



Statement of Case – Housing Disrepair and Negligence

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield **Tenure:** 11 August 2006 – 14 November 2022 **Managing Authority:** Enfield Council / Enfield Homes **Nature of Claim:** Breach of duty of care, prolonged housing disrepair, negligent mismanagement, emotional and physical harm caused by council inaction.



Executive Summary

Over a 16-year tenancy, Mr. Cordell was subjected to persistent and unresolved housing disrepair. Despite hundreds of complaints, photographic evidence, personal injury, toxic exposure, and structural hazards, Enfield Council failed to uphold basic duties of care, repair, safety, and tenant protection.

The flat at 109 Burncroft Avenue:

- Was structurally unsound and hazardous for extended periods
- Had no working heating for multiple years
- Contained toxic damp, mould, and damaged walls and flooring
- Repeatedly exposed the claimant to carbon monoxide due to faulty alarms
- Invited neighbour hostility due to leaked Council documents and false accusations
- Led to long-term emotional, physical, and reputational harm

All failures are detailed in Mr. Cordell's full Victim's Statement, which this Summary Narrative accompanies.



Timeline of Key Failures and Events

Year	Breach / Incident	Legal Relevance
2006	Initial damp, mould growth; no effective ventilation	Breach of fitness standards
2007	Industrial humidifier used; extensive damage to walls	Admitted repair need, prolonged exposure
2008	Floor collapse injury; undiscovered leak; heating shut down	Personal injury; unsafe premises

Year	Breach / Incident	Legal Relevance
2009	No heating, insecure windows, unfit sleeping conditions	Violation of repair duty
2010	Delayed ventilation install (3-year delay)	Failure to act in reasonable time
2011–2013	Heating unresolved; wrongful police accusation adds trauma	Emotional harm and negligence
2014	Carbon monoxide poisoning; neighbour aggression	Breach of health and safety
2015	Council falsely claims tenant caused pipe damage	Defamation and breach of candour
2016	Wrongful blame for water pressure issues	Ongoing slander and false reporting
2017–2020	No progress; increasing mould, failed window seals	Continued duty breaches
2021	Kitchen rot, draft intrusion, warping floors	Unfit for habitation
2022	External leaks ignored; final year ends with unresolved hazards	Flat uninhabitable upon exit

Breaches of Statutory Duty

A. Housing Act 1985 / 2004 / Homes (Fitness for Human Habitation) Act 2018

- Property failed to meet basic standards of habitability across multiple categories.
- Repairs delayed without lawful justification; known hazards not resolved.

B. Defamation and Data Handling Breaches

- Internal false accusations about pipework and noise complaints were leaked externally.
- Resulting harassment from neighbours led to emotional distress and reputational harm.

C. Breach of Duty of Candour

- Council misrepresented facts to contractors and the claimant.
- Refused to admit false claims even when disproven by surveyors and workmen.

D. Negligence and Personal Injury

- Collapse of flooring caused physical harm; no timely resolution or support.
- Carbon monoxide exposure resulted from failed safety installations.

E. Emotional and Psychological Harm

- Chronic exposure to toxic conditions, defamation, neighbour hostility, and structural insecurity.
- Loss of dignity, privacy, and domestic peace over 16 years.

Supporting Evidence

- **Victim's Statement (2006–2022):** 160-point record including photographs, correspondence, witness testimony, medical impact, timeline tables.
- **Exhibits:** Photos, letters, emails, audio/video logs (Diary), National Grid reports, surveyor assessments.
- **Named Council Staff:** Dawn Allan, Neville Gray, multiple surveyors and engineers acknowledged the issues.
- **Third Party Verifications:** Thames Water, National Grid, Council contractors, and private plumbers confirmed claimant was not at fault.

Final Position

The combined records demonstrate systemic failure. Enfield Council:

- Ignored statutory obligations
- Failed multiple repair deadlines
- Disseminated false accusations
- Repeatedly deflected accountability
- Abandoned a tenant to suffering

The legal position is one of clear liability for:

- **Negligent mismanagement**
- **Breach of statutory repair obligations**
- **Failure to provide safe, habitable accommodation**
- **Reputational and emotional harm**

Victim's Statement – Personal Account of Disrepair and Harm

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield **Timeframe Covered:** 11/08/2006 – 14/11/2022

Section A – Disrepair Issues and Mismanagement by My Housing Team

A.1 Timeline and Overview

- **Start Date of Tenancy:** 11/08/2006
- **End Date of This Complaint Period:** 14/11/2022

I, the claimant, entered into tenancy at 109 Burncroft Avenue on the 11th of August 2006, where over the course of 16 years I was exposed to dangerous and deteriorating housing conditions. These issues were repeatedly raised with Enfield Council, Enfield Homes, and the Safer Neighbourhood Watch teams — yet those responsible failed in their obligations to guarantee me security of tenure and a safe, habitable home.

