

**From:** Neville Gray [Neville.Gray@Enfield.gov.uk]  
**Sent:** 16 August 2017 10:06  
**To:** Lorraine Cordell  
**Subject:** RE: Inspection Visit Wednesday 16th August 2017 at 2.00 PM [SEC=OFFICIAL]

Classification: OFFICIAL

Dear Ms Cordell

As advised, the purpose of today's visit will be to carry out a full survey of the property. I do not recall having any discussions with you about colleagues leaving and no reports being carried out previously. I think that the best way forward in relation to my inspection will be to allow access as agreed and I can then report back my findings and approve any necessary repairs in accordance with our repairing obligations.

Kind regards

Neville Gray  
Legal Disrepair Surveyor  
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Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities.

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**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
**Sent:** 15 August 2017 21:24  
**To:** Neville Gray <Neville.Gray@Enfield.gov.uk>  
**Subject:** RE: Inspection Visit Wednesday 16th August 2017 at 2.00 PM [SEC=OFFICIAL]

Dear Neville Gray

Thank you for the reply to my email I apologise for the lateness of the email last night I only saw it did not have the time confirmed later and just wanted that confirmed. Also I will say sorry for the lateness of this email as I only saw that I had got it from you late this evening.

I believe Enfield Council system regarding my son has errors on there and I have pointed this out before, you state that my son has refused before the 12/07/2017 in regards to the water pressure issue I believe if you look deeper in the system you will find that was 117 that refused access regarding the water pressure and not my son as it is showing on Enfield Council system.

The reason I know this is because I was making calls to the councils repairs team about the issue of the water pressure and I was informed by a lady on the phone my son had refused to let the council in, I said sorry you are mistaken I know my son had let the council in regarding this. It took the lady a while and then she saw the error on the system it looked like my son had refused when in fact it was 117 that had refused to let the council in.

I did ask at the time if this report could be corrected so it did not look like my son had refused and the lady said she would do this, but it seems this was not corrected and it is still showing like my son refused it did take the lady on the phone a while to work it out that it was 117 who refused access regarding this issue.

I did write this in an email to the Council with the ladies name and also the ticket number that was created