

URGENT
REQUESTED
ACTIONS & REMEDIES
STAGE-ONE LEVEL RAISED COMPLAINT

Applicant: Mr. Simon Paul Cordell

Address: 23 Byron Terrace, Edmonton, N9 7DG

Dated: 14/09/2026

Email: re_wired@ymail.com

1. Immediate Suspension (Council)

I request the **Immediate Suspension** of Resident Relationship Officer **Georgina Solan**, due to:

- 1) Issuing A Section 41 Disposal Notice While Succession Was Active
- 2) Concealing The Notice from The Lawful Applicant
- 3) Misleading Me About the Status of My Succession Claim
- 4) Admitting She Never Submitted My Succession Claim to The Statutory Panel
- 5) Providing False Legal Advice to Police That Resulted in Unlawful Exclusion
- 6) Breaching UK GDPR By Sharing My Housing Data with Hostile Third Parties
- 7) Causing Property Loss Exceeding **£100,000** While I Was Legally Excluded

Authority: Enfield Council (legal@enfield.gov.uk, housing.enquiries@enfield.gov.uk, joanne.drew@enfield.gov.uk, chief.executive@enfield.gov.uk)

2. Criminal Investigation (Met Police PSD)

I request the Metropolitan Police PSD begin a **criminal investigation** into:

- 1) Theft And Conversion of Property
- 2) Disappearance Of **£30,000 Cash** Left Unsecured
- 3) Disposal Of Belongings Under Section 41 While I Was Excluded
- 4) Coordinated Exclusion from My Home Based on False Council Advice
- 5) Unlawful Bail Imposition Without Signature, Service, Or Explanation
- 6) Failure To Safeguard Property During Exclusion
- 7) Procedural Failures (Open Custody Record, Delayed Cps Submission, PNC Errors)

Authority: Met Police PSD (complaints@met.police.uk) DS/PC Rob Johnston (rob.johnston@met.police.uk) Aleana Knox (aleana.knox@met.police.uk)

3. ICO Investigation (GDPR Breach)

I request the Information Commissioner's Office conduct a **GDPR Investigation** into:

- 1) Unlawful Disclosure of My Personal Housing Data
- 2) Sharing Succession Information with Hostile Third Parties
- 3) Sharing Occupancy Status During an Active Dispute
- 4) Enabling Property Disposal While I Was Excluded
- 5) Failing To Safeguard Sensitive Personal Information

Authority: ICO (casework@ico.org.uk)

4. Compensation (Council + Police + ICO)

I request compensation for:

A. Property Loss (Council)

- 1) £100,000+ Comic Collection +
- 2) Furniture, Tools, Equipment
- 3) Sentimental Items
- 4) Cooker And Household Goods
- 5) Vehicles And Generators
- 6) All Items Removed or Disposed of Under Section 41

B. Cash Loss (Police)

- 1) £30,000 Cash Left Unsecured by Police and Now Missing

C. Reinstatement of My Succession Rights and Grant of the Tenancy (Council + Ombudsman)

I request the **Full Reinstatement of My Statutory Succession Rights** and the **Granting of The Secure Tenancy For 23 Byron Terrace in My Name**, due to the following documented failures:

1) Succession Application Mishandled

- a) My Succession Application Was Confirmed As “Under Review” By Georgina Solan.
- b) She Later Admitted She **Never Submitted It** to The Statutory Succession Panel.
- c) No Lawful Decision-Maker Was Identified.
- d) **No Section 202 Review Rights** Were Provided.

2) Statutory Process Bypassed

- a) The Statutory Succession Panel Was Bypassed Entirely.
- b) A “**Management Decision**” Was Used Instead, With No Names, No Signatures, And No Authority.

3) Unlawful Denial of Section 202 Rights

- a) I Was Told I Had “**No Legal Right to Appeal,**” Which Is False Under Housing Act 1996.
- b) Denial Of Section 202 Rights Makes the Refusal **Procedurally Invalid.**

4) False Legal Advice to Police

- a) Georgina Told Police I Had “**No Confirmed Legal Right of Occupation,**” Which Is Legally Incorrect **Under Housing Act 1985 S.87–88.**
- b) This Resulted in My Unlawful Exclusion from My Home.

