

**From:** Jackie Gubby [Jackie.Gubby@enfield.gov.uk]  
**Sent:** 03 November 2015 13:03  
**To:** Louise Brown; Lorraine Cordell  
**Subject:** RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell

I am not aware of any outstanding repairs to your sons property. The surveyors who attended the inspection reported back that the heating was fully operational and the detectors are also working.

Mr Cordell can report any new repairs to telephone 0800 40 80 160 - option 1

Yours sincerely

**Jackie Gubby**  
**Housing Manager**  
Tenancy Management  
The Edmonton Centre  
36-44 South Mall  
Edmonton Green  
N9 0TN

Tel: 0800 40 80 160\*  
Fax: 020 8375 8016  
e-mail: [jackie.gubby@enfield.gov.uk](mailto:jackie.gubby@enfield.gov.uk)

\* This is a free phone number, so there is no charge  
if you use a landline.  
If you are using a mobile you may find it cheaper  
to call our landline number  
020 8379 1327

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

---

**From:** Louise Brown  
**Sent:** 03 November 2015 11:16  
**To:** Lorraine Cordell; Jackie Gubby  
**Subject:** RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell,

Thank you for your email and enquiry regarding your son Simon Cordell tenancy, a full response clearly outlining actions to-date will be sent to your son Simon Cordell.

Yours sincerely

**Louise Brown**  
**Anti Social Behaviour officer**  
**Community Safety Unit**  
**Regeneration & Environment Department**  
**London Borough of Enfield**  
☎ 020 8379 4467  
✉ [louise.brown2@enfield.gov.uk](mailto:louise.brown2@enfield.gov.uk)

---

**From:** Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]  
**Sent:** 02 November 2015 17:38  
**To:** Louise Brown; Jackie Gubby  
**Subject:** Re: Simon Cordell Complaint

Dear Louise Brown and Jackie Gubby

It has been over 10 days since I sent the complaint in due to how my son has been treated.

I have not had 1 reply not even a reply to say you got my email.

I have also left voice messages on Louise Brown phone yet had no calls back.

I did speak to Jackie Gubby and was told I should hear within 10 days about my complaint but have heard nothing.