

RE: [B184500003] Homelessness application Deon Benjamin

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

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

Date: Fri, 15 Dec 2023 10:19:43 +0100

Dear Andre

1. Thank you for the update, can you tell us how long Deon will need to wait before she knows if they will temp house her, or if she calls the homeless team what she use to have to do before and they temp house her each night.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 14 December 2023 16:59

To: 'Gloria.ede@enfield.gov.uk' <Gloria.ede@enfield.gov.uk>;

'housingadvice@enfield.gov.uk' <housingadvice@enfield.gov.uk>

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

<deonbenjamin@yahoo.com>

Subject: [B184500003]Homelessness application Deon Benjamin

Dear Sirs,

1. Please find attached Deon Benjamin homelessness application , client authority and supportive documents.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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FW: [B184500003] Homelessness application Deon Benjamin

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

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

Date: Fri, 15 Dec 2023 10:20:34 +0100

1. Read deon

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

Sent: 15 December 2023 09:20

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

Subject: RE: [B184500003]Homelessness application Deon Benjamin

Dear Andre

2. Thank you for the update, can you tell us how long Deon will need to wait before she knows if they will temp house her, or if she calls the homeless

3. team what she use to have to do before and they temp house her each night.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 14 December 2023 16:59

To: 'Gloria.ede@enfield.gov.uk' <Gloria.ede@enfield.gov.uk

<mailto:Gloria.ede@enfield.gov.uk> >; 'housingadvice@enfield.gov.uk'

<housingadvice@enfield.gov.uk

<mailto:housingadvice@enfield.gov.uk> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk <mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003] Homelessness application Deon Benjamin

Dear Sirs,

4. Please find attached Deon Benjamin homelessness application, client authority and supportive documents.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

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Read: RE: [B184500003] RE: [B184500003] Homelessness application

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Fri, 15 Dec 2023 10:21:27 +0000

1. Your message

RE: Stage One Complaint Acknowledgement and Decision

Ref: CAS-707727-B7H4X4

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

To: NBrojerdian@lqgroup.org.uk, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 15 Dec 2023 13:57:06 +0100

7 Tenneyson Close

Enfield

London

EN3 4SN

Dear Neshat Brojerdian

1. I am writing this email as I am not happy how L&Q are dealing with this issue. There has been 2 people who have come out to the flat one being Zap Carbon on the 14/12/2023, each of them have stated it is the worse there every seen and the mould is in the air and is a health and safety issue as it the worse mould type. Zap carbon and the other man stated no one should be living in this food the mould is even over food as its in the air and on
2. everything. My daughter is unwell with a chest infection and it is not getting better even though she is seeing her GP and being given meds.
3. Everything in the flat is going to need to be binned as its all covered in mould.
4. Zap Carbon has made a call today even through they stated the issue is happening due to the outside walls they still want to wash the wall to make it look better then they will send a report to L&Q this is not good enough what L&Q are doing. Living a person in this condition and thinking it is ok they are not due to come out to do a wash of the walls until the 10/01/2024, but this will not help as the mould is in the air.
5. I have contracted a solicitor to act for my daughter so L&Q will be hearing from them very soon.
6. But in the meantime I want this complaint taken higher to the highest level as I feel L&Q are not dealing with this how they should.

Regards

Lorraine (on behalf of Deon Benjamin my daughter)

From: deon benjamin <deonbenjamin@yahoo.com>

Sent: 08 December 2023 14:10

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

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

CAS-707727-B7H4X4

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

pid=nativeplacement&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

EN3 4SN

27th November

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

Dear Miss Benjamin,

1. 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.
2. We raised an order Job ref : AM/5801670-1 Mould wash assigned to Zap Carbon. They will contact you directly to book you in.
3. I am sorry for any trouble this has caused you.
4. 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 of our formal policies (section 5.2).

5. It will be necessary to formally write to the Insurance Team providing as much of the following information as possible:

The date and time of the alleged loss/damage

1. The location and address of the alleged loss/damage
2. Details of precisely how the loss/damage occurred
3. Photographs of the damage
4. Estimates/Invoices/Receipts of costs incurred
5. An explanation of why you hold the Trust responsible for the loss/damage

1. Once this is submitted to us, this matter will be treated as a public liability claim and dealt with by our insurer to investigate and 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.

2. 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

1. 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.
2. 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 L33 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>>

3. 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.
4. 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

Thursday 08:00-17:00

Friday 08:00-16:00

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(No subject)

From: deon benjamin <deonbenjamin@yahoo.com>
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: Fri, 15 Dec 2023 14:57:21 +0100

Sent from Yahoo Mail for iPhone

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[pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

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

From: David Quee <Davidq@Duncanlewis.com>

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

Date: Fri, 15 Dec 2023 14:57:06 +0000

Attachments:

5. ADM013-Letter to Client-Closing Letter - (April 2021) - FINAL-15122023133328 (002).pdf

Dear Ms Benjamin,

6. We refer to your above matter.

7. Please find the attached closing letter for your information.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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Re:

From: deon benjamin <deonbenjamin@yahoo.com>

To: Lorraine Cordell lorraine32@blueyonder.co.uk

Date: Fri, 15 Dec 2023 15:04:05 +0100

Sent from Yahoo Mail for iPhone

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On Friday, December 15, 2023, 1:57 pm, deon benjamin

<deonbenjamin@yahoo.com> wrote:

Sent from Yahoo Mail for iPhone

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pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

RE: Deon Benjamin 7 Tennyson Close EN3 4SN

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

To: kellythomson@lqgroup.org.uk, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 15 Dec 2023 15:54:33 +0100

Attachments:

8. [deonbenjamin@yahoo.com 12.08.2023 Fw Correspondence from London & Quadrant Works O.pdf,](#)
9. [deonbenjamin@yahoo.com 12.08.2023 Fw Stage One Complaint Acknowledgement and Decisi.pdf,](#)
10. [deonbenjamin@yahoo.com 12.15.2023 .pdf,](#)
11. [deonbenjamin@yahoo.com 12.15.2023 001.pdf,](#)
12. [deonbenjamin@yahoo.com 12.15.2023 002.pdf,](#)
13. [deonbenjamin@yahoo.com 12.15.2023 003.pdf,](#)
14. [lorraine32@blueyonder.co.uk 12.15.2023 RE Stage One Complaint Acknowledgement and Decisi.pdf,](#)
15. [Deon- Flat-01.JPG,](#)
16. [Deon-Flat-02.JPG,](#)
17. [Deon-Flat-03.JPG,](#)
18. [Deon-Flat-04.JPG,](#)
19. [Deon-Flat-05.JPG,](#)
20. [Deon-Flat-06.JPG,](#)
21. [Deon-Flat-07.JPG,](#)
22. [Deon-Flat-08.JPG,](#)
23. [Deon-Flat-09.JPG,](#)
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25. [Deon-Flat-11.JPG,](#)
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27. [Deon-Flat-13.JPG,](#)
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30. [Deon-Flat-16.JPG,](#)
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32. [Deon-Flat-18.JPG,](#)
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38. [Deon-Flat-24.JPG,](#)
39. [Deon-Flat-25.JPG,](#)
40. [Deon-Flat-26.JPG,](#)
41. [Deon-Flat-27.JPG,](#)
42. [Deon-Flat-28.JPG,](#)
43. [Deon-Flat-29.JPG, lorraine32@blueyonder.co.uk 12.15.2023 RE Stage One Complaint Acknowledgement and Decisi 001.pdf,](#)
44. [lorraine32@blueyonder.co.uk 12.15.2023 RE Stage One Complaint Acknowledgement and Decisi 001.pdf](#)

Miss Deon Benjamin
7 Tennyson Close
Scotland Green Road
Enfield
Middlesex
EN3 4SN
15/12/2023

Dear Kelly Thomson and Nazma

45. Thank you for your email today, but I am not very happy as L&Q has just left me homeless and done nothing to help me for over a year. You seem to think we have not been in contract with you or Nazma but we have its me who has had no reply, I asked for help with the court case with Enfield council and I heard nothing from L&Q I have called many times as I really needed help and not one reply not one bit of concern from L&Q at all from anyone.
46. The court case the judge was not happy and now Enfield Council have got to start the case and do a review all over again, if you wanted to know where I stand I am still homeless.
47. I have heard nothing regarding the priority need for accommodation from L&Q even though I am priority need for accommodation from L&Q. But due to other reasons which I will explain below I spoke to a lady called Jacky who stated priority need for accommodation from L&Q has been stopped then when I got really upset was told it will be 5 years?
48. I even sent L&Q an updated letter from the mental health team I heard nothing, I think you can understand I am more than upset.
49. It only seems you have contracted me due to complaints that have been put in to L&Q, and TBH this is no were near good enough.
50. Now I go on to tell you what's going on with the flat I got a call from a neighbour that they could smell burning from the flat so me and my family went to the flat to check, to found the water/heating system had burned out the plug had melted, but it when we saw the state of the flat with mould everything in the flat is covered in it all my belongings are covered in it and will need to be binned.
51. I have been saying to L&Q about the mould since I moved into the flat, they have done nothing so has neighbour said about it to L&Q ands the widows covered in mould.
52. I had so much issues with the water / heating system and each time even through they say it needs replacing is just repaired. The main door to the block has been blocked for around 8 months so no one in the block knows if someone trying to get in. nothing in that block is getting done by L&Q its just being left.
53. I have over the last few weeks had a great deal of people at the flat as it seems L&Q now see how bad it is. I have had 2 sets of people out who have stated the flat is a health and safety risk it the worse they have seen.
54. They both stated the issues is due to the outside walls. Yet L&Q seem to think a wash of the walls will fix it, it won't I have already been told, it seems L&Q just wants to try and make it nice not worried about where the main issue is coming from. I have got other solicitor who is deal with this and you should be hearing from them very soon, and sent complaints in and upheld within less then 24 hours.

Please see attached emails and pictures.

55. My mum is writing this email from her email as it seems because you know I have health issues you are not worried and don't reply only when it best for you to do so. We have had enough of L&Q passing the buck and not dealing with anything.

