99.49		154.26 Debit
07-NOV-2016	HB Weekly Rebate		93.19	61.07 Debit
14-NOV-2016	Standard Debit	99.49		160.56 Debit
14-NOV-2016	HB Weekly Rebate		93.19	67.37 Debit
16-NOV-2016	Payment		24.44	42.93 Debit
21-NOV-2016	Standard Debit	99.49		142.42 Debit
21-NOV-2016	HB Weekly Rebate		93.19	49.23 Debit

## **For your Information**

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Sign up for your Enfield Connected account today at: [www.enfield.gov.uk/connected](http://www.enfield.gov.uk/connected)

## Sarah Fletcher

---

**From:** Lorraine Cordell <lorraine32@blueyonder.co.uk>  
**Sent:** 08 December 2016 10:12  
**To:** Daniel Ellis; Lemmy Nwabuisi; joan.ryan.mp@parliament.uk; joan@joanryan.org.uk; Chief Executive; Ray James; Sally McTernan; Sarah Fletcher; Jackie Gubby  
**Subject:** RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]  
**Attachments:** Letter-to Council-Dated-08-12-2016.pdf

To Whom It May Concern:

I am once again writing an email to all the above in the hope something will be able to be done please read attached letter.

Regards

Lorraine Cordell



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

**Re: Formal Complaint 08/12/12/016**

To Whom It May Concern:

I am once again writing an email to all the above in the hope something will be able to be done.

I know Formal Complaints are on going regarding letters written on the 24/11/2016 and 05/12/2016 but I feel I have know option but to again write a new Formal Complaints dated 08/12/2016.

The last time we spoke to someone regarding moving my son was on the 22/11/2016 after calling with no call back from Sarah Fletcher, or her manager or anyone else in her team since 16/11/2016 sometimes calling up to 3 times a day. (All there lines are set to do not disturb) this has not changed and I still am making calls to try and address this issue with no one calling me back.

My son is having a nightmare in his flat since he moved back there he does not leave his flat and has not since he returned there, once again the neighbours have started since he moved back in with the noise, the banging the intimidation, my son heath is suffering and this is not acceptable that nothing is being done he not being let alone to be able to sleep and being kept up all night and in the day due to what the neighbours are doing.

I do not see why no one is addressing this and I have not had one phone call to address this issue do not know what is going on and my son is left to suffer.

It should not matter that Formal Complaints are ongoing I should at least be able to talk to someone or get someone to call me back with an update as to if anything is going on to move my son.

When I get letters or calls or emails I do not just do nothing I reply to the letters but it seems Enfield Council is doing nothing to address the under laying issue of what has been ongoing since 2014 with my son's neighbours and what they are doing to him.

It does not seem to matter that my son's heath is suffering due to this and has been for some time due to not being able to sleep. It seems that Enfield Council is happy that the neighbours are doing this to my son with nothing being done.

I would like someone to email me via [lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk) with what is being done to help my son, I would like an update today as so far I think I have waited long enough to get an update as to what is being done to address this issue if anything at all.

Regards

Miss Lorraine Cordell  
Mr Simon Cordell

*L. Cordell*



Re: 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

Please reply to: Geoffrey Mann

Ms Lorraine Cordell

**Sent via Email**

E-mail : geoffrey.mann@enfield.gov.uk  
My Ref : COM 1885  
Your Ref :  
Date : 22<sup>nd</sup> December 2016

Dear Ms Cordell,

**Re: Mr Simon Cordell – 109 Burncroft Avenue – COM 1885.**

I write with reference to your letters of complaint dated 24<sup>th</sup> November 2016 copies of which were received via email on 24<sup>th</sup> November 2016, 5<sup>th</sup> December 2016 and 8<sup>th</sup> December 2016.

I will respond to the issues you raised as follows;

**1. Anti-Social Behaviour Order**

We are aware that the police applied for an Anti-Social Behaviour Order (ASBO) which was granted on 4<sup>th</sup> August 2015 against your son in relation to activities that happened at locations away from Burncroft Avenue. We are aware that your son is appealing against the ASBO and we are therefore unable to comment further.