Despite numerous reports and clear evidence, the property remained in an unfit state, with qualifying repairs ignored across the timeline of my tenancy. The problems were never fixed properly — they remain today.

A.2 Discovery of Damp and Mould (2006)

- When I first moved into the flat in August 2006, it appeared freshly painted by Enfield Council. Initially, it didn't seem to be in poor condition.
- However, straight away I noticed a strong, overpowering damp smell. I assumed it was due to fresh paint and poor ventilation, and expected it would pass.
- Within months, I became used to the pungent odour — but then saw toxic black mould spreading across the walls and ceilings.
- This mould began destroying my personal belongings and compromising my health. It was not due to my actions — the damage came from the property itself.

A.3 My Response and Early Complaints

- I began documenting the problem myself by taking photo evidence and contacting the relevant authorities to report my suffering.
- These photographs are included in the table at the bottom of this document, marked Exhibit ****.
- Myself and my support network reached out to Enfield Council and associated companies via telephone, clearly explaining the damage to my belongings and the risk to my health.

A.4 Council's Inadequate Response

- Surveyors attended the property and stated the issue was poor air circulation.
- However, staff on the phone told me the problem was “condensation” and blamed me for not opening the windows enough.
- During winter, opening windows continuously was not feasible.
- The windows were double-glazed and had built-in ventilation vents, which I always kept open — yet the damp continued to grow.
- Despite doing everything the Council instructed, the problem worsened.

- I scrubbed the walls and ceilings **at least once a week**, but the mould came back every time. This cleaning became a regime I had no choice but to follow.
- Eventually, the Council closed off my bedroom entirely — leaving the mould to fester, while I was forced to sleep in the front room of a one-bedroom flat.
- The bedroom became unusable due to the extent of the damage.

A.5 Health Impact and Emotional Toll

- No matter what room I tried to live in, the damp made me ill in more ways than one.
- The Council continued to insist it was my fault, attributing it to condensation, and refused to help me.

A.6 Boiler Failures

- During this time, the main motherboard in my boiler repeatedly failed and had to be replaced by Enfield Council.
- Their engineers explained that the boiler suffered from low water pressure and gave me instructions on how to keep it topped up — which I followed meticulously and made part of my routine.

A.7 Soundproofing Failures (2006 Onwards)

- Within weeks of moving into the flat, I noticed severe soundproofing issues.
- Conversations from neighbouring homes were clearly audible, creating a total lack of privacy and undermining any sense of personal space.
- The flat was not fit for private family life. This wasn't just unpleasant — it was intolerable.
- The Council's own housing estate manager confirmed that the flats at Burncroft Avenue were not up to ISO standards.

Victim's Statement – Year 2007

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield

Continued Disrepair and Hazardous Living – Year Two of Tenancy

- By the year **2007**, Enfield Council continued sending out different surveyors with each complaint. No repair works began to eliminate the high-risk damp disrepair issue, which persisted, isolated entire rooms, and grew in its own dormancy.
- Within a year, 109 Burncroft Avenue had become a **toxic hell**, and yet Enfield Council staff left me to live inside of it. My photographic exhibits evidence this reality.
- The smell created by the humidity of the damp and mould couldn't be captured by pictures — but anyone who's experienced extreme damp or has professional knowledge of these conditions would understand. The air inside was saturated with allergens and toxic spores, making the environment physically harmful and emotionally unbearable.

- Each visiting surveyor confirmed the obvious: a) The flat had **bad air circulation**, leading to poor ventilation and ideal conditions for fungal spores to flourish.
- Eventually, one of the surveyors — believed to be the final one for that year — agreed that works were necessary. He stated that the walls would be stripped back to brick, treated, and re-plastered.
- The proposed works also included installing **ventilation systems** into every room via the windows and walls.
- The surveyor explained that a **large industrial humidifier** would be placed in the bedroom (the worst-affected room) to extract unwanted water before wall treatment could begin.
- I agreed to this plan, and works were scheduled to proceed.
- A few days later, Enfield Council staff arrived with the industrial humidifier and installed it inside the bedroom. Before leaving, they provided me with maintenance instructions and said it would need to run for around three months.
- The humidifier began removing water from the interior and exterior walls — including the flat's foundations.
- My only access to the bedroom was to empty the water bucket collected by the humidifier.
- Early on, the bucket filled **multiple times a day** — on average, three times daily. This task became part of my life.
- Although I managed the machine carefully and avoided accidents, maintaining it for such a long time was difficult and demanded constant attention. I had to remain present at specific times each day, continuing until Enfield Homes staff finally began their repair works.