Regards

Lorraine (on behalf of Deon Benjamin. 15/12/2024

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

Sent: 15 December 2023 14:04

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

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

Subject: Re:

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=ativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

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<mailto:deonbenjamin@yahoo.com> > wrote:

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pid=ativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

RE:

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

To: kellythomson@lqgroup.org.uk, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 15 Dec 2023 15:44:13 +0100

Attachments:

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- 60. [deonbenjamin@yahoo.com 12.15.2023 002.pdf,](#)
- 61. [deonbenjamin@yahoo.com 12.15.2023 003.pdf,](#)
- 62. [lorraine32@blueyonder.co.uk 12.15.2023 RE Stage One Complaint Acknowledgement and Decisi.pdf, Deon- Flat-01.JPG,](#)
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- 90. [Deon-Flat-29.JPG](#)

Dear Kelly Thomson and Nazma

- 91. Thank you for your email today, but I am not very happy as L&Q has just left me homeless and done nothing to help me for over a year. You seem to think we have not been in contract with you or Nazma but we have its me who has had no reply, I asked for help with the court case with Enfield council and I heard nothing from L&Q I have called many times as I really needed help and not one reply not one bit of concern from L&Q at all from anyone.
- 92. The court case the judge was not happy and now Enfield Council have got to start the case and do a review all over again, if you wanted to know where I stand I am still homeless.
- 93. I have heard nothing regarding the priority need for accommodation from L&Q even though I am priority need for accommodation from L&Q. But due to other reasons which I will explain below I

- spoke to a lady called Jacky who stated priority need for accommodation from L&Q has been stopped then when I got really upset was told it will be 5 years?
94. I even sent L&Q an updated letter from the mental health team I heard nothing, I think you can understand I am more than upset.
95. It only seems you have contracted me due to complaints that have been put in to L&Q, and TBH this is no were near good enough.
96. Now I go on to tell you what's going on with the flat I got a call from a neighbour that they could smell burning from the flat so me and my family went to the flat to check, to found the water/heating system had burned out the plug had melted, but it when we saw the state of the flat with mould everything in the flat is covered in it all my belongings are covered in it and will need to be binned.
97. I have been saying to L&Q about the mould since I moved into the flat, they have done nothing so has neighbour said about it to L&Q and the widows covered in mould.
98. I had so much issues with the water / heating system and each time even through they say it needs replacing is just repaired. The main door to the block has been blocked for around 8 months so no one in the block knows if someone trying to get in. nothing in that block is getting done by L&Q its just being left.
99. I have over the last few weeks had a great deal of people at the flat as it seems L&Q now see how bad it is. I have had 2 sets of people out who have stated the flat is a health and safety risk it the worse they have seen.
100. They both stated the issues is due to the outside walls. Yet L&Q seem to think a wash of the walls will fix it, it won't I have already been told, it seems L&Q just wants to try and make it nice not worried about where the main issue is coming from. I have got other solicitor who is deal with this and you should be hearing from them very soon, and sent complaints in and upheld within less then 24 hours.

Please see attached emails and pictures.

101. My mum is writing this email from her email as it seems because you know I have health issues you are not worried and don't reply only when it best for you to do so. We have had enough of L&Q passing the buck and not dealing with anything.

Regards

Lorraine (on behalf of Deon Benjamin. 15/12/2024

From: deon benjamin <deonbenjamin@yahoo.com>
Sent: 15 December 2023 14:04
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Subject: Re:

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

On Friday, December 15, 2023, 1:57 pm, deon benjamin <deonbenjamin@yahoo.com>

<<mailto:deonbenjamin@yahoo.com>> > wrote:

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

RE: Deon Benjamin 7 Tennyson Close EN3 4SN

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

To: kellythomson@lqgroup.org.uk, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 15 Dec 2023 15:54:33 +0100

Attachments:

- 102. [deonbenjamin@yahoo.com 12.08.2023 Fw Correspondence from London & Quadrant Works O.pdf,](#)
- 103. [deonbenjamin@yahoo.com 12.08.2023 Fw Stage One Complaint Acknowledgement and Decisi.pdf,](#)
- 104. [deonbenjamin@yahoo.com 12.15.2023 .pdf,](#)
- 105. [deonbenjamin@yahoo.com 12.15.2023 001.pdf,](#)
- 106. [deonbenjamin@yahoo.com 12.15.2023 002.pdf,](#)
- 107. [deonbenjamin@yahoo.com 12.15.2023 003.pdf,](#)
- 108. [lorraine32@blueyonder.co.uk 12.15.2023 RE Stage One Complaint Acknowledgement and Decisi.pdf, Deon- Flat-01.JPG,](#)
- 109. [Deon-Flat-02.JPG,](#)
- 110. [Deon-Flat-03.JPG,](#)
- 111. [Deon-Flat-04.JPG,](#)
- 112. [Deon-Flat-05.JPG,](#)
- 113. [Deon-Flat-06.JPG,](#)
- 114. [Deon-Flat-07.JPG,](#)
- 115. [Deon-Flat-08.JPG,](#)
- 116. [Deon-Flat-09.JPG,](#)
- 117. [Deon-Flat-10.JPG,](#)
- 118. [Deon-Flat-11.JPG,](#)
- 119. [Deon- Flat-12.JPG,](#)
- 120. [Deon-Flat-13.JPG,](#)
- 121. [Deon-Flat-14.JPG,](#)
- 122. [Deon-Flat-15.JPG,](#)
- 123. [Deon-Flat-16.JPG,](#)
- 124. [Deon-Flat-17.JPG,](#)
- 125. [Deon-Flat-18.JPG,](#)
- 126. [Deon-Flat-19.JPG,](#)
- 127. [Deon-Flat-20.JPG,](#)
- 128. [Deon-Flat-21.JPG,](#)
- 129. [Deon-Flat-22.JPG,](#)
- 130. [Deon- Flat-23.JPG,](#)
- 131. [Deon-Flat-24.JPG,](#)
- 132. [Deon-Flat-25.JPG,](#)
- 133. [Deon-Flat-26.JPG,](#)
- 134. [Deon-Flat-27.JPG,](#)
- 135. [Deon-Flat-28.JPG,](#)
- 136. [Deon-Flat-29.JPG,](#)
- 137. [lorraine32@blueyonder.co.uk 12.15.2023 RE Stage One Complaint Acknowledgement and Decisi 001.pdf,](#)
- 138. [lorraine32@blueyonder.co.uk 12.15.2023 RE Stage One Complaint Acknowledgement and Decisi 001.pdf](#)

Miss Deon Benjamin
7 Tennyson Close
Scotland Green Road
Enfield
Middlesex
EN3 4SN
15/12/2023

Dear Kelly Thomson and Nazma

139. Thank you for your email today, but I am not very happy as L&Q has just left me homeless and

done nothing to help me for over a year. You seem to think we have not been in contract with you or Nazma but we have its me who has had no reply, I asked for help with the court case with Enfield council and I heard nothing from L&Q I have called many times as I really needed help and not one reply not one bit of concern from L&Q at all from anyone.

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151. My mum is writing this email from her email as it seems because you know I have health issues you are not worried and don't reply only when it best for you to do so. We have had enough of L&Q passing the buck and not dealing with anything.

Regards

Lorraine (on behalf of Deon Benjamin. 15/12/2024

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

Sent: 15 December 2023 14:04

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

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

Subject: Re:

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

On Friday, December 15, 2023, 1:57 pm, deon benjamin <deonbenjamin@yahoo.com

<mailto:deonbenjamin@yahoo.com> > wrote:

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

RE: Stage One Complaint Acknowledgement and Decision

Ref: CAS-707727-B7H4X4

From: Neshat Brojerdian <NBrojerdian@lqgroup.org.uk>

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

Date: Fri, 15 Dec 2023 16:54:16 +0100

Hello,

- Thank you for your email.
- Please note, I contacted the patch Surveyor to arrange an inspection promptly in addition contacted Neighbourhood Housing Lead (NHL) Jacqueline Josiah for a welfare check.

Kindest regards

Neshat

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

Sent: Friday, December 15, 2023 12:57 PM

To: Neshat Brojerdian <NBrojerdian@lqgroup.org.uk>; 'deon benjamin' <deonbenjamin@yahoo.com>

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

You don't often get email from lorraine32@blueyonder.co.uk

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

<<https://aka.ms/LearnAboutSenderIdentification>> Learn why this is important

7 Tenneyson Close

Enfield

London

EN3 4SN

Dear Neshat Brojerdian

- I am writing this email as I am not happy how L&Q are dealing with this issue. There has been 2 people who have come out to the flat one being Zap Carbon on the 14/12/2023, each of them have stated it is the worse there every seen and the mould is in the air and is a health and safety issue as it the worse mould type. Zap carbon and the other man stated no one should be living in this food the mould is even over food as its in the air and on everything. My daughter is unwell with a chest infection and it is not getting better even though she is seeing her GP and being given meds. Everything in the flat is going to need to be binned as its all covered in mould.
- Zap Carbon has made a call today even through they stated the issue is happening due to the outside walls they still want to wash the wall to make it look better then they will send a report to L&Q this is not good enough what L&Q are doing. Living a person in this condition and thinking it is ok they are not due to come out to do a wash of the walls until the 10/01/2024, but this will not help as the mould is in the air.
- I have contracted a solicitor to act for my daughter so L&Q will be hearing from them very soon.
- But in the meantime I want this complaint taken higher to the highest level as I feel L&Q are not dealing with this how they should.

Regards

Lorraine (on behalf of Deon Benjamin my daughter)

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

Sent: 08 December 2023 14:10

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

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

CAS-707727-B7H4X4

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

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

EN3 4SN

27th November

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

Dear Miss Benjamin,

152. 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.

1. We raised an order Job ref : AM/5801670-1 Mould wash assigned to
2. Zap Carbon. They will contact you directly to book you in.
3. I am sorry for any trouble this has caused you.
4. Any claims such as those for damaged belongings or loss of personal items
5. fall under insurance responsibility therefore follow financial claim
6. protocols. For this reason, we cannot consider such claims within L&Q's
7. complaints process and this forms part our formal policies (section 5.2).
8. It will be necessary to formally write to the Insurance Team providing as much of the following information as possible:

1. The date and time of the alleged loss/damage
2. The location and address of the alleged loss/damage
3. Details of precisely how the loss/damage occurred
4. Photographs of the damage

Estimates/Invoices/Receipts of costs incurred

5. An explanation of why you hold the Trust responsible for the loss/damage
6. 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

7. 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.
8. 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 L33 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

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

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

Please note my working hours are:

Monday - Tuesday 07:00-18:00

Thursday 08:00-17:00

Friday 08:00-16:00

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RE: Housing Disrepair Matter

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
To: 'Daniel Green' <daniel.green@veritassolicitors.co.uk>
Date: Fri, 15 Dec 2023 19:30:50 +0100

Dear Daniel Green

9. I have not signed the document yet as the address that has been put for Deon is wrong it's not 37 please see below correct address.

Miss Deon Benjamin
7 Tennyson Close
Scotland Green Road
Enfield
Middlesex
EN3 4SN
Regards
Lorraine

From: DocuSign EU System <dse@eumail.docusign.net>
Sent: 15 December 2023 14:01
To: Deon Benjamin <Lorraine32@blueyonder.co.uk>
Subject: Housing Disrepair Matter
<<https://eu.docusign.net/Member/Image.aspx?i=logo&l=28bda105-59fe-4639-acb4-b8ac5fa6db33>>
<<https://eu.docusign.net/member/Images/email/docInvite-white.png>>
Daniel Green sent you a document to review and sign.
<<https://eu.docusign.net/Signing/EmailStart.aspx?a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eaae4c5-8702-4e33-8195-41172d4145da>>

REVIEW DOCUMENT

Daniel Green
daniel.green@veritassolicitors.co.uk
<<mailto:daniel.green@veritassolicitors.co.uk>>
Deon Benjamin,
Please DocuSign In-House CFA Deon Benjamin.docx
10. Thank You, Daniel Green

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Help with Signing page on our <<https://www.docusign.com/support>> Support Center.

