

**From:** Lorraine Cordell [lorraine32@blueyonder.co.uk]  
**Sent:** 21 September 2015 16:14  
**To:** 'Dawn Allen'  
**Subject:** RE: Complaint [SEC=UNCLASSIFIED]  
Dear Dawn Allen

My Mother has sent emails in of complaints about the repairs more then once and made lots of phone calls.

There does seem to be an issue of things not being logged on the system and reports going missing.

But I sure if you looked you could find them.

But I am tried of getting the run about and waiting for years for things to be done.

And a call was made to the Antisocial Behaviour Team today and they again gave me your details, so once again it seems nothing will get done about the neighbour.

My mother has now made a call to the Assistant Director Community Housing Services and they have taken a lot of notes, and your name and I should be getting a call back and she has now booked to see the MP and will bring all the information that has been gathered along to the MP to see what they can do.

Regards

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**From:** Dawn Allen [mailto:DAWN.ALLEN@Enfield.gov.uk]  
**Sent:** 21 September 2015 15:43  
**To:** Lorraine Cordell  
**Subject:** RE: Complaint [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Mr Cordell

Can you be a bit more specific about your repairs so I can forward to the correct person.

The Nuisance complaint will be forwarded to the Antisocial Behaviour Team for them to contact you it is likely log sheets may be issued. If you can answer the first question it would be greatly appreciated.

Kind regards

**Dawn Allen**  
**Tenancy Management Officer**  
**Council Housing**  
**The Edmonton Centre**  
**36-44 South Mall**  
**Edmonton**  
**N9 0TN**

✉ **E-mail [dawn.allen@enfield.gov.uk](mailto:dawn.allen@enfield.gov.uk)**

☎ **Freephone 0800 40 80 160**

"Enfield Council is committed to serving the whole borough fairly,  
delivering excellent services and building strong communities".

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**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
**Sent:** 21 September 2015 15:35  
**To:** Dawn Allen  
**Subject:** RE: Complaint [SEC=UNCLASSIFIED]

Dear Dawn Allen

I no longer go out of my home due to my heath that is why I can not come to the office.

Also why would it need to be a in a neutral environment you would have to come to my flat at some point to hear for yourself what is going on as you can clearly hear it and see what the neighbour is doing.

I have also put in reports also about the repairs this has been going on for years and things still have not been done.

You are my housing officer's can you please tell me what your job description is?

I am asking for help and have been for some time and you do not seem to be willing to give me any help. Is there a problem with you coming to my flat?