

[B184500002] Housing

From: Zuhail Saglam <Zuhals@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Mon, 12 Jun 2023 11:47:43 +0000

Attachments:

1. HPO042-Letter to Client about the grant of SPF.pdf

Dear both

1. I am pleased to inform you that your legal aid funding has been granted and is now substantive.

2. A letter is attached herewith for more information.

Regards

Zuhail Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: David Quee <Davidq@Duncanlewis.com>

To: "deonbenjamin@yahoo.co.uk" <deonbenjamin@yahoo.co.uk>

Date: Mon, 26 Jun 2023 14:45:09 +0000

Attachments:

3. Skeleton argument-21062023134417.pdf,
4. Grounds-21062023134422 amended.pdf,
5. HDR011- Letter to Local Authority-22062023101349.pdf

Dear Ms Benjamin,

6. Please find below the email and the attached amended grounds, skeleton argument and letter to the local authority sent to the Court for your information.

7. If you have any queries, please do not hesitate to contact me on 020 7275 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centrlondon.countycourt@justice.gov.uk'

<enquiries.centrlondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <bernadettec@Duncanlewis.com>

Subject: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,

Re: Deon Benjamin v The London Borough of Enfield

Claim no: K40CL101

1. We refer to the above proceedings in which we act for the Appellant.
2. Please find attached the Appellant's Skeleton Argument and amended Grounds.
3. Please also find attached a letter dated 22nd June 2023 that we have sent to the Respondent proving service.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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Read: [B184500002] RE: [B184500002] Re: Claim no:

K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: David Quee <Davidq@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 26 Jun 2023 15:29:55 +0000

4. Your message

From: David Quee <Davidq@Duncanlewis.com>
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>
Date: Mon, 26 Jun 2023 15:35:46 +0000

5. Thank you for your email and update on the matter.
6. Do you have an alternative email address for Ms Benjamin? I have sent correspondence to this email: <mailto:deonbenjamin@yahoo.co.uk
7. deonbenjamin@yahoo.co.uk but it was not delivered (server rejected it).

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

8. Thank you for the update not sure if I am to say if anything is wrong, but LQ has put Deon as a priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from Enfield Council.
9. Also the Crisis team has been in contact with her GP as Deon health is getting worse. She is waiting for a date to see a mental health team.

Lorraine

Cc: 'lorraine32@blueyonder.co.uk' <<mailto:lorraine32@blueyonder.co.uk>>

lorraine32@blueyonder.co.uk>

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Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=

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Read: [B184500002] RE: [B184500002] RE: [B184500002]Re:

Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: David Quee <Davidq@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 26 Jun 2023 15:42:49 +0000

5. Your message

RE: [B184500002] RE: [B184500002] RE: [B184500002]Re:

Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: David Quee <Davidq@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Mon, 26 Jun 2023 15:44:49 +0000

Dear Lorraine,

6. Thank you for email and prompt response.

7. I will update our records accordingly

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 26 June 2023 4:42 PM

To: David Quee <Davidq@Duncanlewis.com>

Subject: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no:

K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended

Grounds

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Dear David

8. Deon's email is deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> I am

9. unsure why its was not delivered but I will send to her now your emails I will also call her and read over the phone as she does have issues with reading.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 26 June 2023 16:36

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

Thank you for your email and update on the matter.

Do you have an alternative email address for Ms Benjamin? I have sent correspondence to this email: <mailto:deonbenjamin@yahoo.co.uk> deonbenjamin@yahoo.co.uk, but it was not delivered (server rejected it). Thank you for your assistance.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:27 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin

v LB of Enfield - Skeleton Argument and Amended Grounds

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Dear David

Thank you for the update not sure if I am to say if anything is wrong, but

LQ has put Deon as e priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from Enfield Council.

Also the Crisis team has been in contract with her GP as Deon health is getting worse. She is waiting for a date to see a mental health team.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 26 June 2023 15:45

To: 'deonbenjamin@yahoo.co.uk' <>

Cc: 'lorraine32@blueyonder.co.uk' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

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Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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enquiries.centallondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <<mailto:bernadettec@Duncanlewis.com>>

bernadettc@Duncanlewis.com>

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<mailto:enquiries.centrlondon.countycourt@justice.gov.uk> >

Cc: Bernadette Chikwe <bernadettc@Duncanlewis.com
<mailto:bernadettc@Duncanlewis.com> >

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>

Date: Mon, 26 Jun 2023 16:41:31 +0100

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Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:27 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

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Dear David

24. Thank you for the update not sure if I am to say if anything is wrong, but
25. LQ has put Deon as e priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from
26. Enfield Council.
27. Also the Crisis team has been in contract with her GP as Deon health is getting worse. She is waiting for a date to see a mental health team.

Regards
Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>
Sent: 26 June 2023 15:45
To: 'deonbenjamin@yahoo.co.uk' <>
Cc: 'lorraine32@blueyonder.co.uk' <<mailto:lorraine32@blueyonder.co.uk> lorraine32@blueyonder.co.uk>
Subject: FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of

Enfield - Skeleton Argument and Amended Grounds

Dear Ms Benjamin,

28. Please find below the email and the attached amended grounds, skeleton argument and letter to the local authority sent to the Court for your information.
29. If you have any queries, please do not hesitate to contact me on 020 7275
30. 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centrellondon.countycourt@justice.gov.uk' <<mailto:enquiries.centrellondon.countycourt@justice.gov.uk> enquiries.centrellondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <<mailto:bernadettc@Duncanlewis.com> bernadettc@Duncanlewis.com>

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RE: [B184500002] RE: [B184500002] Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>

Date: Mon, 26 Jun 2023 16:41:31 +0100

Dear David

34. Deon's email is deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> I am unsure why its was not delivered but I will send to her now your emails I will also call her and read over the phone as she does have issues with reading.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 26 June 2023 16:36

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

35. Thank you for your email and update on the matter.

36. Do you have an alternative email address for Ms Benjamin? I have sent

37. correspondence to this email: <mailto:deonbenjamin@yahoo.co.uk>

38. deonbenjamin@yahoo.co.uk, but it was not delivered (server rejected it).

39. Thank you for your assistance.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:27 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

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Dear David

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Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 26 June 2023 15:45

To: 'deonbenjamin@yahoo.co.uk' <>

Cc: 'lorraine32@blueyonder.co.uk' <<mailto:lorraine32@blueyonder.co.uk>

lorraine32@blueyonder.co.uk>

Subject: FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of

Enfield - Skeleton Argument and Amended Grounds

Dear Ms Benjamin,

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If you have any queries, please do not hesitate to contact me on 020 7275 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centrollondon.countycourt@justice.gov.uk' <

<mailto:enquiries.centrollondon.countycourt@justice.gov.uk>

enquiries.centrollondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <<mailto:bernadettc@Duncanlewis.com>

bernadettc@Duncanlewis.com>

Subject: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of

Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,
Re: Deon Benjamin v The London Borough of Enfield

Claim no: K40CL101

We refer to the above proceedings in which we act for the Appellant.

