

and alarm to me, my tenants and other residents on Burncroft Avenue, Enfield, EN3 7JQ. The application also seeks access to the Defendant's Property to enable the Claimant to carry out checks on the Defendant's water pipes which are possibly affecting my tenant's water pressure and supply.

### **Background**

3. In the evening of 12 July 2017, I met with one of the Council's in house legal surveyors, Mr Neville Gray with regards to an ongoing low water pressure issue. Mr Gray attended my property (Flat 117) at 11am on the day and agreed that the water pressure was not adequate. An attempt was made to gain access to the two flats immediately below, including the Defendant's but this was unsuccessful.
4. At approximately 17.00 hrs the same day I was contacted by the managing agent informing me that there was now no water at the flat. I contacted Mr Gray and we both decided to attend the Property out of hours. I arrived at the flat to discover that water had been totally cut off for approx. 30 minutes, but surprisingly shortly after our arrival a supply was resumed and with good pressure. This despite the fact that low pressure had been a continual problem since 27 December 2016. Thames Water and plumbers have attended my property on at least 5 occasions but could not find a reason for the low pressure.
5. The Defendant lives in Flat 109 and in conjunction with his mother/mediator, was contacted by Mr Neville Gray with the intention of inspecting his flat. However, this was declined by the Defendant. Although I was inside the block, (on the landing), I watched the discussion from the open window. It was obvious the Defendant was becoming increasingly agitated by the raised voices and approaches towards Mr Gray. I could