

Simon Cordell  
109 Burncroft Avenue  
Enfield  
Middlesex  
EN3 7JQ

Council Housing  
The Edmonton Centre  
35-44 South Mall  
Edmonton Green  
N9 OTN  
0800.40 80 160

date: 1<sup>st</sup> February 2017

Dear Mr Cordell

**Re: Loss of water pressure/supply to neighbouring property**

**Letter Hand Delivered**

I called today in response to a report of loss of water pressure/supply into a flat and/or area above your property.

We urgently need to gain access into your property within the next **24 hours**. We need to establish the source of the loss of water pressure/supply to the flat/area above, and which we believe may be emanating from your property.

What you must do:

Please contact the Repairs team in Customer Services on 0800 40 80 160 or 020 8379 1000 by 5.00pm Thursday 2nd February 2017 to make an appointment for our Contractor/Surveyor to inspect your property. Please quote reference no. 1772024/1.

Please be aware that in accordance with your tenancy agreement you will be liable for any damage caused by you or from your property to other properties, personal property or to the fabric of the building.

You will also be liable for our reasonable costs in dealing with this matter.

**EMERGENCY ACCESS**

If we are unable to agree an appointment with you within the timescales we set and to prevent any further damage to neighbouring properties, to the block or to personal property, we reserve the right to gain emergency access to your property,