Victim's Statement – Year 2008

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield

Sinkhole Injury and Water Leak Discovery

- In the early months of **2008**, I was still collecting water from the industrial humidifier. On one trip to empty the bucket, something shocking happened.
- As I stepped into my front hallway, bucket in hand, heading for the bathroom, **my foot sank into the floor**. It disappeared into the ground.
- The sharp pain almost caused me to drop the bucket and cry out, but I knew if I spilled the water, I'd have to clean it up. I placed the bucket safely down and looked to inspect the damage.
- My foot was grazed and bruised — bleeding from impact with the broken chipboard. If not for the shallow concrete below, the injury would've been far worse.
- I called my mother, shaken and in pain, to explain what had happened.

- She immediately advised me to contact Enfield Council, warning me that **a collapsing floor indicates a serious structural hazard**.
- I phoned the Council straight away. To my shock, **a surveyor arrived within an hour**.
- After a brief visual inspection, the surveyor agreed with me: emergency disrepair works were needed immediately. He left the flat making a call to arrange urgent repairs.
- That same day, another worker arrived and began **lifting the dangerous floorboards** from the bedroom, bathroom, and hallway.
- While lifting boards, the worker discovered that the **heating system had fractured a copper pipe** beneath the floor, connecting between the bedroom and bathroom.
- The fracture had **created a water leak**, likely years old, worsening over time and hidden until the flooring collapsed.
- Based on the extent of the water damage, the workman and I concluded the pipe may have been leaking **before I ever moved in**.
- The worker immediately **shut down the heating system** to prevent further leakage, warning me I could not use it again until repairs were made.
- Within a few hours, he finished lifting the floorboards and isolating the heating system.

🚫 **Living Conditions After Floor Collapse**

- My flat was now **without floorboards**, and I had to walk between exposed wooden beams to empty the humidifier bucket.
- The bedroom remained sealed due to black mould and **even mushrooms growing inside it**, while other rooms suffered varying types and colours of mould.
- The heating system was non-functional, and the promised **air ventilation system had yet to be installed**.
- The Council failed to supply temporary flooring, despite the clear safety risk.
- A few days later, my mother visited the property to see the damage for herself. She was appalled — emotionally distressed by the conditions I was left to live in.
- She immediately contacted Enfield Council, questioning their **decision to leave me in a worksite, not a home**.
- The Council sent another worker the same day — but only to **lay down temporary chipboard** flooring. This chipboard became the flat's "permanent" floor, never properly replaced.



End of Year Update

- Later in 2008, after countless calls to the Council, they agreed the flat had dried out enough to begin wall repairs.
- Workers stripped the walls back to brick, treated them, and re-plastered. But still:
- No proper flooring
- No heating system
- No ventilation system installed
- Damage remained across my belongings and flat due to long-term disrepair
- Around this time, new double-glazed panes with **pre-cut holes for air ventilation systems** were fitted — one in the bathroom window, one in the kitchen.
- Workers told me a company — possibly named “Air Flow” — would soon arrive to complete the system installation.



Security Risk and Council Delays

- I waited at home, but **no one came to install the ventilation system** into the glass panes.
- This created a major security risk — especially since my bathroom window faces the street and is visible to every visitor entering the estate.
- Trespassers could easily notice the exposed holes. The Council confirmed delays in sourcing the required equipment.
- Astonishingly,



Continuation of Unresolved Disrepair and Dangerous Living Conditions

- By the year **2009**, the issues continued without resolution. Despite the Council’s previous promises, the following remained completely unaddressed:
 - a) Flooring:** No proper flooring had been laid following the discovery of the hidden pipe leak and floor collapse.
 - b) Heating System:** Still non-existent — the boiler remained shut down since 2008.
 - c) Window Openings:** Large holes were left in newly fitted windows for ventilation system parts that were never installed.
 - d) Air Ventilation System:** Promised work had been delayed indefinitely, with no clear timeframe.
 - e) Damp and Toxic Smell:** Even after plastering parts of the bedroom, the mould smell persisted and remained unbearable.

- The **Council's failure** to install any meaningful ventilation system left my home open to intruders, cold exposure, and ongoing damp infestation.
- I still couldn't use my bedroom safely — not since the first two months of moving in, due to extensive damage and unresolved issues with my next-door neighbour, **Mr. Hazzan Ozman**, who was renting the adjoining room and contributing to ongoing distress.
- Every attempt by myself or my mother to contact Enfield Council's repair teams was met with **silence or broken promises**. Ventilation workers simply never showed up.
- We made repeated calls specifically regarding the heating system. Enfield Council only sent surveyors — **never workers**, never parts — and they constantly said work would "happen soon." It never did.
- Enfield Council abandoned me in a flat that was **freezing cold**, riddled with damp, mould, and security risks. I had holes in my windows, no heating, no flooring, and a worsening emotional toll. All while living in the **front room of a one-bedroom flat**, cut off from basic domestic dignity.

