

they had water now. They had there landlords number and also the councils.

Again you blamed my son for the water pressure issue with what you said. yet time and time again my son allowed the Enfield Council, Thames water, and private plumbers, and the out of hours team from Enfield Council into his flat each time all of them said the issue was not coming from my son's flat.

You still wanted access to my son flat, even through there was water no one could confirm there was not any water to 117 except 117 tenant, and you already knew how unwell my son was from earlier in the day and you had been told by me what the neighbours had been doing to my son for over 2 years. But you wanted to force the issue because you believe my son was the one causing this as this is what the tenants kept saying at 117.

It seems you believe the tenant more then you believe your own around 5 Enfield Councils Surveyors and Thames Water and the out of hour's team and the 2 private plumbers who said the landlord from 117 had sent them. I know you have stated there is no reports from the around 5 Enfield Council Surveyors who seem to have all left Enfield Council and this is a disgrace, but there must be reports from Thames Water and I know there is a report from the out of hours team as I have the ticket number for it and this was emailed to Enfield Council, and I wonder where the report is from the 2 private plumbers who said the landlord from 117 had sent them, which the landlord on the 12/07/2017 said he would not send anyone to my son's flat without him being there, but this was included in an email I sent the council in Feb 2017.

Regards

Lorraine

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**From:** Neville Gray [mailto: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