Please find attached the Appellant's Skeleton Argument and amended Grounds.

Please also find attached a letter dated 22nd June 2023 that we have sent to the Respondent proving service.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee <Davidq@Duncanlewis.com>
Sent: 26 June 2023 16:36
To: 'Lorraine Cordell'
Subject: RE: [B184****] RE: [B18*****] Re: Claim no: K4****1 - DB v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

Thank you for your email and update on the matter.

Do you have an alternative email address for Ms. DB? I have sent correspondence to this email: DB@yahoo.co.uk, but it was not delivered (server rejected it).

Thank you for your assistance.

Kind regards

David Quee
Trainee Solicitor
DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Sent: 26 June 2023 4:27 PM
To: David Quee <Davidq@Duncanlewis.com>
Subject: [B18450***] RE: [B1845****] Re: Claim no: K40CL101 - DB v LB of Enfield - Skeleton Argument and Amended Grounds

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Dear David

Thank you for the update not sure if I am to say if anything is wrong, but LQ has put DB as e priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from Enfield Council.

Also the Crisis team has been in contract with her GP as DB health is getting worse. She is waiting for a date to see a mental health team.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 26 June 2023 15:45

To: 'DBDB@yahoo.co.uk' <>

Cc: 'lorraine32@blueyonder.co.uk' <lorraine32@blueyonder.co.uk>

Subject: FW: [B18450***] Re: Claim no: K40**** - DB v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Ms. DB,

Please find below the email and the attached amended grounds, skeleton argument and letter to the local authority sent to the Court for your information.

If you have any queries, please do not hesitate to contact me on 020 7275 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centrollondon.countycourt@justice.gov.uk' <enquiries.centrollondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <bernadette@duncanlewis.com>

Subject: [B184***] Re: Claim no: K40***** - DB v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,

Re: DB v The London Borough of Enfield

Claim no: K40*****

We refer to the above proceedings in which we act for the Appellant.

Please find attached the Appellant's Skeleton Argument and amended Grounds.

Please also find attached a letter dated 22nd June 2023 that we have sent to the Respondent proving service.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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Pharmacy Stamp	Age	Title, Forename, Surname & Address
	D.O.B. 33 26/8/89	Deon BENTAMW 23 Baron Terrace Waltham RA N9 704
Please don't stamp over age box		
Number of days' treatment N.B. Ensure dose is stated	28d	NHS Number: 434 751 8617
Endorsements	HOSPITAL PRESCRIBER	HP

MIRTAZAPINE o
15 mg rock

Prescriber's name and initials in block capitals

H. S. W. M. C.

Signature of Prescriber	Date
<i>H. S. W. M. C.</i>	29/6/23

For dispenser No. of Prescs. on form	ENFIELD ASSESSMENT SERV	RRPE6
	25 CROWN LANE SOUTHGATE LONDON	N14 5SH
020 87023329 BEHMT		RRP
NHS	FP10NC0608	

64189999390

Read: RE: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: David Quee <Davidq@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Fri, 30 Jun 2023 10:20:46 +0000

3. Your message

RE: [B184500002] RE: [B184500002] RE: [B184500002]Re:

Claim no: K40CL101 - Deon Benjamin v LB of Enfield -

Skeleton Argument and Amended Grounds

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>

Date: Fri, 30 Jun 2023 11:16:01 +0100

Attachments:

4. Deon-meds-2023.pdf

Dear David

5. I just wanted to give you an update Deon on the 29/06/2023 went to see the mental health assessment team in Southgate she saw Dr Hilary Scurlock, where she was given a full diagnosis of her conditions.
6. Deon has all along from since she was young, should have been told she had Borderline Personality Disorder, not Bipolar, the Doctor also said she has got Post Traumatic Stress Disorder due to the attack on her in Nov 2022.
7. The doctor has changed her medication from Risperidone to Mirtazapine 15MG a day to be taken to 30MG a day within 6 weeks. But before she can start the
8. Mirtazapine she has to stop the Risperidone over a week.
9. The doctor has also referred Deon for treatment for both the Borderline
10. Personality Disorder, and Post Traumatic Stress Disorder she is just unsure how long it will take for Deon to be seen.
11. She is also doing a letter with everything and sending that to Deon, Deon's
12. GP has already made a date this morning to see her on Monday so I believe Dr Hilary Scurlock has emailed them the report over.
13. Once I get the letter confirming everything I will email it to you. Please see attached Deon's new medication.
14. Hope this helps.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 26 June 2023 16:45

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: RE: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

1. Thank you for email and prompt response.
2. I will update our records accordingly

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 26 June 2023 4:42 PM

To: David Quee <Davidq@Duncanlewis.com> <<mailto:Davidq@Duncanlewis.com>> >

Subject: [B184500002] RE: [B184500002] RE: [B184500002] Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear David

1. Deon's email is deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> I am
2. unsure why its was not delivered but I will send to her now your emails I
3. will also call her and read over the phone as she does have issues with
4. reading.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com> <<mailto:Davidq@Duncanlewis.com>> >

Sent: 26 June 2023 16:36

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >

Subject: RE: [B184500002] RE: [B184500002] Re: Claim no: K40CL101 - Deon

Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

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Thank you for your assistance.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >
Sent: 26 June 2023 4:27 PM
To: David Quee <Davidq@Duncanlewis.com> <<mailto:Davidq@Duncanlewis.com>> >
Subject: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds
Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear David

Thank you for the update not sure if I am to say if anything is wrong, but LQ has put Deon as e priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from Enfield Council.

Also the Crisis team has been in contract with her GP as Deon health is getting worse. She is waiting for a date to see a mental health team.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com> <<mailto:Davidq@Duncanlewis.com>>
Sent: 26 June 2023 15:45

To: 'deonbenjamin@yahoo.co.uk' <>
Cc: 'lorraine32@blueyonder.co.uk' <<mailto:lorraine32@blueyonder.co.uk>>
lorraine32@blueyonder.co.uk>

Subject: FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Ms Benjamin,

Please find below the email and the attached amended grounds, skeleton argument and letter to the local authority sent to the Court for your

information.

If you have any queries, please do not hesitate to contact me on 020 7275 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centrollondon.countycourt@justice.gov.uk' <

<<mailto:enquiries.centrollondon.countycourt@justice.gov.uk>>

enquiries.centrollondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <<mailto:bernadette@duncanlewis.com>>

bernadette@duncanlewis.com>

Subject: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,

Re: Deon Benjamin v The London Borough of Enfield

Claim no: K40CL101

We refer to the above proceedings in which we act for the Appellant.