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Voided: Housing Disrepair Matter

From: Daniel Green via Docu Sign <dse@eumail.docusign.net>

To: Deon Benjamin <Lorraine32@blueyonder.co.uk>

Date: Mon, 18 Dec 2023 03:44:41 -0800

<<https://eu.docusign.net/Member/Image.aspx?i=logo&l=28bda105-59fe-4639-acb4-b8ac5fa6db33>>

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Daniel Green voided Housing Disrepair Matter.

Daniel Green

daniel.green@veritassolicitors.co.uk

11. Housing Disrepair Matter has been voided for the following reason:

12. incorrect address

Powered by

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95838143-11da-4b8c-80cf-98ad40e80808

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language=en_US&utm_campaign=GBL_XX_DBU_UPS_2211_SignNotificationEmailFooter&utm

page=on our Support Center <<https://www.docusign.com/support>> .

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Download the DocuSign App

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this sender you may contact the sender with your request.

Housing Disrepair Matter

From: Daniel Green via DocuSign <dse@eumail.docusign.net>

To: Deon Benjamin <Lorraine32@blueyonder.co.uk>

Date: Mon, 18 Dec 2023 03:44:14 -0800

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<https://eu.docusign.net/member/Images/email/docInvite-white.png>

Daniel Green sent you a document to review and sign.

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[b0bf0223f82c&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=b170a127-3ef4-43f0-8245-ba658b94aa0f](https://eu.docusign.net/Signing/EmailStart.aspx?a=17aa78fa-05f1-4c81-b1a0-b0bf0223f82c&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=b170a127-3ef4-43f0-8245-ba658b94aa0f)

REVIEW DOCUMENT

Daniel Green

daniel.green@veritassolicitors.co.uk

Deon Benjamin,

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From: Daniel Green via DocuSign <dse@eumail.docusign.net>

To: Deon Benjamin <Lorraine32@blueyonder.co.uk>

Date: Mon, 18 Dec 2023 03:49:37 -0800

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daniel.green@veritassolicitors.co.uk

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RE: Deon Benjamin 7 Tennyson Close EN3 4SN

From: Kelly Thomson <kellythomson@lqgroup.org.uk>

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

Date: Mon, 18 Dec 2023 11:21:57 +0100

Good morning,

I hope you are well.

15. Thank you for your email, I am sorry to hear of all the issues you have been experiencing.
16. I fully understand your frustrations and can assure you that my colleagues in the relevant departments will be looking into your complaints to resolve them.
17. I have been asked to do a monthly contact on behalf of your ASB officer check in with you and to make sure that there are no further incidents relating to your ASB case whilst you are waiting for the rehousing team to find you a suitable property as you were approved at the panel for a management move.
18. Unfortunately, this can take some time for a suitable property to be found and I understand your frustrations around this. The rehousing team will contact you directly when they have an update for you.
19. I am unable to provide updates on your complaints as they are managed by a different department.
20. Please do not hesitate to contact me with any updates relating to your ASB case.

Kind regards,

Kelly Thomson

Kelly Thomson

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

Kelly Thomson

Housing Specialisms Assistant

Division

Tel: 0300 456 9996

29-35 West Ham Lane, Stratford, London E15 4PH

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

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

Sent: Friday, December 15, 2023 2:55 PM

To: Kelly Thomson <kellythomson@lqgroup.org.uk>; 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: Deon Benjamin 7 Tennyson Close EN3 4SN

21. You don't often get email from lorraine32@blueyonder.co.uk <<mailto:lorraine32@blueyonder.co.uk>> .
<<https://aka.ms/LearnAboutSenderIdentification>> Learn why this is important

Miss Deon Benjamin

7 Tennyson Close

Scotland Green Road

Enfield

Middlesex

EN3 4SN

15/12/2023

Dear Kelly Thomson and Nazma

22. Thank you for your email today, but I am not very happy as L&Q has just left me homeless and done nothing to help me for over a year. You seem to think we have not been in contract with you or Nazma but we have its me who has had no reply, I asked for help with the court case with Enfield council and I heard nothing from L&Q I have called many times as I really needed help and not one reply not one bit of concern from L&Q at all from anyone.
23. The court case the judge was not happy and now Enfield Council have got to start the case and do

- a review all over again, if you wanted to know where
24. I stand I am still homeless.
25. I have heard nothing regarding the priority need for accommodation from
26. L&Q even though I am priority need for accommodation from L&Q. But due to other reasons which I will explain below I spoke to a lady called Jacky who stated priority need for accommodation from L&Q has been stopped then when I got really upset was told it will be 5 years?
27. I even sent L&Q an updated letter from the mental health team I heard nothing, I think you can understand I am more than upset.
28. It only seems you have contracted me due to complaints that have been put in to L&Q, and TBH this is no were near good enough.
29. Now I go on to tell you what's going on with the flat I got a call from a neighbour that they could smell burning from the flat so me and my family went to the flat to check, to found the water/heating system had burned out the plug had melted, but it when we saw the state of the flat with mould everything in the flat is covered in it all my belongings are
30. covered in it and will need to be binned.
31. I have been saying to L&Q about the mould since I moved into the flat, they have done nothing so has neighbour said about it to L&Q ands the widows covered in mould.
32. I had so much issues with the water / heating system and each time even through they say it needs replacing is just repaired. The main door to the block has been blocked for around 8 months so no one in the block knows if someone trying to get in. nothing in that block is getting done by L&Q its just being left.
33. I have over the last few weeks had a great deal of people at the flat as it seems L&Q now see how bad it is. I have had 2 sets of people out who have stated the flat is a health and safety risk it the worse they have seen. They both stated the issues is due to the outside walls. Yet L&Q
34. seem to think a wash of the walls will fix it, it won't I have already been told, it seems L&Q just wants to try and make it nice not worried about where the main issue is coming from. I have got other solicitor who is deal with this and you should be hearing from them very soon, and sent complaints in and upheld within less then 24 hours.
35. Please see attached emails and pictures,
36. My mum is writing this email from her email as it seems because you know I have health issues you are not worried and don't reply only when it best for you to do so. We have had enough of L&Q passing the buck and not dealing with anything.

Regards

Lorraine (on behalf of Deon Benjamin. 15/12/2024
From: deon benjamin <deonbenjamin@yahoo.com
<mailto:deonbenjamin@yahoo.com> >
Sent: 15 December 2023 14:04
To: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Subject: Re:

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<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> > wrote:

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RE: Housing Disrepair Matter

From: Daniel Green <daniel.green@veritassolicitors.co.uk>

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

Date: Mon, 18 Dec 2023 12:46:20 +0100

Hi Lorraine

37. My Apologies I have updated the document with the correct information now for Deon to sign thank you

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

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

Sent: Friday, December 15, 2023 6:31 PM

To: Daniel Green <daniel.green@veritassolicitors.co.uk>

Subject: RE: Housing Disrepair Matter

Dear Daniel Green

38. I have not signed the document yet as the address that has been put for Deon is wrong it's not 37 please see below correct address.

39. Miss Deon Benjamin

7 Tennyson Close

Scotland Green Road

Enfield

Middlesex

EN3 4SN

Regards

Lorraine

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Sent: 15 December 2023 14:01

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<mailto:Lorraine32@blueyonder.co.uk> >

Subject: Housing Disrepair Matter

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Daniel Green

daniel.green@veritassolicitors.co.uk

<mailto:daniel.green@veritassolicitors.co.uk>

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RE: Housing Disrepair Matter

From: Lorraine Cordell <lorraine32@blueyonder.co.uk> To: 'Daniel Green' <daniel.green@veritassolicitors.co.uk> Date: Mon, 18 Dec 2023 12:55:47 +0100

Attachments:

40. Housing_Disrepair_Matter.pdf

Dear Dan

41. I am not sure if the document auto sends to you so I will attach the document to this email

Regards

Lorraine

From: Daniel Green <daniel.green@veritassolicitors.co.uk>

Sent: 18 December 2023 11:46

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

Sent: Friday, December 15, 2023, 6:31 PM

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<<mailto:daniel.green@veritassolicitors.co.uk>> >

Subject: RE: Housing Disrepair Matter

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Sent: 15 December 2023 14:01

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<mailto:Lorraine32@blueyonder.co.uk> >

Subject: Housing Disrepair Matter

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<mailto:daniel.green@veritassolicitors.co.uk>

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From: Daniel Green <daniel.green@veritassolicitors.co.uk>

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

Date: Mon, 18 Dec 2023 12:58:47 +0100

Hi Lorraine

45. Yes the document is automatically returned to me once signed thank you for attaching the signed version Aswell.
46. Did you manage to send the additional images of the issues in the kitchen bathroom and bedroom?

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

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F: +44 (0)844 478 1998

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

Sent: Monday, December 18, 2023 11:56 AM

To: Daniel Green <daniel.green@veritassolicitors.co.uk>

Subject: RE: Housing Disrepair Matter

Dear Dan

47. I am not sure if the document auto sends to you so I will attach the document to this email

Regards

Lorraine

From: Daniel Green <daniel.green@veritassolicitors.co.uk>

<<mailto:daniel.green@veritassolicitors.co.uk>> >

Sent: 18 December 2023 11:46

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

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

Subject: RE: Housing Disrepair Matter

Hi Lorraine

48. My Apologies I have updated the document with the correct information now for Deon to sign thank you

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

Central Manchester | 7th Floor | Cardinal House | 20 St Mary's Parsonage |

Parsonage Gardens | Manchester | M3 2LY

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

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

Sent: Friday, December 15, 2023 6:31 PM

To: Daniel Green <daniel.green@veritassolicitors.co.uk

<mailto:daniel.green@veritassolicitors.co.uk> >

Subject: RE: Housing Disrepair Matter

Dear Daniel Green

49. I have not signed the document yet as the address that has been put for Deon

50. is wrong it's not 37 please see below correct address.

Miss Deon Benjamin

7 Tennyson Close

Scotland Green Road

Enfield

Middlesex

EN3 4SN

Regards

Lorraine

From: DocuSign EU System <dse@eumail.docusign.net

<mailto:dse@eumail.docusign.net> >

Sent: 15 December 2023 14:01

To: Deon Benjamin <Lorraine32@blueyonder.co.uk

<mailto:Lorraine32@blueyonder.co.uk> >

Subject: Housing Disrepair Matter

<https://eu.docusign.net/Member/Image.aspx?i=logo&l=28bda105-59fe-4639-acb4-b8ac5fa6db33>

<https://eu.docusign.net/member/Images/email/docInvite-white.png>

Daniel Green sent you a document to review and sign.

