

So I do not understand how this can all be blamed on my son as if reports had been completed by Enfield council you would have known what had been done and what had not been done and also know the issue was not coming from my son's flat as it had been checked over and over again, or are you saying that the around 5 Enfield Council Surveyors and Thames Water and the out of hours team and the 2 private plumbers who said the landlord from 117 had sent them, are you saying all of them do not know what they are doing when they said the issue was not coming from my son's flat and did not know what they were doing or saying?

(I know there were issues with this on the 12/07/2017 with the landlord saying he never sent any private plumbers to my son's flat, and in fact I do believe him and what he said that day, but maybe his tenants sent someone and told them to say the landlord had asked them to check my son's flat. But I do have an email that was written to Enfield council in Feb 2017 stating this)

If you had called me even the day before I would have said my son was very unwell and not up to this, and a date would have had to be set. It seemed you had been calling the landlord from 117 from days before hand to arrange a visit and talk about the issue. So why did you not in fact know 113 had been evicted and the council had the keys, and also the notes on Enfield council systems to call me 1st before visiting my son?

So how can you say you attempted to facilitate this through me because this is not correct, if you had done this you would not have just turned up at my son's address and I knew nothing about it until after the fact, and then have to rush down there knowing my son was really ill and you just turning up at his flat would have made things worse. Which I believe is one of the 1st things I said to you in front of my brother who had attended my son's address with me.

Yet you call this a refusal, an unannounced visit when you had been addressing this for days with the landlord and no one else it seemed you had not even looked on the system regarding 113 or my son's flat yet you said you needed access to all 3 flats together and if this is the case why did you only inform the landlord?.

You give me your private number in case there were any issues, a date was set for you to come to my son's flat there was some confusion in regard to the date I believe this is why you called me later that afternoon and the date and time was fixed for 17/07/2017 at 14:00 hours. and the visit would not have been delayed if you had came on the 17/07/2017 at 14:00 as agreed but due to things that happened later on the 12/07/2017 you refused to keep that date. Even through later that day there was not proof there was no water to 117 as no one saw this.

There was a lot more said then this but I just keep to some points for now.

You called me at 17:21 on the 12/07/2017 stating you had a report that there was no water this was in fact to 117 which I found out when I got to the flats. You and the landlord of 117 was at the flats waiting for me outside, when I spoke to you I asked if 117 water had been checked and both you and the landlord replied yes, I asked did they have water and you and the landlord replied yes, I asked if anyone had called Thames water to see if there was an issues there end, you said yes and that they had said there was no issue. The landlord I believe it was stated that his tenant had said they never had any water for around 20mins which I believe you confirmed. But you nor the landlord had seen that flat 117 did not have any water this was confirmed when I asked, you both said when you got there to the flat 117 had water.

At this I was in shock and due to what had been said to me, I had to rush to my son flat you knew my son was very unwell and yet 117 had water, and no one saw they did not have any water. Why in fact did 117 not call back to the council when the water came back on? I know your call came into me at 17:21 saying about the report of no water. I was cooking and said it would take me around an hour due to traffic. I went and turned my food off, and I went into the bathroom and when I came out I had a missed call from a private number which I through was from you this was at around 17:46, you stated that you had not called me back, you was still in the office and had not left yet and for me not to rush that you would be leaving in around 10mins, I said I had turned my food off and was leaving now due to the traffic.

Now if my timings are correct 117 would have already had water back if it is true there was no water and I say this due to the issues that have been ongoing for a long time and what they are doing to my son. (Which the council has done nothing about) I just really do not understand why 117 never called anyone back to say