Please find attached the Appellant's Skeleton Argument and amended Grounds.

Please also find attached a letter dated 22nd June 2023 that we have sent to the Respondent proving service.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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RE: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: David Quee <Davidq@Duncanlewis.com>

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Fri, 30 Jun 2023 11:29:23 +0100

Dear Lorraine,

5. Thank you for your email, the contents of which are noted.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 30 June 2023 11:16

To: David Quee <Davidq@Duncanlewis.com>

Subject: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002]Re:

Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and

Amended Grounds

Importance: High

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear David

6. I just wanted to give you an update Deon on the 29/06/2023 went to see the mental health assessment team in Southgate she saw Dr Hilary Scurlock, where she was given a full diagnosis of her conditions.
7. Deon has all along from since she was young, should have been told she had
8. Borderline Personality Disorder, not Bipolar, the Doctor also said she has got Post Traumatic Stress Disorder due to the attack on her in Nov 2022.
9. The doctor has changed her medication from Risperidone to Mirtazapine 15MG a day to be taken to 30MG a day within 6 weeks. But before she can start the
10. Mirtazapine she has to stop the Risperidone over a week.
11. The doctor has also referred Deon for treatment for both the Borderline Personality Disorder, and Post Traumatic Stress Disorder she is just unsure how long it will take for Deon to be seen.
12. She is also doing a letter with everything and sending that to Deon, Deon's
13. GP has already made a date this morning to see her on Monday so I believe Dr
14. Hilary Scurlock has emailed them the report over.

15. Once I get the letter confirming everything I will email it to you. Please see attached Deon's new medication.

Hope this helps.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 26 June 2023 16:45

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500002] RE: [B184500002] RE: [B184500002] Re: Claim no:
K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended
Grounds

Dear Lorraine,

16. Thank you for email and prompt response.

17. I will update our records accordingly

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:42 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002] RE: [B184500002] Re: Claim no:
K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended
Grounds

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Dear David

18. Deon's email is deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> I am unsure why its was not delivered but I will send to her now your emails I will also call her and read over the phone as she does have issues with reading.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 26 June 2023 16:36

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

19. Thank you for your email and update on the matter.
20. Do you have an alternative email address for Ms Benjamin? I have sent
21. correspondence to this email: <mailto:deonbenjamin@yahoo.co.uk>
22. deonbenjamin@yahoo.co.uk, but it was not delivered (server rejected it).
23. Thank you for your assistance.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:27 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

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Dear David

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25. LQ has put Deon as e priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from Enfield Council.
26. Also the Crisis team has been in contract with her GP as Deon health is getting worse. She is waiting for a date to see a mental health team.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 26 June 2023 15:45

To: 'deonbenjamin@yahoo.co.uk' <>

Cc: 'lorraine32@blueyonder.co.uk' <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>

Subject: FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of
Enfield - Skeleton Argument and Amended Grounds

Dear Ms Benjamin,

1. Please find below the email and the attached amended grounds, skeleton argument and letter to the local authority sent to the Court for your information.
2. If you have any queries, please do not hesitate to contact me on 020 7275 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centrollondon.countycourt@justice.gov.uk' <
<mailto:enquiries.centrollondon.countycourt@justice.gov.uk>
enquiries.centrollondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <<mailto:bernadettec@Duncanlewis.com>
bernadettec@Duncanlewis.com>

Subject: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of
Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,

Re: Deon Benjamin v The London Borough of Enfield

Claim no: K40CL101

1. We refer to the above proceedings in which we act for the Appellant.
2. Please find attached the Appellant's Skeleton Argument and amended Grounds.
3. Please also find attached a letter dated 22nd June 2023 that we have sent to the Respondent proving service.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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Dr Abidoye
Nightingale House Surgery
1-3 Nightingale Road
Edmonton
London
N9 8AJ

Barnet, Enfield and Haringey Mental Health Trust
Enfield Mental Health Single Point of Access
25 Crown Lane Southgate London
N14 5SH

Tel: 0208 702 3329

3rd July 2023

NHS No. 434 751 8617
RiO No. 1048T95

Re: Miss Deon BENJAMIN - DoB: 26 Aug 1989

23 Byron Terrace Hertford Road, Edmonton, London, N9 7DG

Miss Benjamin is a 33-year-old unemployed single woman seen in a face-to-face appointment at Crown Lane clinic.

She has had mental health referrals this year from her GP Dr Abidoye, Nightingale Surgery (referral dated April 23) and Dr Lisa Goodman Psychologist in the RFHosp hand plastic surgery team (she referred her in Feb 23 with PTSD).

She seemed restless during the interview and dissatisfied with many aspects of her life and interactions with health professionals.

She swore frequently when speaking to me.

She told me that she has a boyfriend and has been with him for "a while" but the relationship is difficult sometimes "because of her mood swings" (said Mum).

She feels her friends and her boyfriend "don't like me " "I feel like I'm on my own and no-one gets me...I'm losing everyone" "I feel like I'm unlucky...proper unlucky, and everything bad happens to me...I've always felt like that and it makes me so angry...I lose a lot of things...everything I touch turns into shit ...everyone else gets chances".

"If I do get friends, they find the truth of me and then they don't want to be with me anymore" and she feels she needs to "pretend" to keep relationships.

She attended her appointment on time with Mum (Lorraine) and Uncle (Andrew).

She won't go back to live in her London Quadrant flat (because of the attack) and they're relationship can be tense and Mum is unwell (heart op recently and on dialysis, now on the transplant list) so she's staying with different friends and "Holly doesn't want me to stay there no more".

She is using her mother's address (Byron Terrace N9) for correspondence etc.

She has a solicitor (going through Court at the moment) trying to get her a place to live.



Her Uncle says, "she has no stability" although her family try to support her "but she argues with us all the time".

History of presenting complaint:

"I'm just stressed out ...I don't feel right and I get angry all the time" (to which Mum responds "she's had those issues for years").

Mum says, "she's getting high and low really quickly".

Andrew said that "she has been much worse since the attack" (when she was assaulted end Nov 22 and sustained a severe cut to her, dominant, right hand).

Nightmares have been worse after the attack (end November 22) "I can't sleep and I wake up sweaty and shivering" the nightmares are not just related to the attack and when she wakes it takes her a long time "to calm down",

The dreams have got worse and she has been nauseated and shaky since she has been on risperidone,

She sometimes believes "family and friends...people are talking about me and being funny with me ...I can't explain it ...I don't know it's just the way I feel...sometimes I feel like it's real other times I think I'm being stupid".