<https://eu.docusign.net/Signing/EmailStart.aspx?

a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-

e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da>

REVIEW DOCUMENT

Daniel Green

daniel.green@veritassolicitors.co.uk

<mailto:daniel.green@veritassolicitors.co.uk>

Deon Benjamin,

51. Please DocuSign In-House CFA Deon Benjamin.docx

Thank You, Daniel Green

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Center.

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utm_campaign=GBL_XX_DBU_UPS_2211_SignNotificationEmailFooter&utm_medium=product&

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Personalised Housing Plan - Case ref.docx Deon

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

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

Date: Tue, 19 Dec 2023 15:27:04 +0100

Attachments:

- 52. PHOTO-2023-12-15-15-57-05.jpg,
- 53. Untitled attachment 00198.txt,
- 54. PHOTO-2023-12-15-15-57-17.jpg,
- 55. Untitled attachment 00201.txt,
- 56. Personalised Housing Plan - Case ref.docx,
- 57. Untitled attachment 00204.txt,
- 58. PHOTO-2023-12-15-16-04-54.jpg,
- 59. Untitled attachment 00207.txt,
- 60. PHOTO-2023-12-15-17-31-29.jpg,
- 61. Untitled attachment 00210.txt

(No body content)

RE: Deon Benjamin from Enfield Council

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

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Tue, 19 Dec 2023 16:31:01 +0100

Attachments:

62. Personalised Housing Plan - Case ref.docx Deon.pdf

Dear Andre

63. I or Deon is not sure what this is about Deon got emails on Friday to sign up for this portal from Enfield Council once she did so we saw this.

64. There has been a Personalised Housing Plan setup but it states she has attended the local authority and a personal assessment of your current housing circumstances have been done. Yet she has not been to personal assessment with Enfield Council and we are not sure what is going on or what to do.

65. We are very confused.

66. Please see attached as they want her to sign this Personalised Housing

Plan.

67. Could you maybe give us some advice as not sure what is going on, with this portal and Personalised Housing Plan, it wont let us write anything to find out what it for.

68. Also how long will Deon need wait to find out if she can get temp housing if possible could you give us an update?

Regards

Lorraine

More picture Deon

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

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

Date: Tue, 19 Dec 2023 17:13:43 +0000

Attachments:

69. [PHOTO-2023-12-19-16-33-52.jpg](#),
70. [Untitled attachment 00223.txt](#),
71. [PHOTO-2023-12-19-16-34-19.jpg](#),
72. [Untitled attachment 00226.txt](#),
73. [PHOTO-2023-12-19-16-34-19.jpg](#),
74. [Untitled attachment 00229.txt](#),
75. [VIDEO-2023-12-19-16-34-59.mp4](#),
76. [Untitled attachment 00232.txt](#),
77. [VIDEO-2023-12-19-16-35-08.mp4](#),
78. [Untitled attachment 00235.txt](#),
79. [VIDEO-2023-12-19-16-35-17.mp4](#),
80. [Untitled attachment 00238.txt](#),
81. [VIDEO-2023-12-19-16-35-22.mp4](#),
82. [Untitled attachment 00241.txt](#),
83. [PHOTO-2023-12-19-16-35-27.jpg](#),
84. [Untitled attachment 00244.txt](#),
85. [PHOTO-2023-12-19-16-35-28.jpg](#),
86. [Untitled attachment 00247.txt](#),
87. [VIDEO-2023-12-19-16-35-48.mp4](#),
88. [Untitled attachment 00250.txt](#),
89. [VIDEO-2023-12-19-16-39-16.mp4](#),
90. [Untitled attachment 00253.txt](#),
91. [PHOTO-2023-12-19-16-39-53.jpg](#),
92. [Untitled attachment 00256.txt](#),
93. [PHOTO-2023-12-19-16-39-53.jpg](#),
94. [Untitled attachment 00259.txt](#),
95. [PHOTO-2023-12-19-16-39-53.jpg](#),
96. [Untitled attachment 00262.txt](#),
97. [PHOTO-2023-12-19-16-54-40.jpg](#),
98. [Untitled attachment 00265.txt](#),
99. [PHOTO-2023-12-19-16-54-41.jpg](#),
100. [Untitled attachment 00268.txt](#),
101. [PHOTO-2023-12-19-16-54-42.jpg](#),
102. [Untitled attachment 00271.txt](#),
103. [PHOTO-2023-12-19-16-54-46.jpg](#),
104. [Untitled attachment 00274.txt](#),
105. [PHOTO-2023-12-19-16-54-50.jpg](#),
106. [Untitled attachment 00277.txt](#),
107. [PHOTO-2023-12-19-16-54-52.jpg](#),
108. [Untitled attachment 00280.txt](#),
109. [PHOTO-2023-12-19-16-54-53.jpg](#),
110. [Untitled attachment 00283.txt](#),
111. [PHOTO-2023-12-19-16-54-54.jpg](#),
112. [Untitled attachment 00286.txt](#),
113. [PHOTO-2023-12-19-16-54-55.jpg](#),
114. [Untitled attachment 00289.txt](#),
115. [VIDEO-2023-12-19-16-56-10.mp4](#),
116. [Untitled attachment 00292.txt](#),
117. [PHOTO-2023-12-19-16-56-36.jpg](#),
118. [Untitled attachment 00295.txt](#),

- 119. PHOTO-2023-12-19-17-12-09.jpg,
 - 120. Untitled attachment 00298.txt,
 - 121. PHOTO-2023-12-19-17-12-10.jpg,
 - 122. Untitled attachment 00301.txt
- (No body content)

Deon more pic

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

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

Date: Tue, 19 Dec 2023 17:20:53 +0000

Attachments:

- 123. PHOTO-2023-12-19-17-18-59.jpg,
- 124. Untitled attachment 00307.txt,
- 125. PHOTO-2023-12-19-17-19-00.jpg,
- 126. Untitled attachment 00310.txt,
- 127. PHOTO-2023-12-19-17-19-00.jpg,
- 128. Untitled attachment 00313.txt,
- 129. PHOTO-2023-12-19-17-19-01.jpg,
- 130. Untitled attachment 00316.txt,
- 131. PHOTO-2023-12-19-17-19-03.jpg,
- 132. Untitled attachment 00319.txt,
- 133. PHOTO-2023-12-19-17-19-06.jpg,
- 134. Untitled attachment 00322.txt

(No body content)

RE: Housing Disrepair Matter

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
To: 'Daniel Green' <daniel.green@veritassolicitors.co.uk>
Date: Tue, 19 Dec 2023 18:46:15 +0100

Attachments:

- 135. [Bathroom-001.jpg](#)
- 136. [Bathroom-002.jpg](#)
- 137. [Bathroom-003.jpg](#)
- 138. [Bathroom-004.jpg](#)
- 139. [Bathroom-005.jpg](#)
- 140. [Bathroom-006.jpg](#)
- 141. [Bedroom-001.jpg](#)
- 142. [Bedroom-002.jpg](#)
- 143. [Bedroom-003.jpg](#)
- 144. [Bedroom-004.jpg](#)
- 145. [Frontroom-001.jpg](#)
- 146. [Frontroom-002.jpg](#)
- 147. [Frontroom-003.jpg](#)
- 148. [Frontroom-004.jpg](#)
- 149. [Frontroom-005.jpg](#)
- 150. [Kichen-001.jpg](#)
- 151. [kichen-002.jpg](#)
- 152. [Kichen-003.jpg](#)
- 153. [Kichen-004.jpg](#)
- 154. [Kichen-005.jpg](#)
- 155. [Kichen-006.jpg](#)
- 156. [Kichen-007.jpg](#)
- 157. [Kichen-008.jpg](#)

Dear Daniel

158. Please see attached more pictures

Regards

Lorraine

From: Daniel Green <daniel.green@veritassolicitors.co.uk>

Sent: 18 December 2023 11:59

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

Subject: RE: Housing Disrepair Matter

Hi Lorraine

- 159. Yes the document is automatically returned to me once signed thank you for attaching the signed version Aswell.
- 160. Did you manage to send the additional images of the issues in the kitchen bathroom and bedroom?

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

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

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

Sent: Monday, December 18, 2023 11:56 AM

To: Daniel Green <daniel.green@veritassolicitors.co.uk

<<mailto:daniel.green@veritassolicitors.co.uk>> >

Subject: RE: Housing Disrepair Matter

Dear Dan

161. I am not sure if the document auto sends to you so I will attach the document to this email

Regards

Lorraine

From: Daniel Green <daniel.green@veritassolicitors.co.uk

<<mailto:daniel.green@veritassolicitors.co.uk>> >

Sent: 18 December 2023 11:46

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

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

Subject: RE: Housing Disrepair Matter

Hi Lorraine

162. My Apologies I have updated the document with the correct information now

163. for Deon to sign thank you

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

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

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

Sent: Friday, December 15, 2023 6:31 PM

To: Daniel Green <daniel.green@veritassolicitors.co.uk

<<mailto:daniel.green@veritassolicitors.co.uk>> >

Subject: RE: Housing Disrepair Matter

Dear Daniel Green

164. I have not signed the document yet as the address that has been put for Deon is wrong it's not 37 please see below correct address.

Miss Deon Benjamin

7 Tennyson Close

Scotland Green Road

Enfield

Middlesex

EN3 4SN

Regards

Lorraine

From: DocuSign EU System <dse@eumail.docusign.net

<<mailto:dse@eumail.docusign.net>> >

Sent: 15 December 2023 14:01

To: Deon Benjamin <Lorraine32@blueyonder.co.uk

<<mailto:Lorraine32@blueyonder.co.uk>> >

Subject: Housing Disrepair Matter

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Daniel Green sent you a document to review and sign.

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[a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-](https://eu.docusign.net/Signing/EmailStart.aspx?a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da)

[e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da](https://eu.docusign.net/Signing/EmailStart.aspx?a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da)>

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Daniel Green

daniel.green@veritassolicitors.co.uk

<<mailto:daniel.green@veritassolicitors.co.uk>>

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Thank You, Daniel Green

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utm_campaign=GBL_XX_DBU_UPS_2211_SignNotificationEmailFooter&utm_medium=product&

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FW: Housing Disrepair Matter

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

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

Date: Tue, 19 Dec 2023 19:55:55 +0100

Attachments:

- 166. [Bathroom-001.jpg](#),
- 167. [Bathroom-002.jpg](#),
- 168. [Bathroom-003.jpg](#),
- 169. [Bathroom-004.jpg](#),
- 170. [Bathroom-005.jpg](#),
- 171. [Bathroom-006.jpg](#),
- 172. [Bedroom-001.jpg](#),
- 173. [Bedroom-002.jpg](#),
- 174. [Bedroom-003.jpg](#),
- 175. [Bedroom-004.jpg](#),
- 176. [Frontroom-001.jpg](#),
- 177. [Frontroom-002.jpg](#),
- 178. [Frontroom-003.jpg](#),
- 179. [Frontroom-004.jpg](#),
- 180. [Frontroom-005.jpg](#),
- 181. [Kichen-001.jpg](#),
- 182. [kichen-002.jpg](#),
- 183. [Kichen-003.jpg](#),
- 184. [Kichen-004.jpg](#),
- 185. [Kichen-005.jpg](#),
- 186. [Kichen-006.jpg](#),
- 187. [Kichen-007.jpg](#),
- 188. [Kichen-008.jpg](#)
- 189. Here

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

Sent: 19 December 2023 17:46

To: 'Daniel Green' <daniel.green@veritassolicitors.co.uk>

Subject: RE: Housing Disrepair Matter

Dear Daniel

190. Please see attached more pictures

Regards

Lorraine

From: Daniel Green <daniel.green@veritassolicitors.co.uk

<mailto:daniel.green@veritassolicitors.co.uk> >

Sent: 18 December 2023 11:59

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

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

Subject: RE: Housing Disrepair Matter

Hi Lorraine

191. Yes, the document is automatically returned to me once signed thank you for

192. attaching the signed version Aswell.

