[CaseRef:ENF228458] Acknowledgement - Complaint about succession claim handling and eviction process by housing officer

From: enfield@ctemail.uk

To: re_wired@ymail.com

Date: Monday, 5 October 2026 at 11:14 BST

Subject: Complaint about succession claim handling and eviction process by housing officer
Case Ref: ENF228458
CaseType: Housing Complaint

Dear Mr Simon Paul Cordell,

Thank you for getting in touch with us. Please accept my apologies for the delay in acknowledging your complaint.

We recognise that you are unhappy with the way your succession application and related matters were handled, and we will review the issues you have raised to determine whether the Council acted correctly and in accordance with its policies and procedures.

You have also raised concerns regarding the actions and involvement of the Police. These matters fall outside the Council's jurisdiction and cannot be investigated through the Council's complaints process. Any concerns regarding police conduct, investigations, or operational decisions must be directed to the appropriate police complaints body. Consequently, I have not considered these matters when reaching my complaint decision.

To resolve your complaint you would like the council to process your succession claim properly and review the decision regarding your tenancy at Byron Terrace. You would also like to know your rights in relation to the eviction process and for the council to consider your needs as a vulnerable disabled person throughout this process.

Your complaint has been logged at Stage 1 of our complaints process and passed to the correct team for investigation. We aim to respond to you within 10 working days.

You can find more details about our complaints policy here:
https://www.enfield.gov.uk/__data/assets/pdf_file/0015/4407/corporate-complaints-policy-your-council.pdf

If you'd like to add anything to your complaint or have any questions, you can reply to this email. Please don’t change the subject line - this helps our system recognise your case.

Please note that we’ll only consider new information about this complaint. Any new issues will need to be raised separately.

Kind regards