She doesn't like the way people look at her and if people are round her laughing, she feels they are laughing at her "I've always felt people laugh and look at me funny...some people are just horrible".

"I feel people are against me because they think I am lying and chatting shit".

She sometimes relates TV to her and gives the example that she sees a character on TV and they are stabbed and she feels it is more than a coincidence "is it to do with me?" - not clearly an idea of reference.

She says her hand (cut in the attack) "doesn't feel like my hand" since the attack but she can't explain this. She is right-handed but isn't using her damaged right hand. "I don't even like the sight of it".

She says she thinks about the attack very often and "it just comes into my head".

She is avoidant of memories of the attack.

She doesn't want to use knives for cooking because a cut was used in the attack.

Similarly, she gets upset by plastic bags because after the attack they used a plastic bag to try to stop the bleeding.

She was "bad before the attack but she's gone ballistic since".

She has never gone out much but less wanting to go out since the attack.



Barnet, Enfield and Haringey
Mental Health NHS Trust
Camden and Islington
NHS Foundation Trust

She continues to have treatment from the hand plastic surgery team at the Royal free hospital.

She has a psychologist from that team (Lisa Goodman).

She is waiting for her next hand clinic appointment.

She should be wearing a splint but she puts bandages on it instead because she finds the splint painful and doesn't want to look at her hand.

"I need someone to talk to you can't just give me tablets".

"I can't keep living like this ...it's stupid ...no-one is listening... I'm sick and tired of this... I want to know I can be safe.

"I don't believe people that just chat shit" (referring to health professionals) "she's getting no help".

Sleep? "I never sleep", initial insomnia - when I asked why and she said "fuck knows" but she sleeps with the light on, feels scared and any noise startles her.

She wakes sweaty every night.

If she wakes in the night, she sometimes feels the need to check there is no-one there before she can go back to sleep.

"Sometimes I feel alright and sometimes I feel like shit".

Limited pleasure from life since the attack.

I feel "so down".

Some diurnal mood variation "not very good in the morning".

Appetite variable "I don't fancy food...I feel sick thinking about it".

Weight - has lost 2 stone (without trying to) since she was stabbed (approx 6 months).

Social Hx

Benefits ESA, PIP (for hand and mental health)

No debt

Homeless at the moment ("sofa-surfing").

Forensic Hx

Caution for drunk and disorderly 18/12 ago and she said angrily "I had a little too much to drink at a funeral...that was ages ago".

Caution and probation and a tag for ABH as a teenager "I was only young...it was ages ago".

Personal Hx

Premature - Born at 27/40 "she died about 20 times and they brought her back to life" - "lung collapses" and ventilated.



Long periods in hospital including GOSH, in an out of hospital up until 7 School - "primary was good".

Her emotional problems got worse "at secondary school".

Mum feels her mood changed after her periods started.

Physical health

Recent ECG because "her heart was going fast" and she need to be " monitored by a specialist".

GP also told her she is "borderline diabetic".

Polycystic ovaries (she is waiting for a gynae appointment) and a separate issue with other "cysts on her ovaries".

Asthma.

Her blood pressure has been raised.

Past Psych Hx:

Never admitted for mental health problems.

No period of treatment from Crisis Home Treatment team although she has called them.

Diagnosed with dyslexia.

She saw school counsellors for "mood swings", anger and "cutting" from "early teens"

Not sure if she saw CAMHS (child and adolescent services).

DSH history - she was cutting (wrists /legs) but stopped around 22 years.

She explained it was "for release" not with the intention to die "it makes me feels less numb...it makes me feel

better".

She cut herself in COVID and the last time was? early Dec and she says she has stopped now.

She says she tried to hang herself? age 20 when attending Lucas House OP for anxiety/depression and she had a variety of antidepressants including fluoxetine, sertraline, venlafaxine.

"I don't want to kill myself.

She saw CPN Gopaulen for assessment 1.3.23 when no psychotic symptoms were elicited.

Current medication:

Risperidone 2mg (1mg bd) - prescribed by GP- but feels it makes her sweaty and shaky and dizzy and "horrible".

No other medication.

Analgesics for headaches (her headaches have been worse recently) and period pains (she has heavy, painful periods).

Substance misuse:

No recreational drugs use

Tried cannabis and coke "but it made me feel funny and I didn't like it"

Infrequent alcohol "but when she does, she gets plastered"

Smokes tobacco (roll ups, a pouch a week approx).

Impression:

EUPD

Mixed anxiety/depressive symptoms? part of - PTSD.

Plan:

Given MIND leaflets on EUPD and PTSD.

Given Choice and medication leaflets for risperidone and mirtazapine.

Yours sincerely



"I don't want to keep taking tablets...but I hundred per cent need something" so we agreed she will reduce risperidone to 1mg nocte for a week and then stop.

I have given her an FP10 for 28 days mirtazapine 15mg nocte - after a week she could increase the dose to 30mg nocte.

I will refer to the South locality team at Lucas House.

Dr Hilary Scurlock Consultant Psychiatrist Enfield Mental Health Single Point of Access

Cc: Mis^Deon Benjamin

Barnet, Enfield and Haringey
Mental Health NHS Trust
Camden and Islington
NHS Foundation Trust

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To be opened by addressee only

Dr Abidoye
Nightingale House Surgery
1-3 Nightingale Road
Edmonton
London
N9 8AJ

Barnet, Enfield and Haringey Mental Health Trust
Enfield Mental Health Single Point of Access
25 Crown Lane Southgate London
N14 5SH

Tel: 0208 702 3329

3rd July 2023

NHS No. 434 *****
RiO No. 10*****

Re: Miss DB - DoB: 26 Aug 1989

23 Byron Terrace Hertford Road, Edmonton, London, N9 7DG

Miss DB is a ****-year-old unemployed single woman seen in a face-to-face appointment at Crown Lane clinic.

She has had mental health referrals this year from her GP Dr Abidoye, Nightingale Surgery (referral dated April 23) and Dr Lisa Goodman Psychologist in the RFHosp hand plastic surgery team (she referred her in Feb 23 with PTSD).

She seemed restless during the interview and dissatisfied with many aspects of her life and interactions with health professionals.

She swore frequently when speaking to me.

She told me that she has a boyfriend and has been with him for "a while" but the relationship is difficult sometimes "because of her mood swings" (said Mum).

She feels her friends and her boyfriend "don't like me " "I feel like I'm on my own and no-one gets me...I'm losing everyone" "I feel like I'm unlucky...proper unlucky, and everything bad happens to me...I've always felt like that and it makes me so angry...I lose a lot of things...everything I touch turns into shit ...everyone else gets chances".

