

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Sent: 15 August 2017 21:24
To: 'Neville Gray'
Subject: RE: Inspection Visit Wednesday 16th August 2017 at 2.00 PM [SEC=OFFICIAL]

Dear Neville Gray

Thank you for the reply to my email I apologise for the lateness of the email last night I only saw it did not have the time confirmed later and just wanted that confirmed. Also I will say sorry for the lateness of this email as I only saw that I had got it from you late this evening.

I believe Enfield Council system regarding my son has errors on there and I have pointed this out before, you state that my son has refused before the 12/07/2017 in regards to the water pressure issue I believe if you look deeper in the system you will find that was 117 that refused access regarding the water pressure and not my son as it is showing on Enfield Council system.

The reason I know this is because I was making calls to the councils repairs team about the issue of the water pressure and I was informed by a lady on the phone my son had refused to let the council in, I said sorry you are mistaken I know my son had let the council in regarding this. It took the lady a while and then she saw the error on the system it looked like my son had refused when in fact it was 117 that had refused to let the council in.

I did ask at the time if this report could be corrected so it did not look like my son had refused and the lady said she would do this, but it seems this was not corrected and it is still showing like my son refused it did take the lady on the phone a while to work it out that it was 117 who refused access regarding this issue.

I did write this in an email to the Council with the ladies name and also the ticket number that was created due to my call, so I do have all the information to prove my son never refused the council to come into his flat about the water pressure.

My son has always allowed the council to come in, on the 12/07/2017 you turned up at my son's address without no call to me this is not the 1st time the council has done this, and my son was really not well I believe you would have to agree with this, he had not any sleep for weeks and weeks due to what the neighbours was doing to him and also he had bad news the day before. My son health has suffered badly for over 2 years due to the neighbours which I have email after emails reporting this and there is videos and other information not once did the council do anything and my emails was going in way before any complaints was put in about my son which the council seems to have misplaced and do not seem to have any, there were also many calls being made which again the council does not seem to know anything about.

When I got the call in the morning from Enfield council saying you was at my son's flat, I could not again understand why I had not had a call. The council is well aware of why they should call me 1st and it should be all over the Councils systems, so I do not understand how you did not see this. I was told you was there and you had access to all the flats but my son's but this was not the truth as it seems you did not even know that 113 had been evicted and the Council had the keys for 113, and even when I got to the flat 113 was not there, I even said to you he had moved out, you said no that not the case, and said you had his number and tried to call him and got no reply. It did seem however you had called the landlord of 117 regarding your visit just no one else which was proven later that day.

You stated to me that you had just taken over dealing with the blocks and that all the Surveyors that had been out before had left, and had not done any reports of what had been done and what had not been done so you had to start from the beginning which I said is a disgrace that not one of the Surveyors had written any report so you knew what had been done regarding the water pressure issue.

I was not the only person you said this to as you have also said this to the landlord of 117 on the calls you had made to him regarding the issue and to arrange your visit, the landlord told me this later that day on the 12/07/2017.

So I do not understand how this can all be blamed on my son as if reports had been completed by Enfield council you would have known what had been done and what had not been done and also know the issue was not coming from my son's flat as it had been checked over and over again, or are you saying that the around 5 Enfield Council Surveyors and Thames Water and the out of hours team and the 2 private plumbers who said the landlord from 117 had sent them, are you saying all of them do not know what they are doing when they said the issue was not coming from my son's flat and did not know what they were doing or saying?

(I know there were issues with this on the 12/07/2017 with the landlord saying he never sent any private plumbers to my son's flat, and in fact I do believe him and what he said that day, but maybe his tenants sent someone and told them to say the landlord had asked them to check my son's flat. But I do have an email that was written to Enfield council in Feb 2017 stating this)

If you had called me even the day before I would have said my son was very unwell and not up to this, and a date would have had to be set. It seemed you had been calling the landlord from 117 from days before hand to arrange a visit and talk about the issue. So why did you not in fact know 113 had been evicted and the council had the keys, and also the notes on Enfield council systems to call me 1st before visiting my son?

So how can you say you attempted to facilitate this through me because this is not correct, if you had done this you would not have just turned up at my son's address and I knew nothing about it until after the fact, and then have to rush down there knowing my son was really ill and you just turning up at his flat would have made things worse. Which I believe is one of the 1st things I said to you in front of my brother who had attended my son's address with me.

Yet you call this a refusal, an unannounced visit when you had been addressing this for days with the landlord and no one else it seemed you had not even looked on the system regarding 113 or my son's flat yet you said you needed access to all 3 flats together and if this is the case why did you only inform the landlord?.

You give me your private number in case there were any issues, a date was set for you to come to my son's flat there was some confusion in regard to the date I believe this is why you called me later that afternoon and the date and time was fixed for 17/07/2017 at 14:00 hours. and the visit would not have been delayed if you had come on the 17/07/2017 at 14:00 as agreed but due to things that happened later on the 12/07/2017 you refused to keep that date. Even through later that day there was not proof there was no water to 117 as no one saw this.

There was a lot more said then this but I just keep to some points for now.

You called me at 17:21 on the 12/07/2017 stating you had a report that there was no water this was in fact to 117 which I found out when I got to the flats. You and the landlord of 117 was at the flats waiting for me outside, when I spoke to you I asked if 117 water had been checked and both you and the landlord replied yes, I asked did they have water and you and the landlord replied yes, I asked if anyone had called Thames water to see if there was an issues there end, you said yes and that they had said there was no issue. The landlord I believe it was stated that his tenant had said they never had any water for around 20mins which I believe you confirmed. But you nor the landlord had seen that flat 117 did not have any water this was confirmed when I asked, you both said when you got there to the flat 117 had water.

