

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 12 November 2015 12:07
To: 'Jackie Gubby'
Subject: RE: Simon Cordell Complaint [SEC=PROTECT]
Dear Jackie Gubby

I still have had no reply to the below email and to what is going on. are we expected to again contact the repairs again and again put these jobs in again is that what you are telling us to do?

Regards

Lorraine Cordell
Simon Cordell

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 03 November 2015 14:39
To: 'Jackie Gubby'
Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Dear Jackie Gubby

When the surveyors came round there was a list of jobs that they said needed to be done.

1. The electrics needed sorting and the detectors (this has now been done they sent someone out nearly right away after the surveyors came and done the report)
2. Bathroom sink (repaired now)
3. Bathroom toilet (repaired now)
4. Heating pipes not been covered that are running all round the walls and down the walls. (Now it is winter my son has his heating on but has burned himself more then once walking past the pipes as they are so hot, this is bad being left like this as it is a danger due to how hot the pipes get. (Not done)
5. Bedroom floor (not done)
6. Bedroom window (not done)
7. Front room window/door frame (surveyors said that the water was still coming in due to the outside step and this needed to be sorted) (Not done)
8. Pipes banging all the time (the surveyors saw this when they came out) (Not done)
9. Wall still wet in front room (we have been told this is due to the guttering needs to be renewed which was meant to be done, 111 has guttering in his back garden that has fallen off the roof some time ago, but now what also has been noticed is that in the main hallway water is dripping down the walls leaving puddles of water on the stairway which people have to walk up and down this is a danger for people they could have an accident, believe this is due to the guttering needs to be replaced or the roof. (Not Done)

I am sure there was also some other jobs that needed to be done the surveyors that came the day you was meant to have come took a full list and wrote everything down.

So how is none of these jobs on the system that have not been done?

It seems once again things have not been put on the system.

Why should we have to keep calling for jobs to be done when they were already meant to have been done, and surveyors and inspectors have been out more then once over the years why are they not on the system, as it seems someone is not doing there job.

Regards

Lorraine Cordell
Simon Cordell

From: Jackie Gubby [mailto: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

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