"If I do get friends, they find the truth of me and then they don't want to be with me anymore" and she feels she needs to "pretend" to keep relationships.

She attended her appointment on time with Mum (Lorraine) and Uncle (Andrew).

She won't go back to live in her London Quadrant flat (because of the attack) and they're relationship can be tense and Mum is unwell (heart op recently and on dialysis, now on the transplant list) so she's staying with different friends and "Holly doesn't want me to stay there no more".

She is using her mother's address (Byron Terrace N9) for correspondence etc.

She has a solicitor (going through Court at the moment) trying to get her a place to live.



Her Uncle says, "she has no stability" although her family try to support her "but she argues with us all the time".

History of presenting complaint:

"I'm just stressed out ...I don't feel right and I get angry all the time" (to which Mum responds "she's had those issues for years").

Mum says, "she's getting high and low really quickly".

Andrew said that "she has been much worse since the attack" (when she was assaulted end Nov 22 and sustained a severe cut to her, dominant, right hand).

Nightmares have been worse after the attack (end November 22) "I can't sleep and I wake up sweaty and shivering" the nightmares are not just related to the attack and when she wakes it takes her a long time "to calm down",

The dreams have got worse and she has been nauseated and shaky since she has been on risperidone,

She sometimes believes "family and friends...people are talking about me and being funny with me ...I can't explain it ...I don't know it's just the way I feel...sometimes I feel like it's real other times I think I'm being stupid".

She doesn't like the way people look at her and if people are round her laughing, she feels they are laughing at her "I've always felt people laugh and look at me funny...some people are just horrible".

"I feel people are against me because they think I am lying and chatting shit".

She sometimes relates TV to her and gives the example that she sees a character on TV and they are stabbed and she feels it is more than a coincidence "is it to do with me?" - not clearly an idea of reference.

She says her hand (cut in the attack) "doesn't feel like my hand" since the attack but she can't explain this. She is right-handed but isn't using her damaged right hand. "I don't even like the sight of it".

She says she thinks about the attack very often and "it just comes into my head".

She is avoidant of memories of the attack.

She doesn't want to use knives for cooking because a cut was used in the attack.

Similarly, she gets upset by plastic bags because after the attack they used a plastic bag to try to stop the bleeding.

She was "bad before the attack but she's gone ballistic since".

She has never gone out much but less wanting to go out since the attack.

She continues to have treatment from the hand plastic surgery team at the Royal free hospital.

She has a psychologist from that team (Lisa Goodman).

She is waiting for her next hand clinic appointment.

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"I need someone to talk to you can't just give me tablets".

"I can't keep living like this ...it's stupid ...no-one is listening... I'm sick and tired of this... I want to know I can be safe.

"I don't believe people that just chat shit" (referring to health professionals) "she's getting no help".

Sleep? "I never sleep", initial insomnia - when I asked why and she said "fuck knows" but she sleeps with the light on, feels scared and any noise startles her.

She wakes sweaty every night.

If she wakes in the night, she sometimes feels the need to check there is no-one there before she can go back to sleep.

"Sometimes I feel alright and sometimes I feel like shit".

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She says she tried to hang herself? age 20 when attending Lucas House OP for anxiety/depression and she had a variety of antidepressants including fluoxetine, sertraline, venlafaxine.

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Impression:

EUPD

Mixed anxiety/depressive symptoms? part of - PTSD.

Plan:

Given MIND leaflets on EUPD and PTSD.

Given Choice and medication leaflets for risperidone and mirtazapine.

Yours sincerely



"I don't want to keep taking tablets...but I hundred per cent need something" so we agreed she will reduce risperidone to 1 mg nocte for a week and then stop.

I have given her an FP10 for 28 days mirtazapine 15mg nocte - after a week she could increase the dose to 30mg nocte.

I will refer to the South locality team at Lucas House.

Dr Hilary Scurlock
Consultant Psychiatrist
Enfield Mental Health Single Point of Access

Cc: Miss DB

Doctors Letter

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 06 Jul 2023 11:53:20 +0100

Attachments:

4. Dr_Hilary-Scurtook-03--07-2023-Deon.pdf
5. here

RE: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002] Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'David Quee' <Davidq@Duncanlewis.com>

Date: Thu, 06 Jul 2023 11:58:36 +0100

Attachments:

6. Dr_Hilary-Scurtook-03--07-2023-Deon.pdf

Dear David

7. Please see attached Doctors letter for Deon, also is there anyway to being the date forward for the court hearing on 23/11/2023 at 10:30 as Deon really needs somewhere to live she cant keep going on like this.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com>

Sent: 30 June 2023 11:29

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Cc: 'deonbenjamin@yahoo.com' <deonbenjamin@yahoo.com>

Subject: RE: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002] Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

8. Thank you for your email, the contents of which are noted.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

<<mailto:lorraine32@blueyonder.co.uk>> >

Sent: 30 June 2023 11:16

To: David Quee <Davidq@Duncanlewis.com <<mailto:Davidq@Duncanlewis.com>> >

Subject: [B184500002] RE: [B184500002] RE: [B184500002] RE: [B184500002] Re:

Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Importance: High

Alert: This is an external email received from outside Duncan Lewis. Please do not click on any links in the email or open attachments unless you are expecting this email.

Dear David

9. I just wanted to give you an update Deon on the 29/06/2023 went to see the mental health assessment team in Southgate she saw Dr Hilary Scurlock, where she was given a full diagnosis of her conditions.

10. Deon has all along from since she was young, should have been told she had

11. Borderline Personality Disorder, not Bipolar, the Doctor also said she has got Post Traumatic Stress Disorder due to the attack on her in Nov 2022.

12. The doctor has changed her medication from Risperidone to Mirtazapine 15MG a day to be taken to 30MG a day within 6 weeks. But before she can start the Mirtazapine she has to stop the Risperidone over a week.
 13. The doctor has also referred Deon for treatment for both the Borderline
 14. Personality Disorder, and Post Traumatic Stress Disorder she is just unsure how long it will take for Deon to be seen.
 15. She is also doing a letter with everything and sending that to Deon, Deon's
 16. GP has already made a date this morning to see her on Monday so I believe Dr
 17. Hilary Scurlock has emailed them the report over.
 18. Once I get the letter confirming everything I will email it to you. Please see attached Deon's new medication.
 19. Hope this helps.
- Regards
Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 26 June 2023 16:45

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no:
K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended
Grounds

Dear Lorraine,

20. Thank you for email and prompt response.

21. I will update our records accordingly

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:42 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002] RE: [B184500002]Re: Claim no:
K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended
Grounds

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Dear David

22. Deon's email is deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> I am
23. unsure why its was not delivered but I will send to her now your emails I
24. will also call her and read over the phone as she does have issues with
25. reading.