193. Did you manage to send the additional images of the issues in the kitchen bathroom and bedroom?

Kind Regards

Dan Green

Legal Executive
Veritas Solicitors LLP
T: +44 (0)161 974 3320 (EXT 201)
F: +44 (0)844 478 1998
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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

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

Sent: Monday, December 18, 2023 11:56 AM

To: Daniel Green <daniel.green@veritassolicitors.co.uk>

<<mailto:daniel.green@veritassolicitors.co.uk>> >

Subject: RE: Housing Disrepair Matter

Dear Dan

I am not sure if the document auto sends to you so I will attach the document to this email

Regards

Lorraine

From: Daniel Green <daniel.green@veritassolicitors.co.uk>

<<mailto:daniel.green@veritassolicitors.co.uk>> >

Sent: 18 December 2023 11:46

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

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

Subject: RE: Housing Disrepair Matter

Hi Lorraine

My Apologies I have updated the document with the correct information now for Deon to sign thank you

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

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

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

Sent: Friday, December 15, 2023 6:31 PM

To: Daniel Green <daniel.green@veritassolicitors.co.uk

<<mailto:daniel.green@veritassolicitors.co.uk>> >

Subject: RE: Housing Disrepair Matter

Dear Daniel Green

I have not signed the document yet as the address that has been put for Deon

is wrong it's not 37 please see below correct address.

Miss Deon Benjamin

7 Tennyson Close

Scotland Green Road

Enfield

Middlesex

EN3 4SN

Regards

Lorraine

From: DocuSign EU System <dse@eumail.docusign.net

<<mailto:dse@eumail.docusign.net>> >

Sent: 15 December 2023 14:01

To: Deon Benjamin <Lorraine32@blueyonder.co.uk

<<mailto:Lorraine32@blueyonder.co.uk>> >

Subject: Housing Disrepair Matter

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<<https://eu.docusign.net/member/Images/email/docInvite-white.png>>

Daniel Green sent you a document to review and sign.

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[a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da](https://eu.docusign.net/Signing/EmailStart.aspx?a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da)>

REVIEW DOCUMENT

Daniel Green

daniel.green@veritassolicitors.co.uk

<<mailto:daniel.green@veritassolicitors.co.uk>>

Deon Benjamin,

Please DocuSign In-House CFA Deon Benjamin.docx

Thank You, Daniel Green

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7 Tennyeson Close- Inspection

From: Janeen Talbot <JTalbot@lqgroup.org.uk>

To: lorraine32@blueyonder.co.uk

Date: Wed, 20 Dec 2023 14:11:37 +0100

Hi Lorraine.

194. As we discussed, there is an appointment booked for the 5th January, but not clear who it is. Assuming it's the area surveyor, I have emailed him requesting he contact you to confirm the appointment.
195. Also, I have opened a query to the NHL, Neighbourhood lead (Property Manager), Jacqueline, asking her to contact you to come visit the property and offer what ever support she can for Deon.
196. Take care

Warm regards,

Janeen

Merry Christmas and Happy New Year~~

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

Janeen Talbot

Technical Administrator

Property Services

Working days are Tue - Fri 8:00am - 5:15pm

0300 456 9998 ext 6303

Cray House, 3 Maidstone Road, Sidcup, DA14 5HU

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

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

Deon Benjamin v The London Borough of Enfield

From: David Quee <Davidq@Duncanlewis.com>

To: deonbenjamin@yahoo.com

Date: Mon, 20 Nov 2023 16:23:45 +0100

Attachments:

197. Combined Index and Appeal Bundle amended DB-15112023-171324-17112023-133739Compressed.pdf

Dear Ms Benjamin,

198. Please find attached the amended appeal bundle sent to the local authority for your information.

Kind regards

David Quee

Trainee Solicitor

DDI: 02072752023

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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From: David Quee

Sent: 20 November 2023 3:17 PM

To: 'Innes Deuchars' <Innes.Deuchars@enfield.gov.uk>

Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk>

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

The London Borough of Enfield

Dear Sirs,

199. Please find attached the amended appeal bundle for the hearing on 23 November 2023 for your information.

Yours faithfully

David Quee

Trainee Solicitor

DDI: 02072752023

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trk=gf&trklInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

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Read: RE: [B184500003] Homelessness application Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Thu, 21 Dec 2023 13:41:27 +0000

200. Your message

[B184500003]RE: Deon Benjamin from Enfield Council

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Thu, 21 Dec 2023 13:57:54 +0000

Dear Lorraine

We are still waiting to hear back from the council after submitting the homelessness application and we have not received any housing plan.

Deon should wait for the council to contact her and I will do a chaser email and CC you as I will be on leave from tomorrow.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

Sent: 19 December 2023 15:31

To: Andre Cummings <AndreC@Duncanlewis.com>; 'deon benjamin'
<deonbenjamin@yahoo.com>

Subject: RE: Deon Benjamin from Enfield Council

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Dear Andre

I or Deon is not sure what this is about Deon got emails on Friday to sign

up for this portal from Enfield Council once she did so we saw this.

There has been a Personalised Housing Plan setup but it states she has attended the local authority and a personal assessment of your current housing circumstances have been done. Yet she has not been to personal assessment with Enfield Council and we are not sure what is going on or what to do.

We are very confused.

Please see attached as they want her to sign this Personalised Housing Plan.

Could you maybe give us some advice as not sure what is going on, with this portal and Personalised Housing Plan, it wont let us write anything to find

out what it for.

Also how long will Deon need wait to find out if she can get temp housing if possible could you give us an update?

Regards

Lorraine

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RE: [B184500003] Homelessness application Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com> To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk> Date: Thu, 21 Dec 2023 14:45:08 +0100

Dear Lorraine

201. I will email the council again to state I have not received a response.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

Sent: 15 December 2023 09:20

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500003] Homelessness application Deon Benjamin

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Dear Andre

202. Thank you for the update, can you tell us how long Deon will need to wait before she knows if they will temp house her, or if she calls the homeless team what she use to have to do before and they temp house her each night.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 14 December 2023 16:59

To: 'Gloria.ede@enfield.gov.uk' <Gloria.ede@enfield.gov.uk

<mailto:Gloria.ede@enfield.gov.uk> >; 'housingadvice@enfield.gov.uk'

<housingadvice@enfield.gov.uk

<mailto:housingadvice@enfield.gov.uk> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk <mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003] Homelessness application Deon Benjamin

Dear Sirs,

203. Please find attached Deon Benjamin homelessness application , client authority and supportive documents.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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RE: [B184500003] Homelessness application Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

To: Gloria.ede@enfield.gov.uk, housingadvice@enfield.gov.uk

Date: Thu, 21 Dec 2023 15:04:27 +0100

Dear Sirs

204. We emailed previously our client homelessness application on 14/12/23 and 15/12/23.

205. We believe our client is in priority need and should be provided interim accommodation whilst the council conduct there enquires.

206. Please provide a response and acknowledgement of the homelessness application.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Andre Cummings

Sent: 15 December 2023 10:45

To: 'Gloria.ede@enfield.gov.uk' <Gloria.ede@enfield.gov.uk>;

'housingadvice@enfield.gov.uk' <housingadvice@enfield.gov.uk>

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

<deonbenjamin@yahoo.com>

Subject: RE: [B184500003]Homelessness application Deon Benjamin

Dear Sirs

207. Please find amended homelessness application to add to our previously email sent yesterday.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london%2F

From: Andre Cummings

Sent: 14 December 2023 4:59 PM

To: 'Gloria.ede@enfield.gov.uk' <Gloria.ede@enfield.gov.uk>

<mailto:Gloria.ede@enfield.gov.uk> >; 'housingadvice@enfield.gov.uk'

<housingadvice@enfield.gov.uk>

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RE: Housing Disrepair Matter

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

To: 'Daniel Green' <daniel.green@veritassolicitors.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 22 Dec 2023 11:00:07 +0100

Dear Dan

209. Deon made a call to L&Q yesterday and has now been told until we can prove she has a solicitor acting for us she will get no help. We are to forward proof to Jackey who was meant to be calling Deon yesterday and did not.
210. Yesterday Also the roof in the flat above Deon Fell in due to water damage.
211. Deon was woken up as work was being done she went and spoke to the people doing the wothey showed her pictures of the damage to the roof but coul not give Deon the Pictures.

Regards

Lorraine

From: Daniel Green <daniel.green@veritassolicitors.co.uk>

Sent: 18 December 2023 11:59

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

Subject: RE: Housing Disrepair Matter

Hi Lorraine

212. Yes, the document is automatically returned to me once signed thank you for attaching the signed version Aswell.
213. Did you manage to send the additional images of the issues in the kitchen bathroom and bedroom?

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

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

<mailto:lorraine32@blueyonder.co.uk> >
Sent: Monday, December 18, 2023 11:56 AM
To: Daniel Green <daniel.green@veritassolicitors.co.uk
<mailto:daniel.green@veritassolicitors.co.uk> >
Subject: RE: Housing Disrepair Matter

Dear Dan

214. I am not sure if the document auto sends to you so I will attach the document to this email

Regards

Lorraine

From: Daniel Green <daniel.green@veritassolicitors.co.uk

<mailto:daniel.green@veritassolicitors.co.uk> >

Sent: 18 December 2023 11:46

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

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

Subject: RE: Housing Disrepair Matter

Hi Lorraine

215. My Apologies I have updated the document with the correct information now

216. for Deon to sign thank you

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

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

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

Sent: Friday, December 15, 2023 6:31 PM

To: Daniel Green <daniel.green@veritassolicitors.co.uk

<mailto:daniel.green@veritassolicitors.co.uk> >

Subject: RE: Housing Disrepair Matter

Dear Daniel Green

217. I have not signed the document yet as the address that has been put for Deon

218. is wrong it's not 37 please see below correct address.

