

**From:** Dawn Allen [DAWN.ALLEN@Enfield.gov.uk]  
**Sent:** 21 September 2015 15:43  
**To:** Lorraine Cordell  
**Subject:** RE: Complaint [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Mr Cordell

Can you be a bit more specific about your repairs so I can forward to the correct person.

The Nuisance complaint will be forwarded to the Antisocial Behaviour Team for them to contact you it is likely log sheets may be issued. If you can answer the first question it would be greatly appreciated.

Kind regards

**Dawn Allen**  
**Tenancy Management Officer**  
**Council Housing**  
**The Edmonton Centre**  
**36-44 South Mall**  
**Edmonton**  
**N9 0TN**

✉ **E-mail [dawn.allen@enfield.gov.uk](mailto:dawn.allen@enfield.gov.uk)**

☎ **Freephone 0800 40 80 160**

"Enfield Council is committed to serving the whole borough fairly,  
delivering excellent services and building strong communities".

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**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
**Sent:** 21 September 2015 15:35  
**To:** Dawn Allen  
**Subject:** RE: Complaint [SEC=UNCLASSIFIED]

Dear Dawn Allen

I no longer go out of my home due to my heath that is why I can not come to the office.

Also why would it need to be a in a neutral environment you would have to come to my flat at some point to hear for yourself what is going on as you can clearly hear it and see what the neighbour is doing.

I have also put in reports also about the repairs this has been going on for years and things still have not been done.

You are my housing officer's can you please tell me what your job description is?

I am asking for help and have been for some time and you do not seem to be willing to give me any help. Is there a problem with you coming to my flat?

My Mother will be there with me and you can being someone with you if you feel there is a need to.

I have on going issues which does need to be addressed by someone and you are my housing office and i have been told you would need to address these issues.

Regards

Simon Cordell

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**From:** Dawn Allen [mailto:DAWN.ALLEN@Enfield.gov.uk]  
**Sent:** 21 September 2015 14:17  
**To:** Lorraine Cordell  
**Cc:** Feedback Council Housing  
**Subject:** RE: Complaint [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Mr Cordell

In terms of your neighbour you will need to attend this office for us to discuss the neighbour concerns face to face. For repairs please speak to customer services on 0208 3791327 for any outstanding issues you have.