Regards
Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 26 June 2023 16:36

To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >

Subject: RE: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Lorraine,

26. Thank you for your email and update on the matter.
27. Do you have an alternative email address for Ms Benjamin? I have sent
28. correspondence to this email: <mailto:deonbenjamin@yahoo.co.uk>
29. deonbenjamin@yahoo.co.uk, but it was not delivered (server rejected it).
30. Thank you for your assistance.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trklInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk

<mailto:lorraine32@blueyonder.co.uk> >

Sent: 26 June 2023 4:27 PM

To: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Subject: [B184500002] RE: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

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Dear David

31. Thank you for the update not sure if I am to say if anything is wrong, but LQ has put Deon as e priority needs for housing, but they do not have any housing so Enfield Council stating she refused help from LQ is wrong as LQ gave a time line and it was around 3 years before they could house her as they don't have anywhere to house her, this is why LQ asked for help from Enfield Council.
32. Also the Crisis team has been in contract with her GP as Deon health is getting worse. She is waiting for a date to see a mental health team.

Regards

Lorraine

From: David Quee <<mailto:Davidq@Duncanlewis.com> Davidq@Duncanlewis.com>

Sent: 26 June 2023 15:45

To: 'deonbenjamin@yahoo.co.uk' <>

Cc: 'lorraine32@blueyonder.co.uk' <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>

Subject: FW: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of Enfield - Skeleton Argument and Amended Grounds

Dear Ms Benjamin,

1. Please find below the email and the attached amended grounds, skeleton
2. argument and letter to the local authority sent to the Court for your
3. information.

4. If you have any queries, please do not hesitate to contact me on 020 7275 2023.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 22 June 2023 11:20 AM

To: 'enquiries.centallondon.countycourt@justice.gov.uk' <

<<mailto:enquiries.centallondon.countycourt@justice.gov.uk>>

enquiries.centallondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <<mailto:bernadettec@Duncanlewis.com>>

bernadettec@Duncanlewis.com>

Subject: [B184500002]Re: Claim no: K40CL101 - Deon Benjamin v LB of
Enfield - Skeleton Argument and Amended Grounds

Dear Sirs,

Re: Deon Benjamin v The London Borough of Enfield

Claim no: K40CL101

We refer to the above proceedings in which we act for the Appellant.

Please find attached the Appellant's Skeleton Argument and amended Grounds.

Please also find attached a letter dated 22nd June 2023 that we have sent to

the Respondent proving service.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
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[B184500003] Six Months Cost letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 09 Jul 2024 17:13:27 +0000

Attachments: ADM011-Letter to Client-Six Monthly Costs-Deon-09072024-181140.pdf

Dear Deon

5. Please find attached six moth cost letter, this is not a letter asking for payment.

6. This letter is updating your matter and cost since the file been open.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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RE: [B184500002] Housing

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Zuhal Saglam' <Zuhals@Duncanlewis.com>

Date: Mon, 12 Jun 2023 19:30:13 +0100

Dear Zuhal Saglam

7. Thank you for the update and information

Regards

Lorraine

From: Zuhal Saglam <Zuhals@Duncanlewis.com>

Sent: 12 June 2023 12:48

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: [B184500002]Housing

Dear both

8. I am pleased to inform you that your legal aid funding has been granted and is now substantive.

9. A letter is attached herewith for more information.

Regards

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

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NatWest

From: deon benjamin <deonbenjamin@yahoo.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Tue, 24 Jan 2023 17:57:08 +0100

Attachments: Transactions--600738-49508989--24-01-2023-24-01-2023.pdf

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

(No subject)

From: deon benjamin <deonbenjamin@yahoo.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Tue, 24 Jan 2023 18:13:12 +0100

Attachments: Transactions--600738-49508989--24-12-2022-24-01-2023.pdf

New mate west

Sent from Yahoo Mail for iPhone <<https://overview.mail.yahoo.com/?src=iOS>>

FW: [B184500002] Re: Claim Number: K50CL101 - Miss Deon

Benjamin v The London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: deonbenjamin@yahoo.com, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 01 Aug 2023 16:04:35 +0100

Attachments: Dr_Hilary-Scurtook-03--07-2023-Deon.pdf, HOU007-Letter to Court re-01082023151026.pdf

Dear Ms Benjamin,

10. Please find below the email and attached documents sent to the court for your information.
11. We have asked the Court to bring forward the appeal hearing date.
12. We will contact you to provide an update on your case as soon as we hear
13. from the Court.
14. If you have any queries, please do not hesitate to contact me.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 01 August 2023 3:55 PM

To: 'enquiries.centrollondon.countycourt@justice.gov.uk'

<enquiries.centrollondon.countycourt@justice.gov.uk>

Cc: Bernadette Chikwe <bernadettec@Duncanlewis.com>;

'Steven.Riding@Enfield.gov.uk' <Steven.Riding@Enfield.gov.uk>; 'Rita

Hammond' <Rita.Hammond@enfield.gov.uk>

Subject: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

Dear Sirs,

Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

S204 Housing Act Appeal

15. Please find attached letter for your consideration.
16. We have copied the solicitors for the Respondent to this email.
17. We look forward to hearing from you.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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FW: [B184500002] RE: [B184500002]Re: Claim Number:

K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: deonbenjamin@yahoo.co.uk, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 01 Aug 2023 16:10:42 +0100

Dear Ms Benjamin,

18. Please find below the email received from the local authority for your information.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Steven Riding <Steven.Riding@Enfield.gov.uk>

Sent: 01 August 2023 4:04 PM

To: David Quee <Davidq@Duncanlewis.com>

Subject: [B184500002] RE: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

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Dear David,

19. We acknowledge receipt of your email. We do not object to the hearing being brought forward, however, we kindly request your agreement for the late filing of our skeleton argument. Writer has been off ill and counsel was not briefed. We expect to be able to serve and file our skeleton argument in two

20. weeks.

