

From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 22 March 2016 19:18
To: Louise Brown
Subject: RE: On Going Issues
Complaint: 22/03/2016

Mr Simon Cordell
109 Burncroft Ave
Enfield
Middlesex
EN3 7JQ

Louise Brown

I wrote an email on the 15/02/2016 regarding not hearing anything about the complaint dated 16/10/2015, I think this has gone to far with no replies to a complaint and I should have had a reply by now and I would still like one. You sent an email dated 03/11/2015 stated my son would get a reply to the complaint which he has not yet to date; there should be letters of Authority on the system as I sent many for my son for me to be able to deal with issues on his behalf yet nothing is still getting addressed.

Enfield Council has left my son by doing nothing his health has gone down due to this and nothing has been done by the council who is meant to be there to protect people this does not seem the case when it comes to my son and I would also like to know the reason why this is.

The banging is still ongoing and the pipes are banging really badly also the neighbours I believe think it is fun to do what they are doing to my son and his health and this is not good enough, I have sent email after email and nothing has been done. There has been phone call after phone call and we don't get a reply I do not understand how this can be going on.

I believe the council is now making my son suffer and I do believe it is due to what the police have said to the council and the colour of my son's skin as that is the only reason I can think why the council has left this so long without doing anything and I think it is a disgrace on the part of the council.

I do not know why I write emails as nothing is done and most of them I do not get a reply to them even when they are complaints. I don't know why I make calls as I do not get a call back.

All I know is my son is being left to suffer and nothing is being done to help him and this is not acceptable as his health is suffering due to this and what his neighbours are doing to him.

The council has been out to see my son once on the 15/10/2015 with 2 police officers, which I should have been there, you said you only popped into my son's address because you had his file on you that day and were in the area, that is the only time someone come to my son's home, yet took no notes, looked at no video, looked at no letters or anything so I am still wondering what was the point of that visiting as nothing was done and this seems acceptable to you, knowing my son health is being effected by these issues with the neighbours and no sound proofing and the wooden flooring that neighbours still have nothing has been done why please explain to me why you think its acceptable to allow someone's health to suffer and nothing is done?.

There is still repairs that needs doing to my son flat which have been outstanding for a long time, when it comes to my son it seems nothing is done.

I would like all my emails looked into and a reply as to what will be done and the reason why none of my complaints have been addressed to date.

Regards