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I explained that I had a responsibility to all residents living at Burncroft Avenue and took the opportunity to mention that I had received some reports about antisocial behaviour by him that I would need to discuss with him but suggested that we leave that for today.

He then put his mother on the line (she had been trying to interject throughout the conversation) who said she wanted to know why I had not responded to her messages to call her.

I apologised for this and explained that I have been very busy but that I needed to know whether we had written permission from Mr Cordell for us to speak to her - she said that there was a written note recorded on our files in 2015.

Mr Cordell asked her what I was asking her and when she replied that I was querying permission I clearly heard Mr Cordell say angrily and aggressively "I am goanna do her over" and then "I am goanna take her job just for fun".

I informed Mrs Cordell that I had overheard these remarks and that I was ending the call. She said that her son had now left the room and she was talking to me.

I repeated that I would be ending the call and that she should put what she wanted to say in writing to me.

Sarah Fletcher Neighbourhood Officer

23/11/2016

24/11/2016

Re: Formal Complaint due to letter dated 29/11/2016 this Formal Complaint is to be added to the Formal Complaint dated 24/08/2016.

Dear Lemmy Nwabuisi and any other person who is copied in this letter I am writing this letter on behalf off Mr Simon Cordell of 109 Burncroft Ave, EN3 7JQ regarding the letter you wrote dated the 29/11/2016, which was received on the 01/12/2016.