

From: Jackie Gubby [Jackie.Gubby@enfield.gov.uk]
Sent: 03 November 2015 13:03
To: Louise Brown; Lorraine Cordell
Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell

I am not aware of any outstanding repairs to your son's property. The surveyors who attended the inspection reported back that the heating was fully operational and the detectors are also working.

Mr Cordell can report any new repairs to telephone 0800 40 80 160 - option 1

Yours sincerely

**Jackie Gubby Housing Manager
Tenancy Management the Edmonton Centre 36-44 South Mall Edmonton Green N9 0TN**

**Tel: 0800 40 80 160*
Fax: 020 8375 8016
e-mail: jackie.gubby@enfield.gov.uk**

* This is a free phone number, so there is no charge if you use a landline.
If you are using a mobile you may find it cheaper to call our landline number 020 8379 1327

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

From: Louise Brown
Sent: 03 November 2015 11:16
To: Lorraine Cordell; Jackie Gubby
Subject: RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT Dear Ms Cordell,

Thank you for your email and enquiry regarding your son Simon Cordell tenancy, a full response clearly outlining actions to-date will be sent to your son Simon Cordell.

Yours sincerely

**Louise Brown
Anti-Social Behaviour officer Community Safety Unit Regeneration & Environment Department London Borough of Enfield
S 020 8379 4467 H louise.brown2@enfield.gov.uk**

From: Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]
Sent: 02 November 2015
17:38 To: Louise Brown;
Jackie Gubby Subject: Re:
Simon Cordell Complaint

Dear Louise Brown and Jackie Gubby

It has been over 10 days since I sent the complaint in due to how my son has been treated.

I have not had 1 reply not even a reply to say you got my email.

I have also left voice messages on Louise Brown phone yet had no calls back.

I did speak to Jackie Gubby and was told I should hear within 10 days about my complaint but have heard nothing.