

due to my call, so I do have all the information to prove my son never refused the council to come into his flat about the water pressure.

My son has always allowed the council to come in, on the 12/07/2017 you turned up at my son's address without no call to me this is not the 1st time the council has done this, and my son was really not well I believe you would have to agree with this, he had not any sleep for weeks and weeks due to what the neighbours was doing to him and also he had bad news the day before. My son health has suffered badly for over 2 years due to the neighbours which I have email after emails reporting this and there is videos and other information not once did the council do anything and my emails was going in way before any complaints was put in about my son which the council seems to have misplaced and do not seem to have any, there were also many calls being made which again the council does not seem to know anything about.

When I got the call in the morning from Enfield council saying you was at my son's flat, I could not again understand why I had not had a call. The council is well aware of why they should call me 1st and it should be all over the Councils systems, so I do not understand how you did not see this. I was told you was there and you had access to all the flats but my son's but this was not the truth as it seems you did not even know that 113 had been evicted and the Council had the keys for 113, and even when I got to the flat 113 was not there, I even said to you he had moved out, you said no that not the case, and said you had his number and tried to call him and got no reply. It did seem however you had called the landlord of 117 regarding your visit just no one else which was proven later that day.

You stated to me that you had just taken over dealing with the blocks and that all the Surveyors that had been out before had left, and had not done any reports of what had been done and what had not been done so you had to start from the beginning which I said is a disgrace that not one of the Surveyors had written any report so you knew what had been done regarding the water pressure issue.

I was not the only person you said this to as you have also said this to the landlord of 117 on the calls you had made to him regarding the issue and to arrange your visit, the landlord told me this later that day on the 12/07/2017.

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?.