Regards,

Steven

Steven Riding

Senior Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

E-mail: <<mailto:steven.riding@enfield.gov.uk>> steven.riding@enfield.gov.uk

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From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 01 August 2023 15:55

To: 'enquiries.centrollondon.countycourt@justice.gov.uk'

<enquiries.centrollondon.countycourt@justice.gov.uk

<mailto:enquiries.centrollondon.countycourt@justice.gov.uk> >

Cc: Bernadette Chikwe <bernadette@Duncanlewis.com

<mailto:bernadette@Duncanlewis.com> >; Steven Riding

<Steven.Riding@Enfield.gov.uk <mailto:Steven.Riding@Enfield.gov.uk> >; Rita

Hammond <Rita.Hammond@enfield.gov.uk <mailto:Rita.Hammond@enfield.gov.uk> >

Subject: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield

Dear Sirs,

Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of Enfield S204 Housing Act Appeal

21. Please find attached letter for your consideration.

22. We have copied the solicitors for the Respondent to this email.

23. We look forward to hearing from you.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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FW: [B184500002] RE: [B184500002] Re: Claim Number:

K50CL101 - Miss Deon Benjamin v the London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: deonbenjamin@yahoo.co.uk, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Tue, 01 Aug 2023 16:12:19 +0100

Dear Ms Benjamin,

24. Please find below the email sent to the local authority for your information.

25. We will contact you again once we hear from the local authority.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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From: David Quee

Sent: 01 August 2023 4:09 PM

To: 'Steven Riding' <Steven.Riding@Enfield.gov.uk>

Cc: Bernadette Chikwe <bernadettec@Duncanlewis.com>

Subject: RE: [B184500002] RE: [B184500002] Re: Claim Number: K50CL101 - Miss

Deon Benjamin v The London Borough of Enfield

Dear Steve,

26. Thank you for your email.

27. We agree to the extension.

28. We think you would need a consent order for the extension agreement as the

29. deadline has lapsed.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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From: Steven Riding <Steven.Riding@Enfield.gov.uk

<<mailto:Steven.Riding@Enfield.gov.uk>> >

Sent: 01 August 2023 4:04 PM

To: David Quee <Davidq@Duncanlewis.com> <<mailto:Davidq@Duncanlewis.com>> >

Subject: [B184500002] RE: [B184500002] Re: Claim Number: K50CL101 - Miss Deon

Benjamin v The London Borough of Enfield

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Dear David,

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Regards,

Steven

Steven Riding

Senior Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

E-mail: <<mailto:steven.riding@enfield.gov.uk>> steven.riding@enfield.gov.uk

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Cc: Bernadette Chikwe <bernadettec@Duncanlewis.com

<<mailto:bernadettec@Duncanlewis.com>> >; Steven Riding

<Steven.Riding@Enfield.gov.uk> <<mailto:Steven.Riding@Enfield.gov.uk>> >; Rita

Hammond <Rita.Hammond@enfield.gov.uk> <<mailto:Rita.Hammond@enfield.gov.uk>> >

Subject: [B184500002]Re: Claim Number: K50CL101 - Miss Deon Benjamin v The

London Borough of Enfield

Dear Sirs,

Re: Claim Number: K50CL101 - Miss Deon Benjamin v The London Borough of

Enfield

S204 Housing Act Appeal

31. Please find attached letter for your consideration.

32. We have copied the solicitors for the Respondent to this email.

33. We look forward to hearing from you.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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**RE: [B184500002] RE: [B184500002]Re: Your Homelessness
Matter (s204 Appeal)**

From: David Quee <Davidq@Duncanlewis.com>
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>
Date: Tue, 01 Aug 2023 16:21:19 +0100

Dear Ms Cordell,

Thank you for your email.

We have sent a letter to the Court asking them to bring forward the hearing date, and we will contact you to provide an update once we hear from them.

We have also sent emails to Ms Deon Benjamin to the following email contacts

for the client: <mailto:deonbenjamin@yahoo.co.uk> deonbenjamin@yahoo.co.uk

been returned undelivered.

Could you please provide us with the email address for Ms Benjamin?

We look forward to hearing from you.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnl0gIORO3toIqAyYl0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnl0gIORO3toIqAyYl0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Sent: 28 July 2023 12:00 PM

To: David Quee <Davidq@Duncanlewis.com>

Appeal)

Alert: This is an external email received from outside Duncan Lewis. Please

do not click on any links in the email or open attachments unless you are expecting this email.

Dear David

Is there any update if the court date can be made any earlier then Nov? Deon

is finding it very hard and the friend she stays at sometimes is moving so that wont be an option any longer.

Regards

Lorraine

From: David Quee <Davidq@Duncanlewis.com <mailto:Davidq@Duncanlewis.com> >

Sent: 18 July 2023 15:49

To: 'deonbenjamin@yahoo.co.uk' <deonbenjamin@yahoo.co.uk

<mailto:deonbenjamin@yahoo.co.uk> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

Dear Ms Benjamin,

We are resending this email as we received a non-delivery message to our
earlier correspondence.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnl0gIORO3tolqAyYl0gfIWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: David Quee

Sent: 18 July 2023 3:32 PM

To: 'deonbejamin@yahoo.com' <deonbejamin@yahoo.com

<mailto:deonbejamin@yahoo.com> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk

Dear Ms Benjamin,

We refer to your above matter.

Please find the attached letter for your information.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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RE: Sol Letter

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 06 Apr 2023 10:19:47 +0100

Attachments:

34. Regulation 7 response.pdf

35. See attached

Deon Benjamin L&Q FW: Stage One Complaint Acknowledgement and Decision Ref: CAS-707727-B7H4X4

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com> **Date:**
Fri, 08 Dec 2023 15:34:22 +0100

Dear Andre

Thank you for the phone call today regarding Deon's homeless review, please

see attached email where L & Q upheld the complaint regarding mould

Regards

Lorraine

From: deon benjamin <deonbenjamin@yahoo.com>

Sent: 27 November 2023 13:02

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Subject: Fw: Stage One Complaint Acknowledgement and Decision Ref:

Sent from Yahoo Mail for iPhone

<<https://mail.onelink.me/107872968?>

nid=nativenplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Begin forwarded message:

On Monday, November 27, 2023, 12:49 pm, Neshat Brojerdian

<NBrojerdian@lqgroup.org.uk <<mailto:NBrojerdian@lqgroup.org.uk>> > wrote:

7 Tenneyson Close

Enfield

London

27th November

Stage One Complaint Acknowledgement and Decision Ref: CAS-707727-B7H4X4

Dear Miss Benjamin,

Thank you for contacting us, I tried to contact you this afternoon however

there was no answer. I am sorry you needed to raise a complaint to get your

concerns resolved. I have addressed your complaint at stage one of our complaints procedure and am writing to uphold your complaint.

* We raised an order Job ref : AM/5801670-1 Mould wash assigned to Zap

Carbon. They will contact you directly to book you in

I am sorry for any trouble this has caused you.

Any claims such as those for damaged belongings or loss of personal items fall under insurance responsibility therefore follow financial claim

protocols. For this reason, we cannot consider such claims within L&Q's complaints process and this forms part our formal policies (section 5.2).

It will be necessary to formally write to the Insurance Team providing as

much of the following information as possible:

- 36. The date and time of the alleged loss/damage
- 37. The location and address of the alleged loss/damage
- 38. Details of precisely how the loss/damage occurred
- 39. Photographs of the damage
- 40. Estimates/Invoices/Receipts of costs incurred
- 41. An explanation of why you hold the Trust responsible for the loss/damage

Once this is submitted to us, this matter will be treated as a public

liability claim and dealt with by our insurer to investigate decide on

whether L&Q are legally at fault. Please note that the liability decision

investigation period can take up to 40 working days and compensation is not guaranteed nor automatic in these circumstances.