Miss Deon Benjamin

7 Tennyson Close

Scotland Green Road

Enfield

Middlesex

EN3 4SN

Regards

Lorraine

From: DocuSign EU System <dse@eumail.docusign.net

<mailto:dse@eumail.docusign.net> >

Sent: 15 December 2023 14:01

To: Deon Benjamin <Lorraine32@blueyonder.co.uk

<mailto:Lorraine32@blueyonder.co.uk> >

Subject: Housing Disrepair Matter

<<https://eu.docusign.net/Member/Image.aspx?i=logo&l=28bda105-59fe-4639-acb4-b8ac5fa6db33>>

<<https://eu.docusign.net/member/Images/email/docInvite-white.png>>

Daniel Green sent you a document to review and sign.

<[https://eu.docusign.net/Signing/EmailStart.aspx?](https://eu.docusign.net/Signing/EmailStart.aspx?a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eaae4c5-8702-4e33-8195-41172d4145da)

[a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-](https://eu.docusign.net/Signing/EmailStart.aspx?a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eaae4c5-8702-4e33-8195-41172d4145da)

[e26c956f00cb&er=6eaae4c5-8702-4e33-8195-41172d4145da](https://eu.docusign.net/Signing/EmailStart.aspx?a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eaae4c5-8702-4e33-8195-41172d4145da)>

REVIEW DOCUMENT

Daniel Green

daniel.green@veritassolicitors.co.uk

<mailto:daniel.green@veritassolicitors.co.uk>

Deon Benjamin,

219. Please DocuSign In-House CFA Deon Benjamin.docx

220. Thank You, Daniel Green

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RE: Deon Benjamin 2017100000970

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

To: subjectaccessrequest@met.police.uk, anne-marie.murphy@met.pnn.police.uk

Date: Fri, 22 Dec 2017 14:11:48 +0100

Attachments:

221. regarding-police-report-22-12-2017.pdf

Dear Anne-Marie Murphy

222. Please see attached document in regards to the subject access request 2017100000970

Regards

Read: RE: [B184500003] FW: Requested Documents

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Wed, 31 Jan 2024 11:34:45 +0000

223. Your message

RE: [B184500003] FW: Requested Documents

From: Andre Cummings <AndreC@Duncanlewis.com> To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk> Date: Wed, 31 Jan 2024 12:36:27 +0100

- Dear Lorraine
- What documents did the council ask you to provide to them
- I will email again a letter outlining why Deon should be provide accommodation again.
- How is Deons health has it got worse?, has she seen any doctors recently.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

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

Sent: 31 January 2024 11:31

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500003] FW: Requested Documents

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 Andre

- We have not heard anything I am in the process of sending them the documents
- they needed but had to wait to get things they needed in the post.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >

Sent: 31 January 2024 11:27

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

<<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'

<deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: [B184500003] FW: Requested Documents

Dear Lorraine and Deon

224. Have you heard from the council since I emailed them on Tuesday.

225. Have they offered Deon temporary accommodation in the interim

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLif8UgAAAWQnl0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_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: 22 January 2024 14:25

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

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

Subject: [B184500003] FW: Requested Documents

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Dear Andre

226. Deon got the email today with the information to the lady that is dealing

227. with Deon case. Please see below email and could you send the documents for

228. the application to her directly please. We will fill the forms they need and

229. get the information they need and send that to her as soon as we can over

230. the next few days.

231. Her information is Loren Yusuf Loren.Yusuf@Enfield.gov.uk

232. <mailto:Loren.Yusuf@Enfield.gov.uk>

Regards

Lorraine

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

Sent: 22 January 2024 11:27

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

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

Subject: Fw: Requested Documents

Sent from Yahoo Mail for iPhone

<[https://mail.onelink.me/107872968?](https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui)

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Begin forwarded message:

On Monday, January 22, 2024, 11:23 am, Loren Yusuf

<Loren.Yusuf@Enfield.gov.uk <mailto:Loren.Yusuf@Enfield.gov.uk> > wrote:

233. Hello Deon,

Following our phone call, as discussed please can you send me the below documents:

234. Passports/ID

235. 2Copy of your most recent three months bank statement.

236. October/November/ December

237. Screen shot/statement for all benefit you receive.

238. Name of registered GP

239.

Also, kindly complete the attached forms i.e.

240. address history form fully stating reasons for vacating each accommodation and details of the landlord or excluder including their telephone numbers.

241. Declaration & consent form.

242. Health questionnaire.

243. Income & expenditure form

Kind regards,

Loren Yusuf

Housing Coordinator - Homeless Prevention Team

Housing Advisory Service

Housing and Regeneration

Place Department

Enfield Council

Email: <mailto:Loren.Yusuf@enfield.gov.uk> Loren.Yusuf@enfield.gov.uk

Telephone: 02081320891

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Automatic reply: [B184500003] Homelessness application

Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Tue, 02 Jan 2024 13:49:27 +0100

244. Thank you for your email. I am on leave until 10th January 2024. if the

245. matter is urgent please contact wais Cabdi WaisC@Duncanlewis.com
<mailto:WaisC@Duncanlewis.com> or the switchboard team

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RE: [B184500003] Homelessness application Deon Benjamin

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

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Tue, 02 Jan 2024 13:49:23 +0100

Dear Andre

246. I hope you had a great Christmas and New Year.

247. I was wondering if you had heard anything from Enfield Council regarding the interim accommodation?

248. I know you put the application in on the 14/12/2023 and wondered how long it can take before we know anything like how many days do they have in which to deal with the application?

249. We still do not know what this portal is that Enfield Council asked Deon to

250. sign up to, and cant see anyone we can contract to find out about it.

251. Deon cannot carry on like this her health is getting worst and this is no good for anyone to be living like this and this has already been over a year.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 21 December 2023 14:04

To: 'Gloria.ede@enfield.gov.uk' <Gloria.ede@enfield.gov.uk>;

'housingadvice@enfield.gov.uk' <housingadvice@enfield.gov.uk>

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

<deonbenjamin@yahoo.com>

Subject: RE: [B184500003] Homelessness application Deon Benjamin

Dear Sirs

252. We emailed previously our client homelessness application on 14/12/23 and 15/12/23.

253. We believe our client is in priority need and should be provided interim accommodation whilst the council conduct there enquires.

254. Please provide a response and acknowledgement of the homelessness application.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trklInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Andre Cummings

Sent: 15 December 2023 10:45

To: 'Gloria.ede@enfield.gov.uk' <Gloria.ede@enfield.gov.uk>

<mailto:Gloria.ede@enfield.gov.uk> >; 'housingadvice@enfield.gov.uk'

<housingadvice@enfield.gov.uk>

<mailto:housingadvice@enfield.gov.uk> >

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

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [B184500003] Homelessness application Deon Benjamin

Dear Sirs

255. Please find amended homelessness application to add to our previously email sent yesterday.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Andre Cummings

Sent: 14 December 2023 4:59 PM

To: 'Gloria.ede@enfield.gov.uk' <Gloria.ede@enfield.gov.uk

<<mailto:Gloria.ede@enfield.gov.uk>> >; 'housingadvice@enfield.gov.uk'

<housingadvice@enfield.gov.uk

<<mailto:housingadvice@enfield.gov.uk>> >

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

<<mailto:lorraine32@blueyonder.co.uk>> >; 'deon benjamin'

<deonbenjamin@yahoo.com <<mailto:deonbenjamin@yahoo.com>> >

Subject: [B184500003] Homelessness application Deon Benjamin

Dear Sirs,

256. Please find attached Deon Benjamin homelessness application, client authority and supportive documents.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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[trk=gf&trklInfo=AQH09ZGdLI8UgAAAWQnl0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trklInfo=AQH09ZGdLI8UgAAAWQnl0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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RE: Housing Disrepair Matter

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
To: 'Daniel Green' <daniel.green@veritassolicitors.co.uk>
Date: Tue, 02 Jan 2024 14:12:56 +0100

Dear Daniel

257. I was wondering if Deon had a case worker yet? L&Q are due to go to Deon's flat on the 05/01/2024 and for washing the walls on the 10/01/2024 and wondered what we should do, do you think you will be able to get someone round to the flat to document everything before the 10/01/2024?

Regards
Lorraine

From: Daniel Green <daniel.green@veritassolicitors.co.uk>
Sent: 22 December 2023 11:37
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>; 'deon benjamin' <deonbenjamin@yahoo.com>
Subject: RE: Housing Disrepair Matter

258. Hi Lorraine

259. I need to stress that it is very important that you now leave your file handler to contact the housing directly and deal with this for you. Deon and you do not need to provide anything to the housing or have any dealings with them until instructed to do so.

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

Central Manchester | 7th Floor | Cardinal House | 20 St Mary's Parsonage |
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From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Sent: Friday, December 22, 2023 10:00 AM
To: Daniel Green <daniel.green@veritassolicitors.co.uk
<mailto:daniel.green@veritassolicitors.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: Housing Disrepair Matter

Dear Dan

260. Deon made a call to L&Q yesterday and has now been told until we can prove she has a solicitor acting for us she will get no help. We are to forward proof to Jackey who was meant to be calling Deon yesterday and did not.
261. Yesterday Also the roof in the flat above Deon Fell in due to water damage.
262. Deon was woke up as work was being done she went and spoke to the people doing the work they showed her pictures of the damage to the roof but could not give Deon the Pictures.

Regards
Lorraine

From: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>
daniel.green@veritassolicitors.co.uk>
Sent: 18 December 2023 11:59
To: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>
Subject: RE: Housing Disrepair Matter
Hi Lorraine

263. Yes, the document is automatically returned to me once signed thank you for attaching the signed version Aswell.
264. Did you manage to send the additional images of the issues in the kitchen bathroom and bedroom?

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

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From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>>
lorraine32@blueyonder.co.uk>
Sent: Monday, December 18, 2023 11:56 AM
To: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>>
daniel.green@veritassolicitors.co.uk>
Subject: RE: Housing Disrepair Matter

Dear Dan

265. I am not sure if the document auto sends to you so I will attach the

266. document to this email

Regards

Lorraine

From: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>>
daniel.green@veritassolicitors.co.uk>
Sent: 18 December 2023 11:46
To: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>>
lorraine32@blueyonder.co.uk>
Subject: RE: Housing Disrepair Matter

Hi Lorraine

267. My Apologies I have updated the document with the correct information now

268. for Deon to sign thank you

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

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

lorraine32@blueyonder.co.uk>

Sent: Friday, December 15, 2023 6:31 PM

To: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>

daniel.green@veritassolicitors.co.uk>

Subject: RE: Housing Disrepair Matter

Dear Daniel Green

269. I have not signed the document yet as the address that has been put for Deon is wrong it's not 37 please see below correct address.

Miss Deon Benjamin

7 Tennyson Close

Scotland Green Road

Enfield

Middlesex

EN3 4SN

Regards

Lorraine

From: DocuSign EU System <<mailto:dse@eumail.docusign.net>

dse@eumail.docusign.net>

Sent: 15 December 2023 14:01

To: Deon Benjamin <<mailto:Lorraine32@blueyonder.co.uk>

Lorraine32@blueyonder.co.uk>

Subject: Housing Disrepair Matter

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<<https://eu.docusign.net/member/Images/email/docInvite-white.png>>

Daniel Green sent you a document to review and sign.

