

Mother: Oh So you are Louise brown can you tell me why you have not responded to my formal complaint I sure you have and I know "Muttering" and I have not deleted them err, yet in another email you will have a response fast and directly but it is still going on now and it is now February and sill nothing.

Marry: No response.

Louise Brown: It can take up to four months latter.

Mother: Yes I Know.

Louise Brown: Any way.

Mother: And I have even been up because he has knocked on her door a few times when she was bad and really banging the council has "**Muttering**" A bit so that you do not hear it so badly so bad when she is constantly banging.

Mother: I mean, even the other day he had his entire bathroom ceiling flooded and it knocked his entire electric out and basically he had to call the Emergency.

Louise Brown: Yes the Emergency.

Mother: And he went upstairs to say to her you have got a leak and it is all Flooding through my bathroom then and then the council come out and then she well it seems she has cleaned the mess up.

Louise Brown: Hmm.

Mother: And basically they have re-laid the whole of her pipes like they have re laid his heating because they were having issues with the heating systems so they re-laid the pipes over the wall.

Katie: You can see them on the walls over there.

Louise Brown: Yes.

Mother: And basically he turns round and they turned round, then they phoned me and they said has the ceiling dried out yet as they had to disconnect the whole light.