

Mr Simon  
Cordell 109  
Burncroft Ave  
Enfield  
Middlesex EN3  
7JQ 24/11/2016

**Re: Formal Complaint 08/12/12/016**

To Whom It May Concern:

I am once again writing an email to all the above in the hope something will be able to be done. I know Formal Complaints are ongoing regarding letters written on the 24/11/2016 and 05/12/2016 but I feel I have known option but to again write a new Formal Complaints dated 08/12/2016.

The last time we spoke to someone regarding moving my son was on the 22/11/2016 after calling with no call back from Sarah Fletcher, or her manager or anyone else in her team since 16/11/2016 sometimes calling up to 3 times a day. (All their lines are set to do not disturb) this has not changed and I still am making calls to try and address this issue with no one calling me back.

My son is having a nightmare in his flat since he moved back there he does not leave his flat and has not since he returned there, once again the neighbours have started since he moved back in with the noise, the banging the intimidation, my son heath is suffering and this is not acceptable that nothing is being done he not being let alone to be able to sleep and being kept up all night and in the day due to what the neighbours are doing.

I do not see why no one is addressing this and I have not had one phone call to address this issue do not know what is going on and my son is left to suffer.

It should not matter that Formal Complaints are ongoing I should at least be able to talk to someone or get someone to call me back with an update as to if anything is going on to move my son.

When I get letters or calls or emails, I do not just do nothing I reply to the letters but it seems Enfield Council is doing nothing to address the under-laying issue of what has been ongoing since 2014 with my son's neighbours and what they are doing to him.

It does not seem to matter that my son's heath is suffering due to this and has been for some time due to not being able to sleep. It seems that Enfield Council is happy that the neighbours are doing this to my son with nothing being done.

I would like someone to email me via [lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk) with what is being done to help my son, I would like an update today as so far I think I have waited long enough to get an update as to what is being done to address this issue if anything at all.

Regards

Miss Lorraine Cordell Mr Simon Cordell

*L. Cordell*