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[a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da](https://eu.docusign.net/Signing/EmailStart.aspx?a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da)>

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Daniel Green

<mailto:daniel.green@veritassolicitors.co.uk>

daniel.green@veritassolicitors.co.uk

Deon Benjamin,

270. Please DocuSign In-House CFA Deon Benjamin.docx

271. Thank You, Daniel Green

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FW: Housing Disrepair Matter

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

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

Date: Tue, 02 Jan 2024 14:13:57 +0100

272. Here email I sent today

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

Sent: 02 January 2024 13:13

To: 'Daniel Green' <daniel.green@veritassolicitors.co.uk>

Subject: RE: Housing Disrepair Matter

Dear Daniel

273. I was wondering if Deon had a case worker yet? L&Q are due to go to Deon's flat on the 05/01/2024 and for washing the walls on the 10/01/2024 and wondered what we should do, do you think you will be able to get someone round to the flat to document everything before the 10/01/2024?

Regards

Lorraine

From: Daniel Green <daniel.green@veritassolicitors.co.uk

<mailto:daniel.green@veritassolicitors.co.uk> >

Sent: 22 December 2023 11:37

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

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: Housing Disrepair Matter

Hi Lorraine

274. I need to stress that it is very important that you now leave your file handler to contact the housing directly and deal with this for you. Deon and you do not need to provide anything to the housing or have any dealings with them until instructed to do so.

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

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

Sent: Friday, December 22, 2023 10:00 AM

To: Daniel Green <daniel.green@veritassolicitors.co.uk>
<<mailto:daniel.green@veritassolicitors.co.uk>> >; 'deon benjamin'
<deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >

Subject: RE: Housing Disrepair Matter

275. Dear Dan

276. Deon made a call to L&Q yesterday and has now been told until we can prove she has a solicitor acting for us she will get no help. We are to forward proof to Jackey who was meant to be calling Deon yesterday and did not.

277. Yesterday Also the roof in the flat above Deon Fell in due to water damage.

278. Deon was woke up as work was being done she went and spoke to the people doing the work they showed her pictures of the damage to the roof but could not give Deon the Pictures.

Regards

Lorraine

From: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>>
daniel.green@veritassolicitors.co.uk>

Sent: 18 December 2023 11:59

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

Subject: RE: Housing Disrepair Matter

Hi Lorraine

279. Yes, the document is automatically returned to me once signed thank you for attaching the signed version Aswell.

280. Did you manage to send the additional images of the issues in the kitchen bathroom and bedroom?

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

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Parsonage Gardens, Manchester, M3 2LY. Authorised and regulated by the Solicitors Regulation Authority.

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

lorraine32@blueyonder.co.uk

Sent: Monday, December 18, 2023 11:56 AM

To: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>>

daniel.green@veritassolicitors.co.uk

Subject: RE: Housing Disrepair Matter

Dear Dan

281. I am not sure if the document auto sends to you so I will attach the document to this email

Regards

Lorraine

From: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>>

daniel.green@veritassolicitors.co.uk

Sent: 18 December 2023 11:46

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

lorraine32@blueyonder.co.uk

Subject: RE: Housing Disrepair Matter

Hi Lorraine

282. My Apologies I have updated the document with the correct information now

283. for Deon to sign thank you

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

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

lorraine32@blueyonder.co.uk

Sent: Friday, December 15, 2023 6:31 PM

To: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>>

daniel.green@veritassolicitors.co.uk>

Subject: RE: Housing Disrepair Matter

Dear Daniel Green

284. I have not signed the document yet as the address that has been put for Deon

285. is wrong it's not 37 please see below correct address.

Miss Deon Benjamin

7 Tennyson Close

Scotland Green Road

Enfield

Middlesex

EN3 4SN

Regards

Lorraine

From: DocuSign EU System <<mailto:dse@eumail.docusign.net>

dse@eumail.docusign.net>

Sent: 15 December 2023 14:01

To: Deon Benjamin <<mailto:Lorraine32@blueyonder.co.uk>

Lorraine32@blueyonder.co.uk>

Subject: Housing Disrepair Matter

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Daniel Green sent you a document to review and sign.

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Daniel Green

<mailto:daniel.green@veritassolicitors.co.uk>

daniel.green@veritassolicitors.co.uk

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Thank You, Daniel Green

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FW: Automatic reply: [B184500003] Homelessness application Deon Benjamin

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

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

Date: Tue, 02 Jan 2024 14:14:58 +0100

287. Andre is not back from leave until the 10th Jan 2024

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 02 January 2024 12:49

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

Subject: Automatic reply: [B184500003]Homelessness application Deon Benjamin

288. Thank you for your email. I am on leave until 10th January 2024. if the matter is urgent please contact wais Cabdi WaisC@Duncanlewis.com <mailto:WaisC@Duncanlewis.com> or the switchboard team

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RE: Housing Disrepair Matter

From: Daniel Green <daniel.green@veritassolicitors.co.uk>

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

Date: Tue, 02 Jan 2024 14:16:14 +0100

Hi Lorraine

289. Yes, Deon's case has been allocated to Samrah Rahim to deal with this claim, I have forwarded this email onto her and requested she contact you as soon as possible.

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

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Parsonage Gardens | Manchester | M3 2LY

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

Sent: Tuesday, January 2, 2024 1:13 PM

To: Daniel Green <daniel.green@veritassolicitors.co.uk>

Subject: RE: Housing Disrepair Matter

Dear Daniel

290. I was wondering if Deon had a case worker yet? L&Q are due to go to Deon's flat on the 05/01/2024 and for washing the walls on the 10/01/2024 and wondered what we should do, do you think you will be able to get someone round to the flat to document everything before the 10/01/2024?

Regards

Lorraine

From: Daniel Green <daniel.green@veritassolicitors.co.uk>

<<mailto:daniel.green@veritassolicitors.co.uk>> >

Sent: 22 December 2023 11:37

To: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: Housing Disrepair Matter

Hi Lorraine

291. I need to stress that it is very important that you now leave your file handler to contact the housing directly and deal with this for you. Deon and you do not need to provide anything to the housing or have any dealings with them until instructed to do so.

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

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

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

Sent: Friday, December 22, 2023 10:00 AM

To: Daniel Green <daniel.green@veritassolicitors.co.uk

<mailto:daniel.green@veritassolicitors.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: Housing Disrepair Matter

Dear Dan

292. Deon made a call to L&Q yesterday and has now been told until we can prove

293. she has a solicitor acting for us she will get no help. We are to forward

294. proof to Jackey who was meant to be calling Deon yesterday and did not.

295. Yesterday Also the roof in the flat above Deon Fell in due to water damage.

296. Deon was woke up as work was being done she went and spoke to the people doing the work they showed her pictures of the damage to the roof but could

297. not give Deon the Pictures.

Regards

Lorraine

From: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>
daniel.green@veritassolicitors.co.uk>

Sent: 18 December 2023 11:59

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

lorraine32@blueyonder.co.uk>

Subject: RE: Housing Disrepair Matter

Hi Lorraine

298. Yes, the document is automatically returned to me once signed thank you for attaching the signed version Aswell.

299. Did you manage to send the additional images of the issues in the kitchen bathroom and bedroom?

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

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

lorraine32@blueyonder.co.uk>

Sent: Monday, December 18, 2023 11:56 AM

To: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>

daniel.green@veritassolicitors.co.uk>

Subject: RE: Housing Disrepair Matter

Dear Dan

300. I am not sure if the document auto sends to you so I will attach the document to this email

Regards

Lorraine

From: Daniel Green <<mailto:daniel.green@veritassolicitors.co.uk>

daniel.green@veritassolicitors.co.uk>

Sent: 18 December 2023 11:46

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

lorraine32@blueyonder.co.uk>

Subject: RE: Housing Disrepair Matter

Hi Lorraine

301. My Apologies I have updated the document with the correct information now for Deon to sign thank you

Kind Regards

Dan Green

Legal Executive

Veritas Solicitors LLP

T: +44 (0)161 974 3320 (EXT 201)

F: +44 (0)844 478 1998

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

Sent: Friday, December 15, 2023 6:31 PM

To: Daniel Green <<<mailto:daniel.green@veritassolicitors.co.uk>>
daniel.green@veritassolicitors.co.uk>

Subject: RE: Housing Disrepair Matter

Dear Daniel Green

302. I have not signed the document yet as the address that has been put for Deon is wrong it's not 37 please see below correct address.

Miss Deon Benjamin

7 Tennyson Close

Scotland Green Road

Enfield

Middlesex

EN3 4SN

Regards

Lorraine

From: DocuSign EU System <<<mailto:dse@eumail.docusign.net>>
dse@eumail.docusign.net>

Sent: 15 December 2023 14:01

To: Deon Benjamin <<<mailto:Lorraine32@blueyonder.co.uk>>

Lorraine32@blueyonder.co.uk>

Subject: Housing Disrepair Matter

<<https://eu.docusign.net/Member/Image.aspx?i=logo&l=28bda105-59fe-4639-acb4-b8ac5fa6db33>>

<<https://eu.docusign.net/member/Images/email/docInvite-white.png>>

303. Daniel Green sent you a document to review and sign.

<[https://eu.docusign.net/Signing/EmailStart.aspx?](https://eu.docusign.net/Signing/EmailStart.aspx?a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da)

[a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da](https://eu.docusign.net/Signing/EmailStart.aspx?a=89ac55f3-6dac-4eda-87f3-6c38664fafcd&acct=80cd4a98-4d06-48f7-ade3-e26c956f00cb&er=6eae4c5-8702-4e33-8195-41172d4145da)>

REVIEW DOCUMENT

Daniel Green

<<mailto:daniel.green@veritassolicitors.co.uk>>

daniel.green@veritassolicitors.co.uk

Deon Benjamin,

Please DocuSign In-House CFA Deon Benjamin.docx

Thank You, Daniel Green

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Our Ref: 121495.001/SR/SR - Your Ref: Stage 4

From: Samrah Rahim <samrah.rahim@veritassolicitors.co.uk>

To: Lorraine32@blueyonder.co.uk

Date: Wed, 03 Jan 2024 13:54:27 +0100

Attachments:

304. Afternoon Mr Deon Benjamin.pdf

305. Afternoon Mr Deon Benjamin

306. Please see the attached correspondence in regard to your claim.

Kind regards

Samrah Rahim

Our Ref: 121495.001/SR/SR - Your Ref: Stage 2

From: Samrah Rahim <samrah.rahim@veritassolicitors.co.uk>

To: Lorraine32@blueyonder.co.uk

Date: Wed, 03 Jan 2024 13:55:28 +0100

Attachments:

307. Afternoon Mr Deon Benjamin.pdf

308. Afternoon Mr Deon Benjamin

309. Please see the attached correspondence in regard to your claim.

Kind regards

Samrah Rahim

FW: Our Ref: 121495.001/SR/SR - Your Ref: Stage 4

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

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

Date: Wed, 03 Jan 2024 17:17:25 +0100

Attachments:

310. Afternoon Mr Deon Benjamin.pdf

1st one

From: Samrah Rahim <samrah.rahim@veritassolicitors.co.uk>

Sent: 03 January 2024 12:54

To: Lorraine32@blueyonder.co.uk

Subject: Our Ref: 121495.001/SR/SR - Your Ref: Stage 4

311. Afternoon Mr Deon Benjamin

312. Please see the attached correspondence in regard to your claim.

Kind regards

Samrah Rahim

FW: Client - Advising LOC Sent - Consequences

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

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

Date: Wed, 03 Jan 2024 17:17:45 +0100

Attachments:

313. Client - Advising LOC Sent - Consequences.DOC

2nd one

From: Samrah Rahim <samrah.rahim@veritassolicitors.co.uk>

Sent: 03 January 2024 12:55

To: Lorraine32@blueyonder.co.uk

Subject: Client - Advising LOC Sent - Consequences

314. Client - Advising LOC Sent - Consequences

FW: Our Ref: 121495.001/SR/SR - Your Ref: Stage 2

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

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

Date: Wed, 03 Jan 2024 17:18:04 +0100

Attachments:

315. Afternoon Mr Deon Benjamin.pdf

3rd one

From: Samrah Rahim <samrah.rahim@veritassolicitors.co.uk>

Sent: 03 January 2024 12:55

To: Lorraine32@blueyonder.co.uk

Subject: Our Ref: 121495.001/SR/SR - Your Ref: Stage 2

316. Afternoon Mr Deon Benjamin

317. Please see the attached correspondence in regard to your claim.

Kind regards

Samrah Rahim

RE: Client - Advising LOC Sent - Consequences

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

To: 'Samrah Rahim' <samrah.rahim@veritassolicitors.co.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 05 Jan 2024 13:12:20 +0100

Dear Samrah Rahim

318. Deon has had a L&Q surveyor to the flat today he is rushing this to get the walls washed when he saw Deon's flat he was very shocked, we need the surveyor you need to send to do the report asap as L&Q are trying to rush this to get these walls and everything washed down knowing it not going to fix the issue, and I am not sure how long Deon is going to be able to put this off. They are due to come on the 10/01/2024 to wash everything down, not even sure why this L&Q surveyor came today I think Zap Carbon called them as its so bad and after talking to Zap Carbon manager she turned round and stated they cant keep coming out to that block and washing walls and everything if L&Q is not going to fix the real issue that is causing

319. it.

320. I don't want L&Q to get away with how they have treated people living in

321. that block and my daughter it's a mess and they are trying to get work done to cover up the real issue.

322. Could you let me know please regarding the surveyor you need to send out please.

Regards

Lorraine

From: Samrah Rahim <samrah.rahim@veritassolicitors.co.uk>

Sent: 04 January 2024 12:14

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

Subject: RE: Client - Advising LOC Sent - Consequences

Dear Ms Cordell,

323. I am going to check with my manager to see if we are able to get an earlier date. I will provide an update regarding this today.

Thank you for letting me know.

Kind regards

Samrah Rahim

Paralegal

Veritas Solicitors LLP

T: 01619743320

Central Manchester | 7th Floor | Cardinal House | 20 St Mary's Parsonage |

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >
Sent: Thursday, January 4, 2024 12:12 PM
To: Samrah Rahim <samrah.rahim@veritassolicitors.co.uk>
<<mailto:samrah.rahim@veritassolicitors.co.uk>> >
Subject: RE: Client - Advising LOC Sent - Consequences
Dear Samrah Rahim

324. I have had a text from Corelain today with a date of around the 12th to the 18th February 2024 to come and see the flat, I have called them and asked could they bring this forward and they said that has to be done via yourself, the issue we have is there is a date set for the 10/01/2024 for L&Q to come and do a wash of the mould. I know speaking to Dan that we cant let that go ahead until you have a report from your people, but we cant refuse to allow L&Q to do the work they say is needed, I am not sure if we can put the date of for them to do the work this long.
325. Is there any way this date can be earlier so we can get the report you need and not have to put L&Q off for a long time.

Regards
Lorraine

From: Samrah Rahim <samrah.rahim@veritassolicitors.co.uk>
<<mailto:samrah.rahim@veritassolicitors.co.uk>> >
Sent: 03 January 2024 12:55
To: Lorraine32@blueyonder.co.uk <<mailto:Lorraine32@blueyonder.co.uk>>
Subject: Client - Advising LOC Sent - Consequences
326. Client - Advising LOC Sent - Consequences

FW: [B184500003] Homelessness application Deon Benjamin

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

To: 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Wed, 10 Jan 2024 11:19:36 +0100

Dear Andre

327. I hope you had a great Christmas and New Year.

328. I was wondering if you had heard anything from Enfield Council regarding the interim accommodation?

329. I know you put the application in on the 14/12/2023 and wondered how long it can take before we know anything like how many days do they have in which to deal with the application?

330. We still do not know what this portal is that Enfield Council asked Deon to sign up to, and cant see anyone we can contract to find out about it.

331. Deon cannot carry on like this her health is getting worst and this is no good for anyone to be living like this and this has already been over a year.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 21 December 2023 14:04

To: 'Gloria.ede@enfield.gov.uk' <Gloria.ede@enfield.gov.uk

<mailto:Gloria.ede@enfield.gov.uk> >; 'housingadvice@enfield.gov.uk'

<housingadvice@enfield.gov.uk

<mailto:housingadvice@enfield.gov.uk> >

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

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: RE: [B184500003]Homelessness application Deon Benjamin

Dear Sirs

332. We emailed previously our client homelessness application on 14/12/23 and 15/12/23.

333. We believe our client is in priority need and should be provided interim

334. accommodation whilst the council conduct there enquires.

335. Please provide a response and acknowledgement of the homelessness application.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trklInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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

From: Andre Cummings

Sent: 15 December 2023 10:45

To: 'Gloria.ede@enfield.gov.uk' <Gloria.ede@enfield.gov.uk

<mailto:Gloria.ede@enfield.gov.uk> >; 'housingadvice@enfield.gov.uk'

<housingadvice@enfield.gov.uk

<mailto:housingadvice@enfield.gov.uk> >

Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: [B184500003]Homelessness application Deon Benjamin

Dear Sirs

336. Please find amended homelessness application to add to our previously email sent yesterday.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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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: Andre Cummings

Sent: 14 December 2023 4:59 PM

To: 'Gloria.ede@enfield.gov.uk' <Gloria.ede@enfield.gov.uk

<mailto:Gloria.ede@enfield.gov.uk> >; 'housingadvice@enfield.gov.uk'

<housingadvice@enfield.gov.uk

<mailto:housingadvice@enfield.gov.uk> >

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

<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'

<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >

Subject: [B184500003]Homelessness application Deon Benjamin

Dear Sirs,

337. Please find attached Deon Benjamin homelessness application , client authority and supportive documents.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

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Automatic reply: [B184500003] Homelessness application

Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Wed, 10 Jan 2024 11:19:41 +0100

338. Thank you for your email. I am on leave until 11th January 2024. if the matter is urgent please contact wais Cabdi WaisC@Duncanlewis.com <mailto:WaisC@Duncanlewis.com> or the switchboard team

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FW: Client - Advising LOC Sent - Consequences

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

To: 'Samrah Rahim' <samrah.rahim@veritassolicitors.co.uk>

Date: Wed, 10 Jan 2024 18:06:50 +0100

Dear Samrah Rahim

339. Deon has had a call today they wanted to do the windows on Friday she put that off until the 08/02/2024 that's the latest she could do, Also the wall wash has been put off until the 23/01/2024, Deon can not keep putting off dates, so we need the report from your person before.

340. Can you please update me as to what is going on please.

Regards

Lorraine

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

Sent: 05 January 2024 12:12

To: 'Samrah Rahim' <samrah.rahim@veritassolicitors.co.uk>; 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: Client - Advising LOC Sent - Consequences

Importance: High

Dear Samrah Rahim

341. Deon has had a L&Q surveyor to the flat today he is rushing this to get the walls washed when he saw Deon's flat he was very shocked, we need the surveyor you need to send to do the report asap as L&Q are trying to rush this to get these walls and everything washed down knowing it not going to fix the issue, and I am not sure how long Deon is going to be able to put this off. They are due to come on the 10/01/2024 to wash everything down, not even sure why this L&Q surveyor came today I think Zap Carbon called them as its so bad and after talking to Zap Carbon manager she turned round and stated they cant keep coming out to that block and washing walls and everything if L&Q is not going to fix the real issue that is causing it.

342. I don't want L&Q to get away with how they have treated people living in that block and my daughter it's a mess and they are trying to get work done to cover up the real issue.

343. Could you let me know please regarding the surveyor you need to send out please.

Regards

Lorraine

From: Samrah Rahim <samrah.rahim@veritassolicitors.co.uk
<mailto:samrah.rahim@veritassolicitors.co.uk> >

Sent: 04 January 2024 12:14

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

Subject: RE: Client - Advising LOC Sent - Consequences

Dear Ms Cordell,

344. I am going to check with my manager to see if we are able to get an

345. earlier date. I will provide an update regarding this today.

346. Thank you for letting me know.

Kind regards

Samrah Rahim

Paralegal

Veritas Solicitors LLP

T: 01619743320

Central Manchester | 7th Floor | Cardinal House | 20 St Mary's Parsonage |
Parsonage Gardens | Manchester | M3 2LY

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

Sent: Thursday, January 4, 2024 12:12 PM

To: Samrah Rahim <samrah.rahim@veritassolicitors.co.uk>
<<mailto:samrah.rahim@veritassolicitors.co.uk>> >

Subject: RE: Client - Advising LOC Sent - Consequences

Dear Samrah Rahim

I have had a text from Corelain today with a date of around the 12th to the 18th February 2024 to come and see the flat, I have called them and asked could they bring this forward and they said that has to be done via yourself, the issue we have is there is a date set for the 10/01/2024 for

L&Q to come and do a wash of the mould. I know speaking to Dan that we cant let that go ahead until you have a report from your people, but we cant refuse to allow L&Q to do the work they say is needed, I am not sure if we can put the date of for them to do the work this long. Is there any way this date can be earlier so we can get the report you need and not have to put L&Q off for a long time.

Regards

Lorraine

From: Samrah Rahim <samrah.rahim@veritassolicitors.co.uk>
<<mailto:samrah.rahim@veritassolicitors.co.uk>> >

Sent: 03 January 2024 12:55

To: Lorraine32@blueyonder.co.uk <<mailto:Lorraine32@blueyonder.co.uk>>

Subject: Client - Advising LOC Sent - Consequences

Client - Advising LOC Sent - Consequences