

**From:** Lorraine Cordell <lorraine32@blueyonder.co.uk>  
**Sent:** 14 August 2017 19:08  
**To:** 'Neville Gray'  
**Subject:** RE: Inspection Visit Wednesday 16th August 2017 [SEC=OFFICIAL]

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.

There seems to have only been a problem since you came to my son's flat on the 12/07/2017, you stated that all the Surveyors that had come out to my son's flat since Dec 2016 had not written any reports so you did not know what has and has not been done regarding the water pressure issue in the flats, you had also told the landlord this.

Since Dec 2017 to date my son has allowed around 5 Enfield Council Surveyors into his flat regarding the water pressure, he has let in Thames Water more then once, and he allowed 2 private plumbers into his flat who said the landlord from 117 had asked them to check his flat which I wrote in an email dated 02/02/2017, all have said the issue is not coming from his flat. in Feb 2017 due to a letter my son got late in the day he called the repair team out himself to his flat because he could not take anymore being blamed for everything that was going wrong in the block, when the out of hours team went my son told them what the issue was they checked everything in my son's flat and once again confirmed the problem was not due to his flat.

In 2015 I have emails stating all the repairs that needed to be done which had been reported to Enfield council by us that the surveyors who attended the inspections had reported back that all 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

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**From:** Neville Gray [mailto:Neville.Gray@Enfield.gov.uk]  
**Sent:** 14 August 2017 13:32  
**To:** 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)  
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**From:** Jill Bayley  
**Sent:** 14 August 2017 11:57  
**To:** Neville Gray <Neville.Gray@Enfield.gov.uk>  
**Subject:** Cordell - injunction

Dear Neville,

Here is a copy of the injunction as requested.

Best wishes

Jill

Jill Bayley  
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