

From: Jo O'Brien [Jo.O'Brien@enfieldhomes.org]  
Sent: 05 March 2015 10:10 To: Lorraine Cordell  
Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL  
[SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Good morning Ms Cordell,

Thank you for your response, I have cancelled the appointment for 10<sup>th</sup> March as requested.

A new appointment has been booked with our contractor Wates Living Space for attendance on Friday 13<sup>th</sup> March between 10.30-2.00pm.

Would you be so kind as to advise Mr Cordell that if the front door needs to be renewed he is responsible to pay for the replacement but we can arrange for him to pay by instalments but if Mr Cordell can provide a Crime Reference Number and not a Cad Number we can carry out the repair.

Kind regards Jo O'Brien Customer Services

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
Sent: 04 March 2015 19:27 To: Jo O'Brien

Subject: RE: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED] Dear Jo

O'Brien

I am sorry but the 10th or the 11th and maybe the 12th March 2015 cannot be done due to having appointments already arranged could this please be re booked.

Regards

Lorraine Cordell

From: Jo O'Brien [mailto:Jo.O'Brien@enfieldhomes.org]  
Sent: 04 March 2015 16:20 To: Lorraine Cordell  
Subject: 109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ MR SIMON CORDELL [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED Good afternoon Ms Cordell,

Following your e-mail to EH Feedback I have been asked by the Customer Services Manager to raise a repair order to our contractor Wates Living Space for an operative to attend to carry out necessary works to the front door. EH Feedback will be in touch with you shortly in response to your e-mail.

An appointment has been booked for a Wates operative to attend on Tuesday 10th March between 8.00am- 10.30am. Order Number 1509056/1.

If this appointment is not convenient please do not hesitate to contact me so that we can agree a mutual appointment.