

**From:** Dawn Allen [DAWN.ALLEN@Enfield.gov.uk]  
**Sent:** 21 September 2015 16:29  
**To:** Lorraine Cordell  
**Cc:** Dolly Ogunseye  
**Subject:** RE: Complaint [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Mr Cordell

Thank you for the update but unless you are specific with the repair I cannot refer you to the correct person. In terms of the complaint with your neighbour the Anti - Social Team will be in touch with you at home.

Regards

**Dawn Allen**  
**Tenancy Management Officer**  
**Council Housing**  
**The Edmonton Centre**  
**36-44 South Mall**  
**Edmonton**  
**N9 0TN**  
✉ **E-mail [dawn.allen@enfield.gov.uk](mailto:dawn.allen@enfield.gov.uk)**  
☎ **Freephone 0800 40 80 160**

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delivering excellent services and building strong communities".

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**From:** Lorraine Cordell [mailto:[lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)]  
**Sent:** 21 September 2015 16:14  
**To:** Dawn Allen  
**Subject:** RE: Complaint [SEC=UNCLASSIFIED]

Dear Dawn Allen

My Mother has sent emails in of complaints about the repairs more then once and made lots of phone calls.

There does seem to be an issue of things not being logged on the system and reports going missing.

But I sure if you looked you could find them.

But I am tried of getting the run about and waiting for years for things to be done.

And a call was made to the Antisocial Behaviour Team today and they again gave me your details, so once again it seems nothing will get done about the neighbour.

My mother has now made a call to the Assistant Director Community Housing Services and they have taken a lot of notes, and your name and I should be getting a call back and she has now booked to see the MP and will bring all the information that has been gathered along to the MP to see what they can do.

Regards

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**From:** Dawn Allen [mailto:[DAWN.ALLEN@Enfield.gov.uk](mailto:DAWN.ALLEN@Enfield.gov.uk)]  
**Sent:** 21 September 2015 15:43  
**To:** Lorraine Cordell  
**Subject:** RE: Complaint [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Mr Cordell

Can you be a bit more specific about your repairs so I can forward to the correct person.

The Nuisance complaint will be forwarded to the Antisocial Behaviour Team for them to contact you it is likely log sheets may be issued. If you can answer the first question it would be greatly appreciated.

Kind regards  
**Dawn Allen**