

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

✉ **E-mail 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".

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

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.

Our office is open Monday to Friday 08.30 am – 05.00 PM where you can attend this office to speak to us directly.

Regards

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