

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 dump 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 was 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 saw it on the system, we said why would anyone put that on the councils 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 poring 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 off, 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](mailto: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](mailto:neville.Gray@enfield.gov.uk)

[EH-Legalrepairs@enfield.gov.uk](mailto:EH-Legalrepairs@enfield.gov.uk)

For and on behalf of London Borough of Enfield

Direct Dial: 0208 3758187

Mobile: 0758 0794213