

**From:** Lorraine Cordell [lorraine32@blueyonder.co.uk]  
**Sent:** 26 June 2016 21:50  
**To:** Louise Brown  
**Subject:** FW: RE: On Going Issues  
Louise Brown

I have still not had a reply to my below email and any of my emails or complaints that have been sent.

There is still issues that need to be addressed what the neighbours are doing to my son and my son's health is getting worse due to what is on going and has been for a long time.

We are asking for help for someone to just come and take a report and look at the information but no one seems to care.

Can someone please get back to me as it seems to not matter if I email or call I am getting no replies.

The doctors had to come and see my son in Feb 2016 due to his health why is nothing being done to help him.

Please move my son if you can not do anything to help him as this can not go on any more he can not be made to live like this.

Regards

Lorraine Cordell

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**From:** Lorraine Cordell [mailto: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.