

Case ID - 202620776 [REF/LI/I5/pv/Xg/]

From: casework@housing-ombudsman.org.uk

To: re_wired@ymail.com

Date: Friday, 11 September 2026 at 14:54 BST

11 September 2026

By email

Complaint: 202620776 - London Borough of Enfield

HOW TO COMPLAIN TO YOUR LANDLORD

Dear Mr Cordell

Thank you for contacting the Housing Ombudsman Service, I am sorry to hear about the problems that are affecting you in your home.

The Housing Ombudsman is independent and impartial, this means we do not take anyone's side, and we cannot act as your representative.

Therefore, the advice provided in this letter is all you will need to exhaust your landlord's complaint process. We cannot help you further until your landlord's complaint process is exhausted.

Your complaint

I understand the complaint to be about the handling of your request to succeed a tenancy.

From the information you have given us, I believe you have not yet exhausted your landlord's complaint process.

Complaint or service request

A formal complaint is different to reporting an issue to your landlord. When you first report an issue to your landlord, we call this a service request. An example of a service request is a report of a pest infestation.

When your landlord receives a service request, it has some time to try and fix the problem before a complaint can be made. Your landlord will have its own procedures and timescales that say how it should respond to different types of service request and how long it has to put them right.

Your landlord will not register a complaint unless you tell it you are unhappy with how it is handling the situation. If you are unhappy with how your landlord is handling your service request, you can make a complaint by telling your landlord what you think it has done wrong, how that is affecting you, and what you would like it to do to resolve your complaint.

Your landlord has a 2-stage complaint procedure. You can find information about your landlord's complaint procedure on its website here – [Feedback and complaints | Enfield](#)

Council.

The basics are that your landlord has 5 working days to log and acknowledge your complaint at either stage. It has 10 working days at stage 1, and 20 working days at stage 2 from the date of its acknowledgement to send you its written complaint response.

If you receive a stage 1 response from your landlord you are not happy with, you must tell your landlord and ask it to escalate your complaint to stage 2. You can only ask for a stage 2 response after you have received a stage 1 response.

Once you receive a stage 2 response, sometimes called a final response, you have 12 months from the date on it to ask the Ombudsman to look at your complaint.

Next Steps

If you are unsure whether your landlord has logged your complaint, you should let it know you would like to complain. You can make sure your landlord has the information it needs to investigate your complaint by telling it:

1. What your complaint is about – what you think your landlord has done wrong in the way it is handling your service request.
2. How this affects you – why you are unhappy with your landlord and the impact this has had on you.
3. What you would like the landlord to do to put things right – your desired outcome.

We supply more guidance on our website here - [How to complain to your landlord | Housing Ombudsman \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk).

You can send a complaint to your landlord using your preferred contact method from the options below.

Web complaint – [Octavia](#)

Phone – 020 8379 1000

If complaining verbally by phone or in person, please ensure you make a note of the time and date of your conversation, the name of the person you spoke with, and ask the person you speak to for your complaint reference number.

Landlord obligations

Landlord complaint handling should aim to resolve issues quickly, effectively, and fairly. Our [Complaint Handling Code](#) sets out what good complaint handling looks like, and all landlords are expected to comply with this.

Your landlord has a responsibility to handle your complaint in line with our Code. If you make a complaint to your landlord and it does not respond to you in line with our Code, we may be able to help further.

Notice

There is no need to copy us into emails that you send to your landlord. We are unable to help you further unless:

- you are unhappy with your landlord's stage 2 response – this is sometimes called a final response
- your landlord has acknowledged your formal complaint at stage 1 or stage 2 but it did not provide you with a response within the timeframes explained earlier in this letter

If either of these happens then please get back in touch with us.

Yours sincerely
Philippa
Enquiries Officer

www.housing-ombudsman.org.uk

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