

stated that all the Surveyors that had come out to my son's flat since Dec 2016 had not written any reports so you did not know what has and has not been done regarding the water pressure issue in the flats, you had also told the landlord this.

Since Dec 2017 to date my son has allowed around 5 Enfield Council Surveyors into his flat regarding the water pressure, he has let in Thames Water more than once, and he allowed 2 private plumbers into his flat who said the landlord from 117 had asked them to check his flat which I wrote in an email dated 02/02/2017, all have said the issue is not coming from his flat. In Feb 2017 due to a letter my son got late in the day he called the repair team out himself to his flat because he could not take anymore being blamed for everything that was going wrong in the block, when the out of hours team went my son told them what the issue was they checked everything in my son's flat and once again confirmed the problem was not due to his flat.

In 2015 I have emails stating all the repairs that needed to be done which had been reported to Enfield council by us that the surveyors who attended the inspections had reported back that all works had been carried out.

There was also the issue with my son's heating when the major works was carried out in 2007 due to dump the heating had to be taken off the wall due to pipes leaking under the flooring, when the work was meant to have been completed they never put back the heating, in turn leaving my son with no heating in the flat from 2007 till 2015, many calls were made regarding this surveyor after surveyors come out and said the heating would be done it never was, so in my complaint in 2015 this was included. I was horrified when I got a call from Enfield council in 2015 saying my son had removed all his pipe work from his flat and therefore he would have to pay for the heating to be replaced, I was so upset at what had been said I said to the lady on the phone please get a surveyor and manager round my son flat ASAP and the flooring can be lifted and you will see all the pipe work still in place, the lady then said no that fine we will replace the heating.

Then the person came out to do the job he said to my son I don't know what Enfield council is going on about all the pipes work is here.

He said that no one wanted to do the job due to what the council had said.

He said this was a joke and not funny what Enfield Council had said.

In 2016 I myself had a problem with my boiler surveyor came to my home, I do also know his name but do not want to get him in trouble, my son was staying at my home at the time, the surveyor looked at what needed to be done to my boiler, while he was there he saw my son and knew him well due to how many times he had been out to my son's flat due to the heating. He asked my son if his heating had been done and the reply was yes and we told him what had been put on Enfield Council system my son removing all his pipe work, The surveyor laughed and said he had seen it on the system, we said why would anyone put that on the council's system when it could be checked to not be correct. He said he had no idea why it was put on there. The only reason I can see for this being added to Enfield council system is due to Enfield Council leaving my son with no heating from 2007 till 2015.

It is not due to my son not reporting repairs to Enfield Council as I believe when something is wrong he does report issues like in 2016 when there was a fully blown leak from the flats above my son, again it seemed that it could not be worked out by Enfield Council were the leak had come from. As Enfield Council was saying it was coming from 117 and 117 said it was coming from 113. All I know that water was pouring into my son's flat and due to it and how wet the ceiling was they had to cut the power to the lights in the bathroom until it had all dried out.

Does this seem like a person who does not allow the Council into his flat, he was unwell on the 12/07/2017 which you were well aware of, and this was used against my son.

Please can you confirm the time as 14:00 hours on the 16/08/2017.

Regards