

File note 24/2/17

Simon Cordell – 109 Burncroft Avenue, EN3 7JQ

Following reports of continued low water pressure/supply to 117 Burncroft Avenue (second floor) despite information from Thames Water indicating that they had attended and that supply to the block 109-119 Burncroft Avenue was of a sufficient bar pressure, I tried to coordinate access to all flats on the right-hand side of the block potentially affected by the issue: 109, 113 and 117.

I wrote and hand delivered letters to all 3 of the properties requesting access for the Council Surveyor to visit and assess the water pressure in each on Friday 24<sup>th</sup> February 2017 between 10am and 12pm.

I spoke by telephone with Mr Irving, the leaseholder of 117, who had instigated the water pressure complaint who agreed that he would attend and give access.

I spoke by telephone with Mr George Quinton, the tenant of 113, who agreed that he would give access.

I spoke by telephone with Lorraine Cordell, mother of Simon Cordell, the tenant of 109 who said that no one was available to give access.

I attended with Steve Stirk, surveyor, on Friday 24<sup>th</sup> February 2017 at 10am. We were given access to 117 and Steve Stirk investigated the water pressure to the taps in the kitchen and bathroom.

We were unable to gain access to 113 as the tenant was not home – I called and left voicemail messages for the tenant but did not get any further response.

Steve Stirk suggested that we knock at 109 just on the off chance that someone was home. Mr Simon Cordell answered the door and, once Steve Stirk had explained that we were investigating the low water pressure/supply issue to the block, he allowed us into the property.

While Steve Stirk checked the water pressure in the kitchen, I introduced myself to Mr Cordell. He then became quite agitated and proceeded to regale me with the same issues that he had relayed to me during our previous telephone conversation including issues about his neighbours, the police and the Council conspiring to ruin his life as well as his work arranging community music events. He did not give me much of an opportunity to respond and kept talking over me when I tried to do so. Steve Stirk then went and checked the bathroom taps which he discovered were all already open (water running in wash basin; water running in bath which was full and going down overflow). We then thanked Mr Cordell for his time and left the property.

Outcome: It is unclear whether Mr Cordell running all of the taps constantly is linked to the issue of low water pressure as he is on the ground floor and 117 is 2 floors up (we had been unable to check the pressure in 113). Steve Stirk to liaise again with Thames Water about the issue and to consider separation of the water supply to the ground floor flat.

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