

**From:** Neville Gray [Neville.Gray@Enfield.gov.uk]  
**Sent:** 15 August 2017 15:17  
**To:** Lorraine Cordell  
**Subject:** RE: Inspection Visit Wednesday 16th August 2017 at 2.00 PM [SEC=OFFICIAL]

Classification: OFFICIAL

Dear Ms Cordell

Thank you for your previous email of which I was only able to confirm the time of the inspection visit at that time due to the time that I had received your email, this being 7.08 pm.

I do not recall stating to you that the visit was on Thursday of this week and apologise if you had misunderstood what I had advised you. As I am sure you will appreciate, resources are limited to coordinate a joint visit and as such the only available day is Wednesday of this week. Furthermore, please accept my apologise that I had not confirmed the time of the visit as was discussed with you on the telephone, this being 2.00 pm.

This visit to your sons property has been delayed and therefore it would be beneficial to carry out this inspection as soon as possible hence why you had agreed during our telephone conversation to accommodate a visit on Wednesday. If you are unable to be present perhaps you can arrange for an alternative friend or family member to be present in your absence?

Thank you for confirming that your sons dog will not be in the premises during the inspection visit.

I am unable to comment at this time in respect of previous visits that have been carried out by other Surveyors. As you are aware, your son had refused access for me when I requested to look at the internal plumbing of his property. While I appreciate that this was an unannounced visit we had attempted to facilitate this through you when you had attended at our request and again he had refused. We later suggested an alternative date but due to a reported emergency we again attempted to gain access and this was again refused.

The purpose of the inspection will be to carry out a full survey and all items of repairs can then be documented and in accordance with Enfield Council repair policy all identified repairs can then be raised as necessary.

As advised in my letter to your son, photographs are generally taken at all inspections to assist in raising works and to evidence the general stock condition of our properties so that we are able to use such information in planning future refurbishment works in accordance with our planned works.

The records that I do have do make reference to access difficulties when attempting to diagnose a pressure problem with the water supply affecting multiple properties and for this reason, I would like to inspect your sons property as I had explained on my initial visit whereby access was denied.

I hope this addresses the questions you have asked clarification in respect of with reference to the proposed inspection visit for tomorrow.

Kind regards

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