



Please reply to : Obie Ebanks

Mrs Lorraine Cordell
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Middlesex,
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My Ref : OE/NHTS
Your Ref :
Date : 22nd August 2017

Dear Mrs Cordell,

Re: Your letter dated 20/08/17

Thank you for your email and attached letter.

I would like to make clear that at no time during my visit did I say "I can see why he does not trust anyone in Enfield council" as you have made reference to in the first paragraph of your letter.

What I did say was that there seems to be a history of issues that we would try and work through following the joint visit of myself and Mr Gray. Some of these issues were addressed at the visit in respect of the kitchen, step to the back door, window handle and removal of wall and fire door in the kitchen.

As agreed I will look into the overgrown garden to the right of your son's flat and the possibility of the door entry system updated to a more modern system, which doesn't require a code.

I am not able to answer queries or comment on issues made by Mr Gray you will need to discuss these with him or wait for him to come back to you with the queries raised. Similarly, the same with issues to do with Mr Nwabuisi, I have forwarded him a copy of your letter for his information and comments.

In respect of the water pressure issue thankfully this has now been resolved and

Ray James
Director of Health, Housing
and Adult Social Care
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