

**06/02/2017 : 08/02/2017 :**

I visited Mr Mathiyalagan at 117 Burncroft Avenue today to look at the flooring following email from Mrs Cordell concerning noise as a result of wood flooring in the flat. I noticed that there is laminate flooring in the whole flat and ceramic tiles in the kitchen. Mr Mathiyalagan stated that the flooring was already in the flat when they moved in. He stated that they do not make noise deliberately and that any noise from his flat is household noise. He also stated that as far as he is aware that the person living below them have not complained of noise and that he will be the one that will be affected if there is excessive noises from his flat. He also stated that he has asked the man if they are causing noise disturbances and he said they are not. He also requested that Mr Cordell should contact the council if he is being disturbed by noise from his flat instead of harassing him and his family by banging on his front door, shouting abuse at him and his wife, threatening them and confronting them when they come into the block.

I informed him that laminate flooring can generate some noise and to be mindful of his neighbours while walking around inside his flat.

I then went and knocked at flat 113 but there was no response.

**17/02/2017 :**

Telephone call from Mr Cordell regarding the letter sent to him to attend the Civic Centre on 22/2/17 to discuss the on going reports of harassment, verbal abuse and threatening behaviour made against him by his neighbours. File note of the telephone conversation attached.

**21/02/2017 : 21/02/2017 : Contact Complainant ,**

Follow on action from

**20/03/2017 :**

I visited 109 Burncroft Avenue on 17/3/17 to hand deliver to post a letter through Mr Cordell's door and as I got into my car to drive off after posting the letter, Mr Cordell ran after me shouting and screaming abuse. I did not stop to speak to him and he ran after me until I turned left into Green Street. As he was running after my car, he was shouting at people passing by to stop the car. By the time I returned to the office, Mr Cordell had telephoned me several times. I telephoned him back and he wanted to know whether I was the person that posted a letter through his letterbox and I said yes. He asked why I did not stop when he ran after me and I told him that I had another visit and did not have the time to stop and talk to him. He stated that he will not attend the meeting at the Civic Centre or any of the council and that I should come to his flat. I offered to have the meeting at a neutral venue like the local library or even at his mother's house but he refused and shouted to shout abuse and accuse me of taking sides with his neighbours. He denied doing the things that he is accused of doing and stated that he is the victim and that the council have refused to deal with his complaints against his neighbours. He stated that he has been suffering noise disturbances from his neighbours since he moved into his flat and that the council have refused to deal with it. He alleged that the council is conniving with the police to victimise him and threatened to put in a complaint against me. He continued shouting abuse and will not let me say a word. I then advised him that I will have to terminate the conversation as we were getting no where.

**05/05/2017 :**

Mr Mathiyalagan telephoned me to report that Mr Cordell went to his flat while he was at work and his wife was at home with his cousin and daughter and started to bang on his door and shout abuse and threats. He stated that he was at work and was scared for his wife and daughter. I advised him to call the police.

**08/05/2017 :**

Mr Mathiyalagan telephoned to report an incident that happened this morning as he was leaving the block to go to work. He stated that as he walked down the stairs, he saw Mr Cordell talking to 2 council officials and as he walked past, Mr Cordell threatened him by shouting that he was going to ruin his life and that he was going to the police with evidence about him. He stated that he did not respond.

**12/05/2017 :**

Find attached my file notes related to Sarah Fletcher's (Neighbourhood Officer) visits to Burncroft Avenue and encounters with Mr Cordell.

**15/05/2017 :**