Outlook

[CaseRef:ENF228458] CaseRef: ENF228458 - Cordell

From enfield@ctemail.uk <enfield@ctemail.uk>
Date Thu 08/10/2026 11:34
To Si_Alienware_Laptop@outlook.com <Si_Alienware_Laptop@outlook.com>

Dear Simon Paul Cordell,

Re: Stage 1 Complaint Response - Ref: ENF228458

Dear Mr Cordell,

Thank you for your complaint about the Council's handling of your request to succeed to the tenancy following your mother's death. I am sorry for the distress this matter has caused you.

I have considered the information provided and the available records and set out my findings below.

Complaint

Your complaint is that the Council mishandled your succession request, incorrectly stated that you had no confirmed right to occupy the property, failed to process the matter properly, disclosed information to relatives, and acted concerning the tenancy and belongings while the succession issue was being considered.

You also allege misconduct by the officer involved and hold the Council responsible for your exclusion from the property and the loss of personal possessions.

Findings

Succession occurs only where all relevant statutory conditions are met. Completing an application form does not itself create a right to succeed; the Council must establish whether the qualifying conditions were met at the date of the tenant's death.

A material condition in this case was whether you occupied the property as your only or principal home throughout the 12 months immediately before the tenant's death.

Unfortunately you did not provide sufficient evidence demonstrating your occupation of the property as your only or principal home for the required 12-month period and the succession did not take place.

I have found no evidence that the officer deliberately misrepresented the law, concealed a valid succession, or acted fraudulently. The correspondence shows that further supporting information was requested and that the claim was considered against the qualifying conditions. The fact that the outcome was disputed does not demonstrate misconduct or maladministration.

Your concerns about alleged criminal conduct and the actions of the police are matters for the relevant police authorities. The Council's complaints procedure is not the appropriate process for investigating or reaching findings on allegations of criminal conduct or the actions of the police.

I acknowledge your report of missing and damaged personal property at 23 Byron Terrace, including the comic collection, cash, generators, vehicles, tools, clothing and other belongings, together with the reported damage to the property.

The Council's complaints process is not the appropriate routes for claims relating to loss of or damage to personal possessions. These matters should be pursued through your own household or contents-insurance policy. Your insurer can assess the claimed loss under the terms of your cover.

Your data protection concerns will be considered separately through the Council's information governance process.

Conclusion

I do not uphold your complaint about the handling of the succession request. The Council considered the request, sought supporting evidence and reached a decision based on the absence of sufficient evidence that the property was your only or principal home for the 12 months immediately before the tenant's death. I have therefore found no service failure in the handling of the succession matter and no basis to recommend compensation or disciplinary action.

This concludes my investigation into your complaint. If you are not satisfied with the outcome you may request a Stage 2 review. Please explain which parts of this response you disagree with and the outcome you are seeking.

Any further documentary evidence relevant to your occupation of the property during the qualifying 12-month period should be provided with your request.

You can contact the Housing Ombudsman Service at any point during the complaint process for guidance. Please note that it cannot investigate your complaint whilst your complaint is going through our internal complaint's procedure. Details can be viewed via www.housing-ombudsman.org.uk

Yours Sincerely

Jayne Paterson

Business Development Manager

Housing and Regeneration