Victim's Statement – Year 2010

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield

Heating Absence, Extreme Cold, and Delayed Ventilation Installation

- By **2010**, years had passed without a working heating system.
 - a) The flat remained **freezing cold**, severely affecting my health.
 - b) Even during summer nights, the temperature would drop. Winters were unbearable.
 - c) No matter what I did, the flat could never become fully warm.
- The damp smell persisted and was so horrendous that **guests could not be invited** into my home. It was a source of physical discomfort and emotional distress.
 - a) My living conditions were not only damaging but isolating.
- Myself and my mother made **constant calls** to Enfield Council, reporting disrepair and requesting urgent intervention.
 - a) The process of calling felt like a **non-joyous adventure** — exhausting and humiliating.
 - b) The delays stretched on until I started to feel like I might as well be **squatting** — this was not a tenancy, it was forced occupation inside a deteriorating shell.
- Finally, after countless failed attempts, Enfield Council contacted me to say the **ventilation system was ready to be installed**.
 - a) A date was set, and a workman arrived to fit the system into the holes in the windows.
 - b) This disrepair job, promised since 2007, was finally completed **three years later**.

Knock-On Effects and Continuing Disrepair

- Despite the ventilation system installation, the flat **continued to suffer with additional knock-on issues**:
 - a) Continued structural deterioration
 - b) Health and safety concerns
 - c) Emotional distress caused by lack of support, mounting isolation, and exposure to dangerous living conditions

This marked the **fourth year of living in inadequate housing**, and Enfield Council's neglect persisted despite their clear legal and ethical responsibilities.

Victim's Statement – Year 2011

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield

Fifth Year of Living in Disrepair and Isolation

- By **2011**, I had spent five years inside a flat riddled with disrepair — and yet Enfield Council acted as if it were acceptable.
- The heating system remained broken. Despite surveyors visiting, **no permanent repairs were conducted**. My flat stayed **freezing**, with no solution in sight.
- The **damp smell** never left. Ventilation had finally been installed the year before, but it came **years too late**, and its effect was minimal.
- Structural repairs that had been promised — proper flooring, complete heating refit, upgraded safety features — **never materialised**.
- This period marked a growing emotional toll. With no heating, guests were still unable to visit. The smell was so potent it **stripped away any sense of dignity**.
- Enfield Council's communication was deteriorating. Phone calls, emails, and complaints were met with deflection, or silence. My mother and I continued to press for justice.
- The **council's excuse** for delay was often “logistical issues,” “waiting for supply,” or “pending paperwork” — but those excuses had stretched over **five years**.

Victim's Statement – Year 2012

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield

Sixth Year of Unresolved Disrepair and Council Deflection

- In **2012**, the same core issues persisted. Despite my constant efforts to engage Enfield Council, the flat remained in a **state of disrepair**, and communication from the Council became even more fractured and dismissive.
- The heating system was still not functioning. Council representatives had inspected the property but continued to delay repairs without providing valid reasons.
- My front room — which had become my **makeshift bedroom** due to mould and damp damage in the original one — remained exposed to cold, noise, and discomfort. I had not been able to use my own bedroom since **late 2006**.
- The **damp smell**, while slightly reduced due to previous wall work, lingered throughout the flat. Its impact was psychological and physical. I could never relax inside my own home.
- The ventilation system that had finally been installed the year before did little to fix the root issues. Damp continued to seep through untreated areas, and the flat had already sustained **long-term internal damage** by this point.
- Council surveyors made occasional visits but never arrived with workmen or clear plans for repair. Their default message was: “We’ll escalate this,” or “We’ll get a date booked soon.” But **no such date ever came**.
- Emotional and mental wellbeing continued to decline. The flat was isolating. I could not safely invite family or friends around. Every day, I lived among the smell, the cold, and the silence from those who were supposed to help.



Victim’s Statement – Year 2013

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield



Wrongful Accusation and Deepening Impact of Long-Term Disrepair

- In **2013**, I was wrongfully accused of an offence by police — a case I later **won in court**.
 - a) This incident led me to become more confined inside my flat, and as a result, the conditions of the disrepair became even more apparent and unbearable.
 - b) Living in such hostile, neglected surroundings while trying to clear my name **amplified the psychological stress** caused by this environment.
 - c) The Council’s failure to act on years of evidence now collided with legal injustice, making my flat a place of emotional trauma.

