

**From:** Sarah Fletcher <Sarah.Fletcher@enfield.gov.uk>  
**Sent:** 02 February 2017 13:08  
**To:** Lorraine Cordell  
**Subject:** PRIVATE AND CONFIDENTIAL Copy of letter sent to Mr Simon Cordell [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]  
**Attachments:** Access letter for 109 Burncroft Avenue.pdf

Classification: OFFICIAL - PRIVATE AND CONFIDENTIAL CORRESPONDENCE

Dear Ms Cordell,

Please find attached a copy of a letter hand delivered to Mr Simon Cordell at 109 Burncroft Avenue, Enfield, Middlesex EN3 7JQ yesterday regarding access to investigate low water pressure issue in the block.

Kind regards,

Sarah Fletcher  
Neighbourhood Officer  
Neighbourhood Team 2  
Edmonton Centre  
36-44 South Mail

Telephone: 0800 40 80 160

Website: [www.enfield.gov.uk](http://www.enfield.gov.uk)

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

Classification: OFFICIAL - PRIVATE AND CONFIDENTIAL CORRESPONDENCE

[Campaign](#)

[Facebook](#) [Follow us on Facebook](#) [Twitter](#) [Twitter](#) [Enfield](#) <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.

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: 1<sup>st</sup> 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