5) Concealment of Section 41 Notice

- a) The Section 41 Disposal Notice Was Sent Only to A Hostile Third Party.
- b) It Was Concealed from Me, The Lawful Applicant.
- c) It Was Issued **During Active Succession,** Making It Procedurally Unlawful.

6) Property Disposal During Active Succession

- a) My Belongings Were Removed or Destroyed While My Succession Claim Was Supposedly “**Under Review.**”
- b) This Is Incompatible with Lawful Succession Handling.

7) Failure to Assess Principal Home

- a) No Assessment Was Carried Out **Under Housing Act 1985 S.87–88.**
- b) My Residency Evidence Was Ignored.

8) Failure to Consider Vulnerability (Care Act 2014)

- a) No Safeguarding or Vulnerability Assessment Was Carried Out.
- b) My Bereavement, Disability, And Exclusion Were Ignored.

Requested Remedy:

I Request That Enfield Council Grant the Secure Tenancy Of 23 Byron Terrace to Me as The Lawful Successor, on the basis that:

- 1) The Original Succession Decision Is **Procedurally Invalid**.
- 2) The Statutory Process Was **Not Followed**.
- 3) Section 202 Rights Were **Denied**.
- 4) The Decision-Maker Was **Concealed**.
- 5) The Application Was **Never Submitted**.
- 6) The Refusal Was Based on **False Legal Advice**.
- 7) The Council's Actions Caused **Irreversible Harm**.
- 8) And The Housing Ombudsman Has the Authority to Recommend Reinstatement of Tenancy Rights in Cases of Severe Maladministration.

Authorities Responsible:

- **Enfield Council**
 - a) legal@enfield.gov.uk
 - b) housing.enquiries@enfield.gov.uk
 - c) joanne.drew@enfield.gov.uk
 - d) chief.executive@enfield.gov.uk
- **Housing Ombudsman**
 - a) info@housing-ombudsman.org.uk
- **Local Government Ombudsman (LGSCO)**
 - a) complaint.info@lgo.org.uk
- **My MP (Feryal Clark)**
 - a) feryal.clark.mp@parliament.uk

D. Emotional Harm (Council + Police)

- 1) Bereavement Trauma
- 2) Homelessness
- 3) Exclusion From Funeral
- 4) Distress Caused by Concealment and Procedural Manipulation
- 5) **Authorities:** Council, PSD, ICO, MP

5. Formal Finding of Severe Maladministration (Housing Ombudsman + LGSCO)

I request a **Formal Finding of Severe Maladministration** against Enfield Council for:

- 1) Succession Mishandling
- 2) Denial Of Statutory Rights
- 3) Concealment Of Notices
- 4) Property Disposal
- 5) Data Breaches
- 6) Misleading Legal Advice
- 7) Failure To Safeguard a Vulnerable Resident
- 8) Procedural Manipulation
- 9) Failure To Follow Housing Act 1985
- 10) Failure To Follow Care Act 2014

Authorities: Housing Ombudsman (info@housing-ombudsman.org.uk) Local Government Ombudsman (complaint.info@lgo.org.uk)

6. Recommendation for Dismissal (Ombudsman + Council)

I Request:

- 1) Dismissal Of Georgina Solan
- 2) Disciplinary Action for Any Other Officers Involved
- 3) Referral To External Regulators Where Appropriate

Authorities: Housing Ombudsman, LGSCO, Enfield Council

7. Policy Change (Council + Ombudsman)

I request Enfield Council implement policy changes to prevent recurrence, including:

- 1) Mandatory Safeguarding Checks Before Issuing Section 41 Notices
- 2) Mandatory Notification to Lawful Occupants
- 3) Prohibition On Issuing Notices to Third Parties Without Consent
- 4) Mandatory Succession Panel Submission
- 5) Mandatory Section 202 Rights Explanation
- 6) Mandatory Recording of Decision-Maker Identity
- 7) Mandatory GDPR Compliance Checks
- 8) Mandatory Bail-Related Safeguarding Coordination with Police

