

**From:** Lorraine Cordell <lorraine32@blueyonder.co.uk>  
**Sent:** 02 January 2020 10:55  
**To:** 'Edmonton County, Enquiries'  
**Subject:** FW: Complaint (ref: 1560887)  
**Attachments:** LB Enfield 21 Oct 2019 (2).pdf

**Importance:** High

[Please see below email](#)

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**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
**Sent:** 02 January 2020 10:44  
**To:** 'HM Courts and Tribunals Service'  
**Subject:** RE: Complaint (ref: 1560887)  
**Importance:** High

Dear Mr A Mustafa

Thank you for the below reply regarding the complaint submitted.

I do feel some points have not been addressed, which I will list within this email.

The draft order, which the claimant had drawn up for the court to seal, was incorrect, where is stated the (The claim be adjourned generally with liberty to restore)

The letter my son's acting solicitors received from the claimant regarding the case was stated they had been instructed to discontinue the claim, not what the draft order sent to the court stated, The claim be adjourned generally with liberty to restore.

I will enclose a full copy of the letter sent by the claimant acting solicitors, to my son's solicitors, which was then forwarded to my son and me.

It would seem that the claimant waited for legal aid to be removed from my son's acting solicitors and then drafted a court order that was completely different from what had been stated in their letter. Now the claimant's case is a live case for however long they want it to be, and not discontinued they had stated in their letter. Unless the Judge has changed that within the amended order that you have sent in the royal mail to me.

I did ask in my complaint for the order to be set aside, as I do not feel that the claimant's case should be allowed to stay a live case for however long they want with no end date attached to the court order.

Can you please update me regarding this issue as soon as possible if the wording on the court order is still with (The claim be adjourned generally with liberty to restore)

Please see attached letter.

Case Ref: FOOED222

Regards

Lorraine Cordell

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**From:** HM Courts and Tribunals Service [mailto:replies@optic.justice.gov.uk]  
**Sent:** 02 January 2020 09:02  
**To:** lorraine32@blueyonder.co.uk  
**Subject:** Complaint (ref: 1560887)

Dear Miss Cordell

THE MAYOR AND BURGESSES OF THE LONDON BOROUGH OF ENFIELD

-v-

SIMON CORDELL

Thank you for your email of 12 December 2019. I am sorry you have had cause to complain about the service you have received from the Court. It is my role in accordance with HMCTS complaints procedure to investigate your complaint.

I have fully investigated the matter. The order of 6 December 2019 has been incorrectly drawn. The claimant had sent to the Court a draft order which was referred to a Judge and approved. I have sent by Royal Mail a copy of the amended order for your records.

Your request to view the Court file was referred to a Judge who has made the following comments:

'Defendant is entitled only to copies of orders and statements of case, plus other documents as listed in Civil Procedure Rules Practise Direction 5.A 4.2A (page 264 of 2019 Green Book).'

If you ask the court to make copies of documents or provide a copy of a document already provided there will be a Court fee applicable. Please refer to the EX 50 Civil and Family Court Fees booklet for further information.

Please highlight the documents you require from the Court file and we will inform you of the Court fee due.

Please accept my apologies for the administrative error and for any inconvenience this has caused. I hope that this is a satisfactory conclusion to your complaint.

If you are unhappy with my reply, you are entitled to escalate your complaint and request a review by writing to **Ms J Billyack**, Operations Manager, at The Civil and Family Court at Edmonton, 59 Fore Street, Edmonton, London N18 2TN.

Yours sincerely,

Mr A Mustafa

Customer Services

Edmonton County, HM Courts and Tribunals Service | HMCTS | 59 Fore Street , Edmonton , N18 2TN

Phone: 0208 884 6500



HM Courts & Tribunals Service

Tyrer Roxburgh Solicitors  
1 St Michaels Terrace  
London  
N22 7SJ

Also via email:  
[ronak@tyrerroxburgh.co.uk](mailto:ronak@tyrerroxburgh.co.uk)

Please reply to: Legal Services  
PO Box 50, Civic Centre  
Silver Street,  
Enfield EN1 3XA

E-mail: [Kulwinder.Johal@enfield.gov.uk](mailto:Kulwinder.Johal@enfield.gov.uk)  
Phone : 02081323111

Fax : 0208 379 6492  
My Ref : LS/C/KJ/159272  
Your Ref C5276.1  
Date : 21 October 2019

Dear Sir / Madam,

**Re: LB Enfield v Simon Cordell Claim NO: F00ED222 Hearing: 12 December 2019 at 2pm t/e 20 mins at Edmonton County Court**

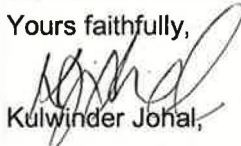
We write further in this case. We would be grateful if you could advise us on whether you are still instructed by Mr Cordell.

The possession claim is listed for a direction's hearing on 12 December 2019.

We write to advise you that we are instructed to discontinue the claim on the basis that each party bears their own costs as there have been no recent incidents of antisocial behaviour. The situation will be monitored but for the time being it is not this authority's intention to proceed with the possession claim.

We request that you seek instructions and revert to us as soon as possible so that a suitable worded consent order maybe agreed.

Yours faithfully,



Kulwinder Johal,

for Director of Law and Governance

Jeremy Chambers  
Director of Law  
and Governance  
Enfield Council  
Civic Centre, Silver Street  
Enfield EN1 3XY

[www.enfield.gov.uk](http://www.enfield.gov.uk)



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