

You give me your private number in case there were any issues, a date was set for you to come to my son's flat there was some confusion in regard to the date I believe this is why you called me later that afternoon and the date and time was fixed for 17/07/2017 at 14:00 hours. and the visit would not have been delayed if you had come on the 17/07/2017 at 14:00 as agreed but due to things that happened later on the 12/07/2017 you refused to keep that date. Even through later that day there was not proof there was no water to 117 as no one saw this.

There was a lot more said then this but I just keep to some points for now.

You called me at 17:21 on the 12/07/2017 stating you had a report that there was no water this was in fact to 117 which I found out when I got to the flats. You and the landlord of 117 was at the flats waiting for me outside, when I spoke to you I asked if 117 water had been checked and both you and the landlord replied yes, I asked did they have water and you and the landlord replied yes, I asked if anyone had called Thames water to see if there was an issues there end, you said yes and that they had said there was no issue. The landlord I believe it was stated that his tenant had said they never had any water for around 20mins which I believe you confirmed. But you nor the landlord had seen that flat 117 did not have any water this was confirmed when I asked, you both said when you got there to the flat 117 had water.

At this I was in shock and due to what had been said to me, I had to rush to my son flat you knew my son was very unwell and yet 117 had water, and no one saw they did not have any water. Why in fact did 117 not call back to the council when the water came back on? I know your call came into me at 17:21 saying about the report of no water. I was cooking and said it would take me around an hour due to traffic. I went and turned my food off, and I went into the bathroom and when I came out I had a missed call from a private number which I through was from you this was at around 17:46, you stated that you had not called me back, you was still in the office and had not left yet and for me not to rush that you would be leaving in around 10mins, I said I had turned my food off and was leaving now due to the traffic.

Now if my timings are correct 117 would have already had water back if it is true there was no water and I say this due to the issues that have been ongoing for a long time and what they are doing to my son. (Which the council has done nothing about) I just really do not understand why 117 never called anyone back to say they had water now. They had there landlords number and also the councils.

Again you blamed my son for the water pressure issue with what you said. yet time and time again my son allowed the Enfield Council, Thames water, and private plumbers, and the out of hours team from Enfield Council into his flat each time all of them said the issue was not coming from my son's flat.

You still wanted access to my son flat, even through there was water no one could confirm there was not any water to 117 except 117 tenant, and you already knew how unwell my son was from earlier in the day and you had been told by me what the neighbours had been doing to my son for over 2 years. But you wanted to force the issue because you believe my son was the one causing this as this is what the tenants kept saying at 117.

It seems you believe the tenant more then you believe your own around 5 Enfield Councils Surveyors and Thames Water and the out of hour's team and the 2 private plumbers who said the landlord from 117 had sent them. I know you have stated there is no reports from the around 5 Enfield Council Surveyors who seem to have all left Enfield Council and this is a disgrace, but there must be reports from Thames Water and I know there is a report from the out of hours team as I have the ticket number for it and this was emailed to Enfield Council, and I wonder where the report is from the 2 private plumbers who said the landlord from 117 had sent them, which the landlord on the 12/07/2017 said he would not send anyone to my son's flat without him being there, but this was included in an email I sent the council in Feb 2017.

Regards

Lorraine

From: Neville Gray [<mailto:Neville.Gray@Enfield.gov.uk>]