Please note this information can be submitted via the postal address or e-mail below:

Insurance Team

London & Quadrant Housing Trust

29-35 West Ham Lane

Stratford

London

E15 4PH

<mailto:insurance@lqgroup.org.uk> insurance@lqgroup.org.uk

I trust the above is in order, I will remain your first point of contact if you have any questions regarding this matter. If you are not satisfied, please let me know. I will need to understand what you feel has not been addressed and how you would like to see it resolved. I will then consider your comments and discuss your complaint with my manager. If I can't help any further, you can ask to escalate your complaint to the next stage of the process within six months.

You can also speak to the Housing Ombudsman Service at any time. I've added their contact details below.

Email - info@housing-ombudsman.org.uk <mailto:info@housing-ombudsman.org.uk>

Website - www.housing-ombudsman.org.uk

<http://www.housing-ombudsman.org.uk/>

Tel: 0300 111 3000

Housing Ombudsman Service

PO Box 152

Liverpool L3 7WQ

You can find out more about our complaints policy and procedure on our website.

www.lqgroup.org.uk/contact-us/complaints

<<https://www.lqgroup.org.uk/contact-us/complaints>>

You may receive a complaint survey in the next few days to find out how well we addressed your complaint. Please let us know how you feel we dealt with your complaint as it's helpful to us to understand your views and make our service better.

Please let me know you have any questions or I can help any further.

Kindest regards

Neshat

<<http://www.lqgroup.org.uk/>>

Neshat Brojerdian (Miss)

Maintenance Central Operations

Direct: 0300 456 9998

Cray House

3 Maidstone Road, Sidcup, Kent, DA14 5HU

www.lqgroup.org.uk

<<https://lqgroup.sharepoint.com/sites/Communications-Public/Shared%20Documents/General/Templates/www.lqgroup.org.uk>>

Please note my working hours are:

Monday – Tuesday 07:00-18:00

Friday 08:00-16:00

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Fw: 4039125 My credit card score went down.

From: deon benjamin <deonbenjamin@yahoo.com> To: Lorraine Cordell

<lorraine32@blueyonder.co.uk> Date: Tue, 22 Aug 2023 19:22:17 +0100

Sent from Yahoo Mail for iPhone

<<https://mail.onelink.me/107872968?>

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Begin forwarded message:

On Saturday, May 20, 2023, 2:38 pm, ClearScore <help@clearscore.com> wrote:

- If you need to reply, please type above this line -

<[https://backend.growthdot.com/reply-after-this/4039125_11573530505234.gif?](https://backend.growthdot.com/reply-after-this/4039125_11573530505234.gif?create&url=https://clearscore.zendesk.com&user_id=9192820020498)

create&url=https://clearscore.zendesk.com&user_id=9192820020498>

Urvesh Jadhav (Troubleshooter)

20 May 2023, 14:38 GMT+1

Hi Deon,

42. Thanks for reaching out.

43. Before we help you with your query, we need to confirm some details with you.

44. I can see that there are 3 other accounts under your details created since 02-09-2016.

45. Please could you confirm:

46. If you've created these other ClearScore accounts, could you confirm the email addresses? If you're unsure, please just specify any other email addresses that belong to you so I can check.

47. If you think these were created by someone else without your permission?

48. To be on the safe side, all accounts have been locked and can't be accessed

49. while we look into it.

50. To verify your request, we need to see a photo of yourself holding a valid

51. ID next to your face (document selfie).

52. You can safely attach this in reply to this message. The type of ID we

53. accept

54. <<https://help.clearscore.com/hc/en-us/articles/360000460920-What-ID-documents-do-you-accept->

>
are:

* Your current UK photocard driving licence

* The photo page of your current signed passport

I look forward to hearing from you.

Many thanks,

Urvesh

Customer Operations

<[https://clearscore.zendesk.com/attachments/token/AFvkjpF9s94enGJYwSYVlqetR/?](https://clearscore.zendesk.com/attachments/token/AFvkjpF9s94enGJYwSYVlqetR/?name=inline1318852693.png)

name=inline1318852693.png>

Making your credit report and score free, forever

[QWO0X8-02R54]

FW: Deon

From: Lorraine Cordell <lorraine_1000@hotmail.co.uk>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Sat, 09 Sep 2023 12:57:26 +0100

Attachments:

55. 5A3SYJ-en.pdf

Sent from <<https://go.microsoft.com/fwlink/?LinkId=550986>> Mail for

Windows

From: deon benjamin <<mailto:deonbenjamin@yahoo.com>>

Sent: 09 September 2023 12:54

To: lorraine_1000@hotmail.co.uk <mailto:lorraine_1000@hotmail.co.uk>

Subject: Deon

Sent from Yahoo Mail

<https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acquisition&af_sub2=Global_YMktg&af_sub3=&af_sub4=100000604&af_sub5=EmailSignature__Static_> for iPhone

Deon hoilday

From: deon benjamin <deonbenjamin@yahoo.com> To: Lorraine Cordell
<lorraine32@blueyonder.co.uk> Date: Sat, 09 Sep 2023 12:51:21 +0100

Attachments: 5A3SYJ-en.pdf

Sent from Yahoo Mail for iPhone

<https://mail.onelink.me/107872968?>

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

[B184500001] Closing Letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: 'deon benjamin' <deonbenjamin@yahoo.com>, 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Date: Mon, 11 Sep 2023 13:33:06 +0000

Attachments: ADM013-Letter to Client-Closing Letter - Deon (002).pdf

Dear Deon

56. Please find attached closing letter for the case I was assisting you on, as your matter has gone to court this matter will be closed as I am unable to assist.

57. David will continue to assist you with your certificated matter B184500002.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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Read: [B184500001] RE: [B184500001] Closing Letter

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 11 Sep 2023 14:57:45 +0000

58. Your message

RE: [B184500001] Closing Letter

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Mon, 11 Sep 2023 15:15:28 +0100

Dear Andre

59. Thank you for the help in this matter and knowing David is now dealing with Deon's Case.

Best Regards

Lorraine and Deon

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 11 September 2023 14:33

To: 'deon benjamin' <deonbenjamin@yahoo.com>; 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>

Subject: [B184500001]Closing Letter

Dear Deon

60. Please find attached closing letter for the case I was assisting you on, as your matter has gone to court this matter will be closed as I am unable to assist.

61. David will continue to assist you with your certificated matter B184500002.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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