Unresolved Issues Continuing into Year Seven

Issue	Timeframe
Flooring Sinking	2008 → Present (2022)
Heating System Pipe Failure	2008 → 2015
Toxic Smell	2006 → 2016
Kitchen Cupboards (Disrepair)	Unknown → 2021
Electrical Faults	2006 → 2014
Soundproofing Failures	2006 → 2022

Each of these failures continued **without resolution**, despite my repeated reporting. The stress of being falsely accused in court while enduring these conditions left me feeling imprisoned by both the justice system and the housing system.

The disrepair didn't just harm my physical wellbeing — it became evidence of a life subjected to silence, neglect, and institutional abandonment.

Victim's Statement – Year 2014

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield

Correspondence Explosion and Diary Evidence

- This year marked the start of significant documented exchanges. I hereby introduce **Exhibit: "The Now Claimant's Diary"**, containing a wide range of correspondence including emails, videos, and audio recordings between myself, my mother, Enfield Council, and the Metropolitan Police.
- Many of these emails address **multiple issues at once** — such as one written to case handler **Dawn Alan**, raising concerns about both housing disrepair and neighbours acting on **fraudulent information leaked by authorities**.
- I had been **wrongfully targeted** by both Enfield Council and the Metropolitan Police, who had publicised distorted or unlawfully obtained information — leading to harassment and coordinated pressure from neighbours attempting to drive me out.
- This culminated in what I describe as a **fraudulent attack** on my life. Council and police activity prompted certain neighbours to act with aggression, hostility, and misinformation. (*See Exhibit *****)*

CO₂ Poisoning and Electrical Safety Failures

- Around this time, repairs were attempted on the flat's electrical system.

- a) Fire alarms and **carbon monoxide alarms** were installed, but wired **incorrectly**.
 - b) I made **multiple calls** to Enfield Council reporting that the alarms were not working properly.
 - c) A fault with the boiler caused the **CO₂ alarm to fail**, exposing me to **carbon monoxide poisoning**.
- As a result, the **National Grid shut down the heating system** — leaving me without a working boiler for **weeks**, while parts were sourced.

Supporting Exhibits

Exhibit	Description
D6	Letter of evidence showing that National Grid shut down the heating system due to CO ₂ alarm fault. Dated 28/11/2014.
D7	Letter of evidence regarding gas defect, noting the need to fit a Graphite Seal. Dated 01–03/12/2014.

External Wall Leaks and Undiscovered Damage

- I also introduce **Exhibit G42**: Photographic evidence dated **06/10/2022**, showing the front room wall with **a leak running down the surface**, making the property **undecoratable and uninhabitable**.
- The external wall is exposed to air and sits adjacent to a **faulty gutter system**, leaking wastewater directly against the flat's exterior.
- I requested that Enfield Council repair both the internal wall **and the cause of the external leak**, but workers who attended treated only the internal plaster.
- No one inspected the outside — despite my direct questions to surveyors about where the water might be coming from. They speculated about flats above potentially leaking beneath their floorboards, but no formal inspection ever took place.
- The internal walls were re-skimmed, but the leak **persisted**, damaging both structure and livability.

Victim's Statement – Year 2015

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield

Cold Flat and No Heating System

105. As **2015 began**, I was still living without a working heating system.

- a) Summers remained cold at night, and winters were unbearable.
- b) Enfield Council had failed for **over 7 years** to restore heating.

Fraudulent Court Applications by Council

106. Instead of progressing repairs, the Council created **two fraudulent court applications**, one to justify the next.

- a) The first was weaponised — distributed to neighbours via unlawful leaks — causing **public harassment and hostile behaviour** toward me.
- b) My mother and I were furious. We began sending emails of formal complaint in response.

Complaint Emails and Council Deflection

- On **02/03/2015**, my mother sent the first complaint.
 - a) She got a call back, but the reply didn't address the heating system.
- On **04/03/2015**, further complaints were sent to housing officer **Dawn Allan**, regarding:
 - a) Neighbour hostility caused by Council leaks
 - b) Unfinished repairs within the flat
- No replies were received, despite **two or more emails sent monthly**.
 - a) It wasn't until **21 September 2015** that Dawn Allan finally responded.
- Due to our persistence, **some repair work finally began** — but still, the heating remained untouched.

Council Lies and Your Mother's Demand for Action

- Around **late April 2015**, my mother received a call from Enfield Council staff.
 - a) The caller falsely stated that the heating system hadn't been replaced because *I had ripped out all the pipework*.
 - b) They claimed it would cost **£4,000 to replace**, and I would be liable for the cost.
- My mother **reacted with outrage**, demanding that:
 - a) A manager and surveyors attend my flat within **two days**
 - b) The entire flooring be lifted if needed to prove the pipework was still there
 - c) These lies about me be formally addressed and retracted

- The woman on the phone backed down, saying **replacement would proceed** and no inspection was needed.
- My mother still requested a visit to verify the truth — but no inspection ever occurred.