Authorities: Council, Housing Ombudsman, MP

8. Rent And Council Tax Balances Outstanding During This Period.

1. SUM ONE — 11 May 2026 → 28 August 2026

Where this period comes from (**Exhibits**):

- 1) **Succession claim submitted:** *11 May 2026 (Exhibit: 04. Timeline Of Proven Facts.pdf)*
- 2) **Council confirmed succession was “being considered”** *(Exhibit: 09. Received 20-05-26.pdf)*
- 3) **Council promised:** *“Left in Occupation account will be set up...” “This account will be OPEN WHILST YOUR APPLICATION IS BEING CONSIDERED.” (Exhibit: 09. Received 20-05-26.pdf)*
- 4) **Council Never Set Up the Account** *(Proven in Timeline — no emails, no account number, no statements)*
- 5) **Council Email Dated 28 August 2026 Suddenly Claims:** *“As of 28 August 2026, the outstanding balance is £1,467.10.” (Exhibit: 40. Received 28-08-26.pdf)*
 - a) **Daily charge:** £20.96
 - b) **Period:** 11 May → 28 August = 110 days
 - c) **Calculation:** 110 × £20.96 = **£2,305.60**
 - d) **SUM ONE Total:** £2,305.60

• WHY SUM ONE IS LEGALLY VOID (WAIVED)

Sum One **Cannot** be charged because:

A. The Account Was Never Set Up

Council promised the account would be open **During Succession**, but:

- a) No Account Was Created
- b) No Payment Details Were Provided
- c) No Access Was Given
- d) No Statements Were Issued
- e) No Arrears Notices Were Sent

(Exhibit: 09. Received 20-05-26.pdf)

B. I Was Unlawfully Excluded from The Home

I was barred from entering 23 Byron Terrace due to **False Legal Advice** given to police.

(Exhibit: 04. Timeline Of Proven Facts.pdf)

C. Succession Was Active

Rent cannot be charged during an active succession claim.

(Exhibit: 04. Timeline Of Proven Facts.pdf)

D. Section 202 Appeal Rights Were Denied

This makes the succession refusal **Procedurally Invalid**.

(Exhibit: 40. Received 28-08-26.pdf)

E. Council Tax Was Reversed To £0.00

Council already accepted I was **Not Liable** during police bail exclusions.

(Exhibit: Council Tax reversal in Timeline)

F. Council Confirmed Tenancy Ended Even Aloe Disputed!

"The tenancy has therefore ended."

(Exhibit: 40. Received 28-08-26.pdf)

G. Council Destroyed and Disposed of Property

Section 41 disposal occurred while I was excluded.

(Exhibit: 38. Georgina 19-05-26 Notice to Quit)

Therefore: Sum One is legally unenforceable and must NOT be added to Sum Two.

2. SUM TWO — 28 August 2026 → 11 September 2026

Where this period comes from (Exhibit):

A. From 40. Received 28-08-26. Pdf, Georgina States:

"**As of 28 August 2026**, the outstanding balance is **£1,467.10.**" "Charges continue to accrue daily."

This is the **First Time** she ever claimed the account existed to me, and she had allowed for it to be put into debit, so this cannot be included given all the reasons presented in this document so far!

This means that the account balance was **£00:00** owed by me as of the **28th of August 2026** and as of date of today the **11/09/2026** the calculations below can be worked out as follows: --

B. These Sums Would Be the ONLY Period They Can Question as If in Debit

But even these collapses as legally (explained below).

a) **Daily charge:** £20.96

b) **Period:** 28 August → 11 September = 15 days

c) **Calculation:** 15 × £20.96 = **£314.40**

d) **SUM TWO Total:** £314.40

• **WHY SUM TWO ALSO COLLAPSES TO £0.00**

Even though Sum Two is the only period they can attempt to charge, it still collapses because:

A. I Was Still Excluded Until 17–18 August & Walked into a Damaged Home After Asking Georgina & Housing to Protect My Personal Belongings

I remained unlawfully excluded until **17–18 August**, meaning I could not enter, safeguard, or protect my home. When the bail exclusion was lifted, that she had wrongly caused I finally walked into the house:

- a) Rubbish Dumped Throughout Rooms,
- b) Missing Cooker, Furniture, And Personal Items,
- c) Clear Evidence of Unauthorised Occurrences that I was not made aware of and where not Legal Granted By myself and all while My Housing Succession Case Was Ongoing as an officially classified as Sensitive Matter because I myself asked for protection of me and my belongings due to bail Conditions being wrongly imposed!

I had explicitly asked Housing to protect my belongings. They failed.

They cannot charge occupation for a period where **THEY** caused the damage as they wrongly barred me from entering to prevent it.

B. Section 41 Disposal Was Still Wrongfully Active

(Exhibit: 38) The Section 41 disposal process was still active during this period, meaning:

- a) Belongings Were Being Removed or Destroyed,
- b) The Property Was Being Emptied of Property,
- c) Third Parties Accessed the Home, already registered as living else were on Enfield Council & the Metropolitans systems!
- d) The Council Was Treating the Home as Abandoned While Succession Was being misled as to its status as Active.

They cannot charge occupation while simultaneously disposing of my belongings.

C. Succession Was Still Misrepresented as Active

(Timeline — turn0browsertab0) The Council repeatedly told me:

- a) “Your succession is being considered.”
- b) “We are reviewing your documents.”

But later admitted:

- **They never submitted my succession claim to the statutory panel.**

This means:

- a) Succession Was Active in Reality,
- b) Succession Was Mishandled Administratively,
- c) Succession Was Misrepresented to Me,
- d) Succession Was Unlawfully Denied.

They cannot charge occupation during an active succession claim, especially one they mishandled.

D. Section 202 Rights & All Legal Appeal Rights Were Still Denied

(Exhibit: 40) I was told:

- a) “There is no appeals process.”

This Is Legally False Under Housing Act 1996.

Denying Section 202 Rights means:

- a) The Succession Refusal Is Invalid,
- b) The Tenancy Termination Is Invalid,
- c) Any Charges Arising from That Refusal Are Invalid.

They cannot charge occupation while denying my legal right to appeal.

E. Council Failed to Set Up a Use & Occupation Account Prior — Then Tried to Forcibly Convert It into a Rent Account, Then Refused to Do So

(Exhibit: 09) On **20 May 2026**, Georgina promised:

- a) "Left in Occupation account will be set up..." "This account will be OPEN WHILST YOUR APPLICATION IS BEING CONSIDERED."

But:

- a) No Account Was Created,
- b) No Payment Details Were Provided,
- c) No Statements Were Issued,
- d) No Arrears Notices Were Sent,
- e) No Invoices Were Sent,
- f) No Access Was Provided.

Then on **28th of August 26**, she suddenly claimed:

"As of 28 August, the outstanding balance is £1,467.10."

This is a procedural breach, because:

- a) I Cannot Be Charged for An Account That Never Existed,
- b) I Cannot Be Charged for Payments, they Prevented me from Making,
- c) I Cannot Be Charged for A Rent Account When They Refuse to Recognise me as The Secure Tenant.

They cannot charge occupation when they failed to create the account they are charging me for.

F. Using SUM ONE When They Failed to Create SUM TWO Is a Breach of the Equality Act 2010

By adding SUM ONE + SUM TWO together, the Council:

- a) Knowingly Charges Me for A Period Where I Was Unlawfully Excluded,
- b) Knowingly Charges Me for An Account They Never Created,
- c) Knowingly Charges Me for A Service They Never Provided,
- d) Knowingly Charges Me During Bereavement and Vulnerability,
- e) Knowingly Charges Me for Periods Where They Caused Damage and Loss.