At this I was in shock and due to what had been said to me, I had to rush to my son flat you knew my son was very unwell and yet 117 had water, and no one saw they did not have any water. Why in fact did 117 not call back to the council when the water came back on? I know your call came into me at 17:21 saying about the report of no water. I was cooking and said it would take me around an hour due to traffic.

I went and turned my food off, and I went into the bathroom and when I came out I had a missed call from a private number which I through was from you this was at around 17:46, you stated that you had not called me back, you was still in the office and had not left yet and for me not to rush that you would be leaving in around 10mins, I said I had turned my food off and was leaving now due to the traffic.

Now if my timings are correct 117 would have already had water back if it is true there was no water and I say this due to the issues that have been ongoing for a long time and what they are doing to my son. (Which the council has done nothing about) I just really do not understand why 117 never called anyone back to say 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 than 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

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 suggested an alternative date but due to a reported emergency we again attempted to gain access and this was again refused.

The purpose of the inspection will be to carry out a full survey and all items of repairs can then be documented and in accordance with Enfield Council repair policy all identified repairs can then be raised as necessary.

As advised in my letter to your son, photographs are generally taken at all inspections to assist in raising works and to evidence the general stock condition of our properties so that we are able to use such information in planning future refurbishment works in accordance with our planned works.

The records that I do have do make reference to access difficulties when attempting to diagnose a pressure problem with the water supply affecting multiple properties and for this reason, I would like to inspect your sons property as I had explained on

my initial visit whereby access was denied.

I hope this addresses the questions you have asked clarification in respect of with reference to the proposed inspection visit for tomorrow.

Kind regards

Neville Gray
Legal Disrepair Surveyor
neville.Gray@enfield.gov.uk
EH-Legalrepairs@enfield.gov.uk

For and on behalf of London Borough of Enfield
Direct Dial: 0208 3758187
Mobile: 0758 0794213

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From: Neville Gray
Sent: 14 August 2017 19:28
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Subject: Re: Inspection Visit Wednesday 16th August 2017 [SEC=OFFICIAL]

Hello

This is correct 2 pm.

Regards

Neville

Sent from my iPhone

On Aug 14, 2017, at 7:08 PM, Lorraine Cordell <lorraine32@blueyonder.co.uk> wrote:

Dear Neville Gray

Thank you for the email with the attached documents as said on the phone today when you spoke to me, you did say the date would be Thursday 17/08/2017 at 14:00 hours that why I confirmed it so fast. But this was then changed to Wednesday 16/08/2017 at 14:00 hours due to you saying you would not be there on the Thursday 17/08/2017 at 14:00 hours.

When you changed the date to the Wednesday 16/08/2017 at 14:00 hours I did say that I was due to attend the hospital and could this therefore be done on Friday which would have been the 18/08/2017 which you replied no to.

You will be attending 109 Burncroft Ave on the 16/08/2017 at 14:00 hours; I just wanted you to confirm the time as you have not done so in your letter or email. As said on the phone the dog will be in the garden. I will have to cancelled my hospital date I was due to attend on the 16/08/2017 so I can be there with my son, and before I do so I just wanted to confirm the time you stated on the phone with me today as 14:00 hours on the 16/08/2017. If this can be done as soon as possible as I will need to call the hospital in the morning.

As you should be well aware my son has had many Surveyors to his flat, this has been over many years and I believe there have been around 4 in 2017 alone which were full inspections. Which none said there was a problem with my

son's flat and repairs that needed doing.

In fact since 2007 when my son needed major works on his flat due to damp, work was never completed after many phone calls over years and years and inspections by many Surveyors when the Surveyors stated the work would be carried out work was still not carried out until I put a complaint in to Enfield council in 2015.

So after all these Surveyors and inspections that have been carried out on my son's flat can you be a little more specific in why you would need to do a next full inspection of the flat what are you looking for to take pictures off? If repairs needed to be done we would be contacting Enfield council Repair team.

There seems to have only been a problem since you came to my son's flat on the 12/07/2017, you 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 damp 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 surveyor 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 was 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

Lorraine Cordell

From: Neville Gray [<mailto:Neville.Gray@Enfield.gov.uk>]
Sent: 14 August 2017 13:32
To: lorraine32@blueyonder.co.uk
Cc: Obie Ebanks
Subject: Inspection Visit Wednesday 16th August 2017 [SEC=OFFICIAL]

Classification: OFFICIAL

Dear Lorraine

Please see attached letter as requested. I have also sent a copy out in the post today. Please ensure Mr Cordell is also aware of the visit on Wednesday.

Kind regards

Neville Gray
Legal Disrepair Surveyor
neville.Gray@enfield.gov.uk
EH-Legalrepairs@enfield.gov.uk

For and on behalf of London Borough of Enfield
Direct Dial: 0208 3758187
Mobile: 0758 0794213

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From: Jill Bayley
Sent: 14 August 2017 11:57
To: Neville Gray <Neville.Gray@Enfield.gov.uk>
Subject: Cordell - injunction

Dear Neville,

Here is a copy of the injunction as requested.

Best wishes

Jill

Jill Bayley
Principal Lawyer, Safeguarding and Corporate Teams
Legal Services, Enfield Council
Silver Street
Enfield EN1 3XY

DX 90615 Enfield 1

Telephone: 020 8379 6475

Fax: 020 8379 6492

Mobile: 07930 858193

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