Workman Confirms Truth and Challenges Council Lies

- The heating system installation finally happened around **July 2015**, delayed because of the Council's lie to the contracted company.
- When the worker arrived, he was **surprised**. He'd been told I had destroyed all pipework.
 - a) But upon inspection, **everything was still intact**.
- He said he was glad he took the job — and couldn't wait to return to the office and tell everyone how false the Council's claims were.
 - a) He confirmed that all plumbing was present and undisturbed.
 - b) I explained the entire history of my suffering, and he was **shocked** by what Enfield Council had put me through.
- No official ever came to verify the pipework. The Council **never corrected the slander**, and my name remained **blackened by false accusations**.
- Enfield Council **violated their duty of candour multiple times** — falsely accusing me, delaying repairs, and misrepresenting facts to their contractors.

Ongoing Timeline of Unresolved Disrepair

Issue	Timeframe
Walls – Damp & Mould	2006–2008, then 2014–2022
Flooring Collapse	2008–2022
Heating System Pipe Faults	2008–2015
CO₂ Alarm Fault & Poisoning	Nov 2014 – Jan 2015
Persistent Smell	2006–2016
Water Pressure Conflict	2014 onwards
Neighbour Noise/Drilling/Banging	2014–2022
Window Seal Failures	2015–2021
Kitchen Cupboard Disrepair	Unknown – 2021
Soundproofing Failures	2006–2022



Victim's Statement – Year 2016

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield



False Accusations Over Water Pressure – Ignored Evidence and Council Bias

- In **2016**, I started receiving **letter after letter blaming me for causing water pressure issues** in the estate. These letters were relentless, and each one worsened my distress.
 - a) I was being **accused of tampering** with the system, despite never doing anything of the sort.
 - b) These accusations came from the residents of flat **117**, and Enfield Council repeatedly took their word as truth.
- I let **five separate council workers** enter my flat to inspect the issue. Each one confirmed the same thing:
 - a) The water pressure issue **was not coming from my flat**.
 - b) I had **low water pressure myself**, as I lived on the ground floor and wouldn't notice it as much — but the problem wasn't mine to fix.
- The continued pressure of receiving these letters pushed me to call Enfield Council directly. I was blunt and angry — I had been **wrongfully accused for months**, with no evidence, and I'd had enough.
- I also allowed **Thames Water engineers** into my flat for inspection on **four separate occasions**. Each time, I was told:
 - a) "This issue is not coming from your flat."
 - b) Their official reports echoed what council workers had already verified.
- Even the **landlord of flat 117** brought in **private plumbers** to investigate. They also confirmed the same conclusion — it wasn't me.
- Despite all this, **Enfield Council refused to accept the truth**.
 - a) They ignored their own engineers, Thames Water findings, and third-party plumbers.
 - b) They continued to believe only the complaints of the tenants in 117 and kept blaming me.
- These accusations went on for **over a year**, and caused me **significant emotional harm**, stress, and further isolation. I wasn't just living in disrepair — I was being falsely criminalised for the faults caused by someone else.



Rude Conduct from Council Officer

- During this ordeal, Enfield Council assigned a disrepair officer named **Neville Gray**.
 - a) He was **unprofessional, hostile, and dishonest**.
 - b) He lied on more than one occasion and treated me with indifference.
 - c) Instead of addressing the facts, he made the process even more difficult and contributed to the long-term trauma caused by Enfield Council's neglect.

Overview of Continuing Disrepair Items

Issue	Timeframe
Water Pressure Accusations	2014 → 2016+
CO ₂ Alarm Fault and Poisoning	Nov 2014 → Jan 2015
Window Seal Failures	2015 → 2021
Flooring Collapse	2008 → 2022
Soundproofing Failures	2006 → 2022
Kitchen Cupboard Disrepair	Unclear → 2021

Victim's Statement – Year 2017

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield

Continued Hostility from Neighbours and Council Inaction

- Throughout **2017**, the disrepair continued as if it were an accepted feature of my tenancy. The heating, soundproofing, and flooring issues remained unfixed, and Enfield Council offered **no lasting solutions**.
- The **hostility from neighbours**, encouraged by prior Council misinformation and leaked accusations, made life inside the estate unbearable.
 - a) I experienced harassment, defamation, and near isolation — all while still dealing with physical damage and structural faults inside my flat.
- Repeated complaints were filed — by email, by phone, and through formal submissions — yet the Council failed to respond with urgency.
 - a) I was still blamed for issues that were **never my fault**, including water pressure problems and exaggerated noise disturbances.

