

**From:** Lorraine Cordell [lorraine32@blueyonder.co.uk]  
**Sent:** 21 September 2015 17:03  
**To:** 'Dawn Allen'  
**Subject:** RE: Complaint [SEC=UNCLASSIFIED]  
Dear Dawn Allen

1. Was meant to be sending a surveyor out to see how the pipes have been laid for my heating system, this has not been done.
2. When work was carried on my flat re doing the electric they wired in fire alarms and a Carbon Monoxide alarm, I made many calls to say these had not been fitted correctly, and due to this got carbon monoxide poisoning and ended up in hospital due to a faulty boiler and the Carbon Monoxide alarm not working. when they did come out in Nov 2014 I was left with no boiler for weeks until parts could be ordered as they had to cap the boiler off, work was also meant to be done to rewired the incorrect rewiring of the alarms this has not been done and I feel very unsafe as I feel if my boiler went wrong again the Carbon Monoxide alarm would not go off.
3. Window in my bedroom does not lock and needs a new hinges.
4. The new toilet wish was fitting is not secure I have had this repaired once already but it still is moving around and I feel unsafe.
5. The Sink has come away from the wall in bathroom.
6. After major works being done to my flat for damp the smell of damp as soon as you enter the bedroom is very bad.
7. They fixed damp in my front room and this is still not died out due to them not fixing the reason for the damp.
8. I was told that the guttering was causing the damp in my flat and needed doing someone came round months ago and told me the works was due to be done this has never been done.
9. The pipes bang in the flat really bad I was told it was the main stop cock that needed replacing the pipes are still banging badly so this can not have been done.

When the man came out to do my heating the council had told them I had removed all the pipes from my home, the man was stocked to see them all still in place and could not understand why he had been told this.

I have had so many surveyors come to my flat and say work is going to be done but it never is I think this is most of the list that still needs to be done.

Regards

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**From:** Dawn Allen [mailto:DAWN.ALLEN@Enfield.gov.uk]  
**Sent:** 21 September 2015 16:29  
**To:** Lorraine Cordell  
**Cc:** Dolly Ogunseye  
**Subject:** RE: Complaint [SEC=UNCLASSIFIED]

Classification: UNCLASSIFIED

Dear Mr Cordell

Thank you for the update but unless you are specific with the repair I cannot refer you to the correct person. In terms of the complaint with your neighbour the Anti - Social Team will be in touch with you at home.

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)**  
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"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 16:14  
**To:** Dawn Allen