**2. CCTV**

We can confirm that a letter was sent to your son by Sarah Fletcher, Neighbourhood Officer on 18<sup>th</sup> November 2016 giving him until 25<sup>th</sup> November 2016 to remove the CCTV that he had installed on the internal communal door leading to flats 109 and 111 Burncroft Avenue and facing towards the main door of the block. We can also confirm that another letter was sent to him on 29<sup>th</sup> November 2016 by Lemmy Nwabuisi, Anti-Social Behaviour Officer in relation to complaints received from your son's neighbours concerning the CCTV. This matter





concerns a breach of tenancy conditions and will be addressed separately from this complaint.

### **3. Allegations of Anti-Social Behaviour**

You referred to alleged issues that your son was having with his neighbours; however, you did not specify which neighbours and or provide a specific time frame when these complaints were made. We have checked our records since 4<sup>th</sup> August 2015 and found two records of telephone complaints received from your son. One on 20<sup>th</sup> August 2015 and again on 26<sup>th</sup> January 2016 which related to noise and the issues he was having with a neighbour. These concerns were dealt with at the time by relevant officers.

We note your comment that your son has been a tenant for many years and that there have been no complaints about him until the publication of the ASBO against him on 4<sup>th</sup> August 2015. However, our records show that since your son's tenancy began on 14<sup>th</sup> August 2006, there has been at least one previous complaint against your son from another neighbour prior to the ASBO.

We are aware of the alleged incident that happened on 4<sup>th</sup> October 2016 as this was reported to us and this will be addressed separately as part of ongoing Anti-Social Behaviour investigations.

We note your comments regarding the police and must advise that you take up any issues with the Independent Police Complaints Commission. We also note your comment regarding an alleged incident on 14<sup>th</sup> August 2016. This was not reported to the Council and should be a matter for the police. We note your comment that your son is scared to go home due to the alleged issues with his neighbours.

Regarding the allegations of ASB against your son and the issues regarding his dog, we note your comment that you do not think it is justified to attend the meeting with Lemmy Nwabuisi prior to your formal complaint being addressed. We note your comment that you have been advised by a solicitor to wait for the SAR. We also note your comments



in relation to the letter sent by Lemmy Nwabuisi on 29<sup>th</sup> November 2016 regarding reports of anti-social behaviour made against your son by his neighbours and that you will address these once the SAR is received. Please note that these allegations are serious breaches of tenancy conditions and will be addressed separately as part of an ongoing investigation. We have attempted to meet with your son to discuss the allegations made against him and give him the opportunity to respond. It is important that these issues are addressed and another meeting will be arranged to facilitate this in due course.

**4. Subject Access Request (SAR)**

The SAR that you have submitted is being responded to separately in accordance with required timescales.

**5. Communications**

We are aware that you left messages for Sarah Fletcher on three occasions between 16 and 21 November 2016 and she was not available at these times. We confirm that she spoke directly with Mr Simon Cordell by telephone on 22<sup>nd</sup> November 2016.

**6. Housing Options**

As a single resident living in a one-bedroom property, the Council considers that your son is suitably housed. We do not have sufficient evidence in relation to your son's allegations of anti-social behaviour against his neighbours to be able to refer him for a transfer on the housing register.

He can make an online application himself to be placed on the housing register by visiting the Council Housing pages of the Enfield Council website at [www.enfield.gov.uk](http://www.enfield.gov.uk). His eligibility for transfer will then be assessed by the Housing Options team in accordance with Council policy and they will advise whether his application is accepted.

Alternative options to move are available to him through the mutual exchange scheme, where tenants are able to swap their home with another tenant, and the fresh start scheme, where tenants can be supported in moving to a private rented home. Further information can be found online using the URLs below:



[www.homeswapper.co.uk](http://www.homeswapper.co.uk).

[https://www.enfield.gov.uk/forms/form/203/fresh\\_start\\_scheme](https://www.enfield.gov.uk/forms/form/203/fresh_start_scheme).

If you wish to discuss this matter please do not hesitate to contact me. Please note that I  
away from the office and will be returning on Tuesday 3<sup>rd</sup> January 2017.

Yours Sincerely



Geoffrey Mann  
Neighbourhood Manager

**IMPORTANT** – Enfield residents should register for an online Enfield Connected account. Enfield Connected puts many  
Council services in one place, speeds up your payments and saves you time – to set up your account today go to  
[www.enfield.gov.uk/connected](http://www.enfield.gov.uk/connected)