Ongoing Unresolved Disrepair Items

Issue	Status in 2017
Heating System Failures	Incomplete – boiler only partly functional
Soundproofing Failures	No action taken since tenancy began
Flooring Structural Weakness	Hazardous, chipboard still used as permanent fix
Wall Damp and Mould	Reappearing in sections of the flat
Kitchen Cupboard Damage	No repairs made

- As of this year, I continued living in conditions far below the legal standard.
 - a) Council officers deflected responsibility.
 - b) The legal and emotional burden weighed heavily.
 - c) I had to advocate for myself, without support, while managing trauma and disrepair simultaneously.



Victim's Statement – Year 2018

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield

Recurring Mould, Gas Safety Risks, and Council Communication Failure

- As **2018** unfolded, the flat returned to its toxic pattern.
 - a) The **damp and mould began to regrow** in treated areas, especially near the front room wall and external-facing rooms.
 - b) Despite previous re-skimming of internal walls, water ingress clearly hadn't been resolved — the root cause **still untreated**.
- I began to experience **new safety concerns**, particularly related to the **gas supply and CO₂ safety alarms**.
 - a) I contacted Enfield Council multiple times, reporting suspicions that the **carbon monoxide alarm wasn't functioning properly**, again.
- I received no immediate response. On one occasion, a Council worker arrived to inspect my complaint about **window seal deterioration**, but no follow-up repairs were booked.

Disrepair Reporting: No Log, No Action

- Although I logged my calls and retained evidence of each report, **Enfield Council failed to create a repair timeline or formal complaint record.**
 - a)** Their internal system appeared disorganised — multiple staff promised escalations that **never materialised**.
 - b)** I was forced to explain the history **again and again** with each new staff member, despite years of documented correspondence.
- I requested to see my **full repair record**, but Council staff claimed they couldn't share internal reports.
 - a)** I was effectively locked out of tracking my own case — unable to verify what had been logged or whether disrepair complaints were even taken seriously.

Emotional and Physical Effects

- Living under this uncertainty worsened the emotional toll.
 - a)** I continued to suffer the smell of rising damp, fungal reappearance, and worsening isolation.
 - b)** I was constantly on edge about gas safety and the risk of a repeat CO₂ incident.
 - c)** With no heating guarantee and windows losing their seal integrity, I was exposed to cold and damp **all over again**.

Victim's Statement – Year 2019

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield

Soundproofing, Neighbour Hostility, and Continued Council Neglect

- By **2019**, I was still living inside a structurally unsafe and emotionally toxic flat.
 - a)** The Council had failed to address **long-standing soundproofing issues**, allowing neighbours' conversations to enter my home and mine to be overheard — erasing any semblance of privacy.
- I repeatedly raised concerns about this with Enfield Council staff, explaining that the lack of proper soundproofing was causing **daily emotional distress** and impacted my right to a private life.

- a)** Surveyors had previously agreed the flats at Burncroft Avenue did **not meet ISO standards**, yet no remedial action was ever taken.
- The **hostile behaviour from neighbours**, encouraged by years of Council misinformation and slander, continued.
 - a)** I remained under scrutiny, accused of things I hadn't done, treated not like a tenant but an unwanted presence.
- Enfield Council maintained its pattern of **delays, deflections, and denial**.
 - a)** I was still managing a flat with unresolved issues:
 - Flooring instability
 - Window seal failure
 - Cold internal conditions
 - Occasional regrowth of damp
 - Emotional and social isolation as a direct result of these conditions
- My attempts to contact the Council were met with silence or vague replies — statements like “We’ll investigate” or “We’ll pass this along” led to nothing.
 - a)** No repairs were made. No acknowledgment of ongoing harm. No formal apology or compensation offered.



Victim's Statement – Year 2020

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield



Intensified Harassment, Flat Decline, and Zero Repairs

In **2020**, my situation remained unresolved. The flat's disrepair persisted, and my emotional state worsened due to continued harassment and neglect.

- a)** I received **no follow-up** from the Council on the many unresolved issues listed in previous years.
 - b)** My flat stayed **unfit for human habitation** — cold, structurally compromised, and socially hostile.
- The **soundproofing issue** continued to violate my privacy. Conversations from above and beside were clearly audible, and I was also accused of making noise I did not cause.
 - a)** These accusations worsened my standing in the estate, making me a target for blame and gossip.

- b) I was living in a flat where I couldn't speak freely without someone responding through the walls.
- As these conditions continued, Council officers **failed to intervene or acknowledge the scale** of the damage and social harm.
 - a) I submitted complaints via telephone and email.
 - b) These were **ignored or only briefly responded to**, never followed through.

