

Please reply to: Geoffrey Mann

Ms Lorraine Cordell

Sent via Email

E-mail: geoffrey.mann@enfield.gov.uk

My Ref : COM 1885

Your Ref:

Date : 22nd December 2016

Dear Ms Cordell,

Re: Mr Simon Cordell - 109 Burncroft Avenue - COM 1885.

I write with reference to your letters of complaint dated 24th November 2016 copies of which were received via email on 24th November 2016, 5th December 2016 and 8th December 2016.

I will respond to the issues you raised as follows;

1. Anti-Social Behaviour Order

We are aware that the police applied for an Anti-Social Behaviour Order (ASBO) which was granted on 4th August 2015 against your son in relation to activities that happened at locations away from Burncroft Avenue. We are aware that your son is appealing against the ASBO and we are therefore unable to comment further.

2. CCTV

We can confirm that a letter was sent to your son by Sarah Fletcher, Neighbourhood Officer on 18th November 2016 giving him until 25th November 2016 to remove the CCTV that he had installed on the internal communal door leading to flats 109 and 111 Burncroft Avenue and facing towards the main door of the block. We can also confirm that another letter was sent to him on 29th November 2016 by Lemmy Nwabuisi, Anti-Social Behaviour Officer in relation to complaints received from your son's neighbours concerning the CCTV. This matter

concerns a breach of tenancy conditions and will be addressed separately from this complaint.

3. Allegations of Anti-Social Behaviour

You referred to alleged issues that your son was having with his neighbours; however, you did not specify which neighbours and or provide a specific time frame when these complaints were made. We have checked our records since 4th August 2015 and found two records of telephone complaints received from your son. One on 20th August 2015 and again on 26th January 2016 which related to noise and the issues he was having with a neighbour. These concerns were dealt with at the time by relevant officers.

We note your comment that your son has been a tenant for many years and that there have been no complaints about him until the publication of the ASBO against him on 4th August 2015. However, our records show that since your son's tenancy began on 14th August 2006, there has been at least one previous complaint against your son from another neighbour prior to the ASBO.

We are aware of the alleged incident that happened on 4th October 2016 as this was reported to us and this will be addressed separately as part of ongoing Anti-Social Behaviour investigations.

We note your comments regarding the police and must advise that you take up any issues with the Independent Police Complaints Commission. We also note your comment regarding an alleged incident on 14th August 2016. This was not reported to the Council and should be a matter for the police. We note your comment that your son is scared to go home due to the alleged issues with his neighbours.

Regarding the allegations of ASB against your son and the issues regarding his dog, we note your comment that you do not think it is justified to attend the meeting with Lemmy Nwabuisi prior to your formal complaint being addressed. We note your comment that you have been advised by a solicitor to wait for the SAR. We also note your comments

in relation to the letter sent by Lemmy Nwabuisi on 29th November 2016 regarding reports of anti-social behaviour made against your son by his neighbours and that you will address these once the SAR is received. Please note that these allegations are serious breaches of tenancy conditions and will be addressed separately as part of an ongoing investigation. We have attempted to meet with your son to discuss the allegations made against him and give him the opportunity to respond. It is important that these issues are addressed and another meeting will be arranged to facilitate this in due course.

4. Subject Access Request (SAR)

The SAR that you have submitted is being responded to separately in accordance with required timescales.

5. Communications

We are aware that you left messages for Sarah Fletcher on three occasions between 16 and 21 November 2016 and she was not available at these times. We confirm that she spoke directly with Mr Simon Cordell by telephone on 22nd November 2016.

6. Housing Options

As a single resident living in a one-bedroom property, the Council considers that your son is suitably housed. We do not have sufficient evidence in relation to your son's allegations of anti-social behaviour against his neighbours to be able to refer him for a transfer on the housing register.

He can make an online application himself to be placed on the housing register by visiting the Council Housing pages of the Enfield Council website at www.enfield.gov.uk. His eligibility for transfer will then be assessed by the Housing Options team in accordance with Council policy and they will advise whether his application is accepted.

Alternative options to move are available to him through the mutual exchange scheme, where tenants are able to swap their home with another tenant, and the fresh start scheme, where tenants can be supported in moving to a private rented home. Further information can be found online using the URLs below:

www.homeswapper.co.uk.

https://www.enfield.gov.uk/forms/form/203/fresh_start_scheme.

If you wish to discuss this matter please do not hesitate to contact me. Please note that I
away from the office and will be returning on Tuesday 3rd January 2017.

Yours Sincerely_



Geoffrey Mann
Neighbourhood Manager

IMPORTANT - Enfield residents should register for an online Enfield Connected account. Enfield Connected puts many
Council services in one place, speeds up your payments and saves you time - to set up your account today go to
www.enfield.gov.uk/connected