



Lisa Townsend  
Police and Crime Commissioner for Surrey  
Via Email

27 January 2026

**Re: Eviction of long-term tenants in Surrey Police Housing**

Dear Lisa Townsend

I am writing to raise serious concerns about the decision, taken under your leadership as Surrey Police and Crime Commissioner, to serve a Section 21 notice on a long-serving officer's family living in force-owned housing, and to ask you to review this case and the policy behind it as a matter of urgency.

This family has lived in force-owned accommodation for almost seven years and understood it to be a retention benefit linked to the officer's 15-years of dedicated service; during refurbishment works in 2024 they were reassured that they would not be required to leave and that any new eligibility criteria would only apply as properties became vacant. Despite this, they have now received a Section 21 notice under new rules limiting these homes to transferees with under three years' service and incomes under £40,000. Your team have referenced speeding up the process in order to pre-empt the Renter's Rights Act 2025, which is clearly not in spirit of the legislation or recognising the circumstances of the residents.

The impact on this family is severe: the officer's partner is heavily pregnant and due to give birth by planned caesarean in March 2026, and they are now suddenly expected to find both suitable alternative accommodation and the significant funds needed to move in a very challenging rental market, at the same time as their income will be reduced during maternity leave. The risk of losing established childcare, schooling and healthcare arrangements if they are forced to move quickly or out of area only adds to the stress and instability created by this decision.

Many residents did not have their individual circumstances reviewed before this decision. Some have children who are disabled, or with special educational needs, who have fought to get them settled in local schools that can meet their needs.

The ONS reports that the average rent in Surrey is £1,590, and higher for family homes. As they did not put down deposits on their homes, they now have just 12 weeks to find both a deposit and a month's rent for the next property. Families in my constituency report a lack of support, with key contacts unavailable. What financial assistance will the Police and Crime Commissioners Office provide to help families secure suitable accommodation?

I ask that you explain the rationale and impact assessment behind the new eligibility criteria and consider an alternative approach that honours previous assurances.



**Chris Coghlan MP**  
Member of Parliament for Dorking and Horley  
House of Commons, London SW1A 0AA

I would be grateful for your prompt response setting out what action you will take.

Yours sincerely

A handwritten signature in black ink that reads "Chris Coghlan".

**Chris Coghlan**  
Liberal Democrat Member of Parliament for Dorking and Horley



**Chris Coghlan MP**  
Member of Parliament for Dorking and Horley  
House of Commons, London SW1A 0AA

Yours sincerely,

*Chris Coghlan*

**Chris Coghlan**  
Liberal Democrat Member of Parliament for Dorking and Horley