

For and on behalf of London Borough of Enfield  
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Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities.

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**From:** Neville Gray  
**Sent:** 14 August 2017 19:28  
**To:** Lorraine Cordell <[lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)>  
**Subject:** Re: Inspection Visit Wednesday 16th August 2017 [SEC=OFFICIAL]

Hello

This is correct 2 pm.

Regards

Neville

Sent from my iPhone

On Aug 14, 2017, at 7:08 PM, Lorraine Cordell <[lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)> wrote:

Dear Neville Gray

Thank you for the email with the attached documents as said on the phone today when you spoke to me, you did say the date would be Thursday 17/08/2017 at 14:00 hours that why I confirmed it so fast. But this was then changed to Wednesday 16/08/2017 at 14:00 hours due to you saying you would not be there on the Thursday 17/08/2017 at 14:00 hours.

When you changed the date to the Wednesday 16/08/2017 at 14:00 hours I did say that I was due to attend the hospital and could this therefore be done on Friday which would have been the 18/08/2017 which you replied no to.

You will be attending 109 Burncroft Ave on the 16/08/2017 at 14:00 hours; I just wanted you to confirm the time as you have not done so in your letter or email. As said on the phone the dog will be in the garden. I will have to cancelled my hospital date I was due to attend on the 16/08/2017 so I can be there with my son, and before I do so I just wanted to confirm the time you stated on the phone with me today as 14:00 hours on the 16/08/2017. If this can be done as soon as possible as I will need to call the hospital in the morning.

As you should be well aware my son has had many Surveyors to his flat, this has been over many years and I believe there have been around 4 in 2017 alone which were full inspections. Which none said there was a problem with my son's flat and repairs that needed doing.

In fact since 2007 when my son needed major works on his flat due to dump, work was never completed after many phone calls over years and years and inspections by many Surveyors when the Surveyors stated the work would be carried out work was still not carried out until I put a complaint in to Enfield council in 2015.

So after all these Surveyors and inspections that have been carried out on my son's flat can you be a little more specific in why you would need to do a next full inspection of the flat what are you looking for to take pictures off? If repairs needed to be done we would be contacting Enfield council Repair team.