Window Faults and Cold Exposure

- During the colder months, the **window seals became increasingly ineffective**.
 - a) Cold air seeped in constantly, adding to the physical discomfort already caused by the long-standing heating failures.
 - b) The seal deterioration was reported **numerous times**, but no repairs were carried out.
- Due to this failure, I couldn't even insulate the flat with basic measures.
 - a) Damp persisted, especially around the windows and external-facing walls.
 - b) My possessions continued to be exposed to damage.

Structural and Emotional Toll

- This year deepened the emotional burden.
 - a) I felt silenced, isolated, and defamed.
 - b) No one in authority would take accountability, and I lived in constant fear of further retaliation or being falsely blamed.
- **No repairs were completed** in 2020 — despite ongoing communication attempts, structural issues, and repeated documentation.
 - a) My flat remained cold, unsafe, and deteriorating.
 - b) Enfield Council continued to violate their duty of care, and my health declined as a direct result.

Victim's Statement – Year 2021

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield

Worsening Structural Failures, Emotional Toll, and Official Inaction

- By **2021**, the deterioration of my flat had continued unchecked.
 - a) I was still living with **window seal failures**, which let in cold air and worsened the damp conditions.
 - b) My **kitchen cupboards had rotted out** over time due to years of exposure to damp, mould, and fluctuating temperatures.
 - c) These cupboards were unsafe, unusable, and posed both a physical hazard and an emotional reminder of the Council's long-term neglect.
- Despite reporting these issues — some dating back to earlier years — **no repairs were made**.
- The **soundproofing issues remained unresolved**, meaning I continued to live without privacy.
 - a) Conversations, arguments, and daily life from neighbouring flats filled my space.
 - b) I also continued being blamed for noise disturbances that weren't mine, further deepening my isolation.
- My **windows were deteriorating from poor seals and drafts**, especially during seasonal changes.
 - a) Each cold day brought air intrusion.
 - b) The Council failed to respond to multiple complaints, even when health concerns were raised.
- The **flooring**, still a chipboard temporary patchwork left since the collapse in 2008, was now warped and uneven — a permanent reminder that proper repairs had **never been completed**.
 - a) This created trip hazards and intensified my feeling of living in a construction site rather than a home.
- The **emotional impact of these long-term conditions** was severe:
 - a) I had endured over a decade of cold, rot, and slander.
 - b) My mental health was deteriorating due to neglect, abandonment, and official hostility.
 - c) My name had been blackened by Council lies, my living space had become uninhabitable, and my complaints were silenced or deflected.
- My mother and I continued contacting Enfield Council regularly.
 - a) Every call, every email, was met with vague promises or silence.
 - b) We were made to feel disposable — as though our suffering was bureaucratic inconvenience rather than a consequence of institutional failure.



Victim's Statement – Year 2022

Claimant: Mr. S. P. Cordell **Property:** 109 Burncroft Avenue, Enfield



External Wall Leak, Unfinished Repairs, and Council Evasion

- By **2022**, the front room wall of my flat began **leaking again**. The internal surface showed clear signs of water ingress — visibly damp, with residue running down. The flat was **undecoratable**, and the smell intensified.
 - a) This was the same wall that had been re-skimmed in previous years.
 - b) Despite this, water damage persisted, and the room remained unsafe.
- I discovered that this wall is **external-facing**, and sits adjacent to a faulty **drain gutter** which runs over the top and down the side.
 - a) That gutter was leaking wastewater down the exterior, causing internal damage.
 - b) I asked Enfield Council to repair both the wall **and the source** — but their workers attended only to the inside.
 - c) No one inspected the outside wall, despite my specific request.
- I spoke with **multiple surveyors**, asking where the leak could be coming from.
 - a) They suggested perhaps a flat above had a water leak under its floorboards, but **no formal inspection** ever took place.
 - b) Their theories didn't lead to any action. Instead, **a plasterer was sent** and the wall was re-treated — a surface fix, not a structural one.



Persistent Issues at Tenancy End

- By the close of my tenancy, the following issues remained unresolved:

Issue	Status
Flooring Collapse	Chipboard still used since 2008 – never replaced properly
External Wall Leak	Re-skimming done – but outside damage left uninvestigated
Window Seal Failures	Seals degraded – continued cold air intrusion
Damp and Smell	Smell persisted in colder seasons – living space undignified
Soundproofing Failures	No repairs – privacy continuously violated
Kitchen Cupboards	Rotting, unusable – no replacement offered

Issue	Status
Emotional Harm	Years of neglect, slander, and isolation – no apology, no compensation

- Enfield Council failed to acknowledge the **long-term trauma and property damage** they caused.
 - a) No formal apology was offered.
 - b) No full repair was completed.
 - c) No compensation provided to address the loss of health, personal belongings, or quality of life.

