

**From:** Obie Ebanks <Obie.Ebanks@enfield.gov.uk>  
**Sent:** 22 August 2017 10:46  
**To:** Lorraine Cordell  
**Subject:** RE: Simon Cordell 109 Burncroft Ave [SEC=OFFICIAL]  
**Attachments:** 109 Brncft Ave.doc

Classification: OFFICIAL

Dear Mrs Cordell,

Thank you for your email and attached letter dated 20<sup>th</sup> August 2017.

Please find attached my response.

Kind regards

**Obie Ebanks**  
**Neighbourhood Officer**  
**Enfield Council Housing**  
**Regeneration & Environment Directorate**  
**36-44 South Mall**  
**Edmonton Green**  
**N9 0TN**  
**Tel: 0800 40 80 160**  
**Email: [Obie.Ebanks@enfield.gov.uk](mailto:Obie.Ebanks@enfield.gov.uk)**

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**From:** Lorraine Cordell [mailto:[lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)]  
**Sent:** 20 August 2017 17:36  
**To:** Obie Ebanks <Obie.Ebanks@enfield.gov.uk>; Obie Ebanks <Obie.Ebanks@enfield.gov.uk>  
**Subject:** RE: Simon Cordell 109 Burncroft Ave

Dear Obie Ebanks

Please see attached letter dated 20/08/2017

Regards

Lorraine Cordell

Classification: OFFICIAL

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Please reply to : Obie Ebanks

Mrs Lorraine Cordell  
C/o 109 Burncroft Avenue  
Enfield  
Middlesex,  
EN3 7JQ

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Phone : 0208 375 8008  
Textphone :  
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My Ref : OE/NHTS  
Your Ref :  
Date : 22<sup>nd</sup> August 2017

Dear Mrs Cordell,

**Re: Your letter dated 20/08/17**

Thank you for your email and attached letter.

I would like to make clear that at no time during my visit did I say “I can see why he does not trust anyone in Enfield council” as you have made reference to in the first paragraph of your letter.

What I did say was that there seems to be a history of issues that we would try and work through following the joint visit of myself and Mr Gray. Some of these issues were addressed at the visit in respect of the kitchen, step to the back door, window handle and removal of wall and fire door in the kitchen.

As agreed I will look into the overgrown garden to the right of your son’s flat and the possibility of the door entry system updated to a more modern system, which doesn’t require a code.

I am not able to answer queries or comment on issues made by Mr Gray you will need to discuss these with him or wait for him to come back to you with the queries raised. Similarly, the same with issues to do with Mr Nwabuisi, I have forwarded him a copy of your letter for his information and comments.

In respect of the water pressure issue thankfully this has now been resolved and

advised by the contractors on site there was no proof that it was caused by the actions of your son. As far as I am aware this issue was originally raised due to there being a problem in the block as a whole and then was investigated and eventually resolved.

In view of the fact that this matter has now been resolved, I am satisfied there is no need for any further investigation into this matter.

I will contact you again in 7 days from the date of this correspondence to update you on the issues I have agreed to look into, should you wish to discuss any of the above please do not hesitate to contact me on above number.

Yours sincerely

Obie Ebanks  
Neighbourhood Team

**IMPORTANT** – Enfield residents should register for an online Enfield Connected account. Enfield Connected puts many Council services in one place, speeds up your payments and saves you time – to set up your account today go to [www.enfield.gov.uk/connected](http://www.enfield.gov.uk/connected)