Under **Equality Act 2010**, this is:

- a) **Discriminatory (Failure to Make Reasonable Adjustments),**
- b) **Reckless (Charging for Periods They Know Are Invalid),**
- c) **Unfair (Charging for Services Not Rendered),**
- d) **Unlawful (Charging During Exclusion and Vulnerability).**

They are attempting to place me into debt because of their own failures.

G. The Care Act 2014 Strengthens This Further

(Exhibit: 40) The Council acknowledged my potential need for:

- a) Care Support,
- b) Advocacy,
- c) Social Care,
- d) Housing Support.

Under **Care Act 2014**, they must:

- a) Assess Vulnerability,
- b) Prevent Harm,
- c) Avoid Financial Detriment,
- d) Provide Safeguarding,
- e) Avoid Discriminatory Charging.

They did none of these.

Charging me during a period of vulnerability is unlawful under the Care Act 2014.

H. The Two-Week Period They “Granted” Must NOT Be Charged

From **28 August → 11 September**, they stated:

a) “We are prepared to allow a further 2 weeks for arrangements to be made.”

This period is:

- a) A Grace Period,
- b) A Removal Period,
- c) A Safeguarding Period,
- d) A Statutory Adjustment Period.

Grace periods cannot be charged. Removal periods cannot be charged.

Safeguarding periods cannot be charged.

Therefore: The earliest lawful charge date (if any) is **11/09/26, but even here continues to be legal wavered!**

My Charges Must Pause From **11/09/26** Until My Official Complaint & SAR Are Reviewed and Granted

I have:

- a) An Active Formal Complaint,
- b) An Active Subject Access Request,
- c) Unresolved Succession Issues,
- d) Unresolved Exclusion Issues,
- e) Unresolved Section 41 Issues,
- f) Unresolved Tenancy Status Issues.

Under:

- a) Equality Act 2010,
- b) Care Act 2014,
- c) Housing Act 1996,
- d) Housing Act 1985,
- e) Local Government Act 1974,
- f) Ombudsman procedural fairness,

Charges Must Pause Until: my **SAR** is fulfilled and my complaint is resolved. I must be allowed to stand a fair defence. I cannot be charged during an unresolved dispute.

My Charges Must Also Be Paused From 11/09/26 Because: I Have Been Given No Legal Right to Appeal through the correct channels, including **Georgina Solman**, due to their own directions. In **Email 40 “received 28-08-26.pdf,”** it clearly states: **“There is no appeals process available in relation to this succession decision.”** This means that until this case is brought before a court, I cannot have a fair review of the **Damage Caused to My Primary Home, Which Resulted from Incompetence,** misinformed information, and negligence. I also suspect that, if properly investigated, criminal activities will be found. **I Must Not Have to Pay Rent During This Period,** as it would be cruel and unreasonable for the Council, acting as landlord, to demand payment while denying me any lawful route to appeal. Until the tenancy is placed into my name, it is impossible to replace the missing items, as it would be pointless to buy new belongings when I would be moving most items from 109 Burncroft Avenue into the property and

transferring bills such as internet. Due to funding limitations and the Council's own actions, rent charges must be paused until this matter is resolved.

Therefore: Sum Two is also legally unenforceable.

3. FINAL LEGAL POSITION

- **SUM ONE:** £2,305.60 → VOID
- **SUM TWO:** £314.40 → VOID
- **TOTAL THEY WOULD CLAIM:** £2,620.00
- **LEGALLY OWED:** £0.00

Because:

- **Succession Was Active**
- **Succession Was Mishandled**
- **Section 202 Rights Were Denied**
- **You Were Unlawfully Excluded**
- **Section 41 Disposal Occurred During Exclusion**
- **Council Tax Was Reversed**
- **Council Confirmed Nobody Was Residing**
- **Council Confirmed Tenancy Ended**
- **Council Failed to Set Up the Account**
- **Council Failed to Notify You**
- **Council Failed to Provide Payment Details**

please can this also be confirmed?

Yours faithfully, **Mr. Simon Paul Cordell**

Address: 23 Byron Terrace Edmonton N9 7DG

Dated: 14/09/1026

Contact Email: Re_wired@ymail.com

Signed:

