

Automatic reply: Available homes to rent (20 February 2024 newsletter)

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Tue, 20 Feb 2024 14:09:16 +0000

1. I am unable to reply to your email as I am out of the office - I will respond to your email as soon as I am able upon my return.

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<<https://www.duncanlewis.co.uk/Email-Disclaimer.html>> .

Fw: Available homes to rent (20 February 2024 newsletter)

From: deon benjamin <deonbenjamin@yahoo.com>

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

Date: Tue, 20 Feb 2024 15:10:56 +0100

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

Begin forwarded message:

On Tuesday, February 20, 2024, 11:14 am, Housing Advisory Service, Enfield Council

<housing.advisory.service.enfield.council@notifications.service.gov.uk> wrote:

Enfield Council's Housing Advisory Service Nationwide rental properties for our residents in temporary and emergency accommodation. In this issue of our newsletter: • Your housing: move to a home you can afford • Available homes to rent nationwide • Want m...

<<https://static-logos.notifications.service.gov.uk/2ce92594-2bcd-4733-9d2d-526a6b7ff9e7-Logo.png>>

Enfield Council's Housing Advisory Service

Nationwide rental properties for our residents in temporary and emergency accommodation.

In this issue of our newsletter:

- * Your housing: move to a home you can afford
- * Available homes to rent nationwide
- * Want more housing options? Register with our charity and housing partners
- * Offer ends soon: up to £3,000 to help you move
- * Ask about relocation funding and our rental properties

Your housing: move to a home you can afford

Enfield has limited housing and high rents.

If you claim welfare benefits, you might find it hard to pay rent in Enfield and most of London. This means you might have to move further away to find a new home.

As part of our housing placement policy

<<https://www.enfield.gov.uk/services/housing/at-risk-of-homelessness#new-housing-placement-policy-for-homeless-households>>

, we are recommending homes in other parts of the UK.

Take control of your housing

We want you to help you live in a stable home that you can afford. However, you do not need to wait for us to contact you.

Take control and find your own home:

- * check our list of available homes nationwide
- * register with our housing partners.

Available homes to rent nationwide

Explore photos and details about our current rental properties (1MB pdf)

<https://www.enfield.gov.uk/__data/assets/pdf_file/0026/53297/Rent-a-home-nationwide-15-Feb-Housing.pdf>

You could rent a house or flat in Blackpool • Derby • Durham • Hartlepool •

Leicester • Liverpool • Middlesbrough • Sheffield • Stoke-on-Trent • Telford & Wrekin.
Learn more about these areas:

*

browse Homefinder UK's city guides <<https://homefinderuk.org/city-guides>>

*

search for location guides on New Base New Life

<<https://www.newbasenewlife.co.uk/>> .

Want more housing options? Register with our charity and housing partners

Our partners are ready to help you find a home you can afford.

Find a home on Moving Soon

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Move to the Midlands and the north of England with Reloc8UK

Get help finding a home that matches your budget and other needs: sign in or register with Reloc8UK <<https://reloc8uk.co.uk/portal/login.php>> . Remember to tell them you are registered with Enfield Council.

Meet Beam on 27 February 2024

For crowd-funding and housing help, register with our charity partner Beam <<https://beam.org/self-refer>> .

You can also meet Beam in person: come to the next Tea and Toast session at

Edmonton Green Library

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session will be from 10am to 11am on Tuesday 27 February 2024.

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Accept an offer before 31 March 2024 for up to £3,000 to help with your relocation costs!

Ask about relocation funding and our rental properties

* contact your caseworker

* or email HousingSupply@enfield.gov.uk

<<mailto:HousingSupply@enfield.gov.uk?subject=LBE-nationwide-rental-properties>>

Why did I get this email?

You received this email because you are on our list of emergency or temporary accommodation residents.

We have a statutory duty to provide advice and information to homeless people. This email is to help keep you informed about housing.

If you no longer need to receive this information from us, please email our newsletter team to unsubscribe

<<mailto:housingadvisorycomms@enfield.gov.uk?subject=request-to-unsubscribe>>

Housing Advisory Service, Housing and Regeneration, Enfield Council, Civic

Centre, Silver Street, Enfield EN1 3XY

Website: <https://www.enfield.gov.uk>

Telephone: 020 3821 1769.

Your data and privacy (Enfield Council's privacy notice)
<<https://www.enfield.gov.uk/privacy-notice>>

FW: Available homes to rent (20 February 2024 newsletter)

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

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

Date: Tue, 20 Feb 2024 15:13:34 +0100

Dear Andre

2. Deon got this below email today from Enfield Council, not sure what it means, can you update please.

Regards

Lorraine

From: deon benjamin <deonbenjamin@yahoo.com>

Sent: 20 February 2024 14:11

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

Subject: Fw: Available homes to rent (20 February 2024 newsletter)

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

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

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2. Available homes to rent nationwide
3. Want more housing options? Register with our charity and housing partners
4. Offer ends soon: up to £3,000 to help you move
5. Ask about relocation funding and our rental properties

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* search for location guides on <<https://www.newbasenewlife.co.uk/>>

New Base New Life.

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Website: <<https://www.enfield.gov.uk>> <https://www.enfield.gov.uk>

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From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Tue, 20 Feb 2024 20:32:15 +0000

6. Your message

[B184500003]RE: Available homes to rent (20 February 2024 newsletter)

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Wed, 21 Feb 2024 17:38:03 +0100

Dear Lorraine

7. The email looks as if it is informing Deon of possible housing schemes the council have available.
8. I will be issuing a letter before action to the council tomorrow as the deadline has passed.
9. Has Deon been able to get an up-to-date medical letter
10. If Deon is able to get an updated letter from the mental health team it would be helpful as the current one is dated in July 2023.
11. I do recall Deon has an appointment on Friday.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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<<https://m.facebook.com/duncanlewislawfirm/>>

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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

Sent: 20 February 2024 14:14

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: FW: Available homes to rent (20 February 2024 newsletter)

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

1. Deon got this below email today from Enfield Council, not sure what it means, can you update please.
 2. Regards
- Lorraine

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

Sent: 20 February 2024 14:11

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

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

Subject: Fw: Available homes to rent (20 February 2024 newsletter)

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Website: <<https://www.enfield.gov.uk>> <https://www.enfield.gov.uk>

Telephone: 020 3821 1769.

<<https://www.enfield.gov.uk/privacy-notice>> Your data and privacy (Enfield Council's privacy notice)

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<<https://www.duncanlewis.co.uk/Email-Disclaimer.html>> .

Tick

From: deon benjamin <deonbenjamin@yahoo.com>

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

Date: Wed, 21 Feb 2024 19:53:07 +0100

Attachments:

3. TikTok Shop return label.pdf

Sent from Yahoo Mail for iPhone

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

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

RE: 121495.001 Your housing conditions claim

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

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

Date: Thu, 22 Feb 2024 12:04:51 +0000

Attachments:

1. [After-Clean-20-01-2024-00101.jpg](#)
2. [After-Clean-20-01-2024-00102.jpg](#)
3. [After-Clean-20-01-2024-00103.jpg](#)
4. [After-Clean-20-01-2024-00104.jpg](#)
5. [After-Clean-20-01-2024-00105.jpg](#)
6. [After-Clean-20-01-2024-00106.jpg](#)
7. [After-Clean-20-01-2024-00107.jpg](#)
8. [After-Clean-20-01-2024-00108.jpg](#)
9. [After-Clean-20-01-2024-00109.jpg](#)
10. [After-Clean-20-01-2024-00110.jpg](#)
11. [After-Clean-20-01-2024-00111.jpg](#)
12. [After-Clean-20-01-2024-00112.jpg](#)
13. [After-Clean-20-01-2024-00113.jpg](#)
14. [After-Clean-20-01-2024-00114.jpg](#)
15. [After-Clean-20-01-2024-00115.jpg](#)
16. [After-Clean-20-01-2024-00116.jpg](#)
17. [After-Clean-20-01-2024-00117.jpg](#)
18. [After-Clean-20-01-2024-00118.jpg](#)
19. [After-Clean-20-01-2024-00119.jpg](#)
20. [After-Clean-20-01-2024-00120.jpg](#)
21. [After-Clean-20-01-2024-00121.jpg](#)
22. [After-Clean-20-01-2024-00122.jpg](#)
23. [After-Clean-20-01-2024-00123.jpg](#)
24. [After-Clean-20-01-2024-00124.jpg](#)
25. [After-Clean-20-01-2024-00125.jpg](#)
26. [After-Clean-20-01-2024-00126.jpg](#)
27. [After-Clean-20-01-2024-00127.jpg](#)
28. [After-Clean-20-01-2024-00128.jpg](#)
29. [After-Clean-20-01-2024-00129.jpg](#)
30. [After-Clean-20-01-2024-00130.jpg](#)
31. [After-Clean-20-01-2024-00131.jpg](#)
32. [After-Clean-20-01-2024-00132.jpg](#)
33. [After-Clean-20-01-2024-00133.jpg](#)
34. [VIDEO-2024-02-20-20-08-21.mp4](#)

Dear Samrah Rahim

35. Please see attached Pictures and 1 video for after the clean on the flat. You will also see from the picture the wetness coming back on the windows after a few hours of them completing the clean.

36. As far as I know only 1 date has been booked for the end of March to do the fans.

Regards

Lorraine

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

Sent: 21 February 2024 18:25

To: Lorraine Cordell <Lorraine32@blueyonder.co.uk>

Subject: 121495.001 Your housing conditions claim

Hi,

37. Please can you send me photos of how the property looked after the mould wash to now.

38. Also, photos of the kitchen cupboard so I can request for the surveyor comments.

39. Please also confirm if any further repairs have been booked.

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**

www.veritassolicitors.co.uk

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Date: Thu, 22 Feb 2024 17:15:30 +0100

Dear Lorraine

1. As soon as Deon gets the letters please forward them to me.
2. Yes I am preparing the pre action letter and will send it to Enfield council within the next hour.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

To unsubscribe please submit a request here

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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

Sent: 22 February 2024 12:38

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2. We have also been checking that portal Enfield council did for Deon and there is no updates on that portal.
3. Deon is at the hospital tomorrow so should get some form of update from that but not sure how long that will take to get. Deon also has to see her GP on Thursday next week but has had a telephone call with them where she asked if she could get an updated letter, they told her that can be picked up when she sees the GP on Thursday.
4. I believe you will be writing to Enfield Council today as they have not responded to any emails you've sent them, regarding Deon's homeless application.
5. Hope this helps

Regards

Lorraine

Sent from my iPhone

On 21 Feb 2024, at 16:42, Andre Cummings <AndreC@duncanlewis.com>

<<mailto:AndreC@duncanlewis.com>> > wrote:

Dear Lorraine

1. The email looks as if it is informing Deon of possible housing schemes the council have available.

2. I will be issuing a letter before action to the council tomorrow as the deadline has passed.
3. Has Deon been able to get an up-to-date medical letter
4. If Deon is able to get an updated letter from the mental health team it would be helpful as the current one is dated in July 2023.
5. I do recall Deon has an appointment on Friday.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

To unsubscribe please submit a request

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<[https://www.linkedin.com/authwall?](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)

[trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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

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

Sent: 20 February 2024 14:14

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

Subject: FW: Available homes to rent (20 February 2024 newsletter)

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

Deon got this below email today from Enfield Council, not sure what it means, can you update please.

Regards

Lorraine

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

Sent: 20 February 2024 14:11

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

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

Subject: Fw: Available homes to rent (20 February 2024 newsletter)

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

Sent from Yahoo Mail for iPhone

Begin forwarded message:

On Tuesday, February 20, 2024, 11:14 am, Housing Advisory Service, Enfield

Council

<housing.advisory.service.enfield.council@notifications.service.gov.uk

<<mailto:housing.advisory.service.enfield.council@notifications.service.gov.uk>> > wrote:

Enfield Council's Housing Advisory Service Nationwide rental properties for our residents in temporary and emergency accommodation. In this issue of our newsletter: • Your housing: move to a home you can afford • Available homes to rent nationwide • Want m...

Enfield Council's Housing Advisory Service

Nationwide rental properties for our residents in temporary and emergency accommodation.

In this issue of our newsletter:

1. Your housing: move to a home you can afford
2. Available homes to rent nationwide

3. Want more housing options? Register with our charity and housing partners

4. Offer ends soon: up to £3,000 to help you move

5. Ask about relocation funding and our rental properties

Your housing: move to a home you can afford

Enfield has limited housing and high rents.

If you claim welfare benefits, you might find it hard to pay rent in Enfield and most of London. This means you might have to move further away to find a new home.

As part of

<<https://www.enfield.gov.uk/services/housing/at-risk-of-homelessness#new-housing->

placement-policy-for-homeless-households>

our housing placement policy, we are recommending homes in other parts of the UK.

Take control of your housing

We want you to help you live in a stable home that you can afford. However, you do not need to wait for us to contact you.

Take control and find your own home:

1. check our list of available homes nationwide
2. register with our housing partners.

Available homes to rent nationwide

<https://www.enfield.gov.uk/__data/assets/pdf_file/0026/53297/Rent-a-home-nationwide-15-Feb-Housing.pdf>

Explore photos and details about our current rental properties (1MB pdf)

You could rent a house or flat in Blackpool • Derby • Durham • Hartlepool • Leicester • Liverpool • Middlesbrough • Sheffield • Stoke-on-Trent • Telford & Wrekin.

Learn more about these areas:

1. browse <<https://homefinderuk.org/city-guides>> Homefinder UK's city guides

2. search for location guides on <<https://www.newbasenewlife.co.uk>> New Base New Life.

Want more housing options? Register with our charity and housing partners

Our partners are ready to help you find a home you can afford.

Find a home on Moving Soon

For affordable housing and social rent homes, <<https://movingsoon.co.uk/properties-to-rent>> search Moving Soon.

Register with Homefinder UK

Homefinder UK offers social housing, wheelchair accessible properties and private rent homes.

<https://homefinderuk.org/customer-login> Sign in or register with Homefinder UK.

Move to the Midlands and the north of England with Reloc8UK

Get help finding a home that matches your budget and other needs:

<https://reloc8uk.co.uk/portal/login.php> sign in or register with Reloc8UK.

Remember to tell them you are registered with Enfield Council.

Meet Beam on 27 February 2024

For crowd-funding and housing help, <https://beam.org/self-refer> register with our charity partner Beam.

You can also meet Beam in person: come to the next

<https://mylife.enfield.gov.uk/directory/providerdetails/219238> Tea and Toast session at Edmonton

Green Library. The session will be from 10am to

11am on Tuesday 27 February 2024.

Offer ends soon: up to £3,000 to help you move

Are you worried about the costs of moving to a new area? You could get money from the government's relocation fund.

Accept an offer before 31 March 2024 for up to £3,000 to help with your relocation costs!

Ask about relocation funding and our rental properties

1. contact your caseworker

2. or

<mailto:HousingSupply@enfield.gov.uk?subject=LBE-nationwide-rental-properties>

email HousingSupply@enfield.gov.uk.

Why did I get this email?

You received this email because you are on our list of emergency or temporary accommodation residents.

We have a statutory duty to provide advice and information to homeless people. This email is to help keep you informed about housing.

If you no longer need to receive this information from us, please

<mailto:housingadvisorycomms@enfield.gov.uk?subject=request-to-unsubscribe> email our newsletter team to unsubscribe.

Housing Advisory Service, Housing and Regeneration, Enfield Council, Civic Centre, Silver Street, Enfield EN1 3XY

Website: <https://www.enfield.gov.uk> <https://www.enfield.gov.uk>

Telephone: 020 3821 1769.

<https://www.enfield.gov.uk/privacy-notice> Your data and privacy (Enfield Council's privacy notice)

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<<https://www.duncanlewis.co.uk/Email-Disclaimer.html>> .

RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Thu, 22 Feb 2024 18:15:07 +0100

Dear Lorraine

1. Having gone through the file I can see the deadline set was today , therefore I will issue the pre action letter to the council tomorrow morning when I log on.

2. Apologised for the mix up, I believe I set the deadline for the 21st but it was the 22nd February

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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

From: Andre Cummings

Sent: 22 February 2024 16:16

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

<deonbenjamin@yahoo.com>

Subject: RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

Dear Lorraine

1. As soon as Deon gets the letters please forward them to me.

2. Yes I am preparing the pre action letter and will send it to Enfield council within the next hour.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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

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

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

Sent: 22 February 2024 12:38

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

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

Subject: Re: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

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

3. Sorry for the late reply I have not been well at all, we have not heard from Enfield Council only the email I sent over to you the other day which you stated was there housing schemes.
4. We have also been checking that portal Enfield council did for Deon and there is no updates on that portal.
5. Deon is at the hospital tomorrow so should get some form of update from that but not sure how long that will take to get. Deon also has to see her GP on Thursday next week but has had a telephone call with them where she asked if she could get an updated letter, they told her that can be picked up when she sees the GP on Thursday.
6. I believe you will be writing to Enfield Council today as they have not responded to any emails you've sent them, regarding Deon's homeless application.
7. Hope this helps

Regards

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Sent from my iPhone

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

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

Sent: 20 February 2024 14:14

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

Subject: FW: Available homes to rent (20 February 2024 newsletter)

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Dear Andre

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Regards

Lorraine

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

Sent: 20 February 2024 14:11

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

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

Subject: Fw: Available homes to rent (20 February 2024 newsletter)

<[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

Sent from Yahoo Mail for iPhone

Begin forwarded message:

On Tuesday, February 20, 2024, 11:14 am, Housing Advisory Service, Enfield Council

<housing.advisory.service.enfield.council@notifications.service.gov.uk

<mailto:housing.advisory.service.enfield.council@notifications.service.gov.uk> > wrote:

Enfield Council's Housing Advisory Service Nationwide rental properties for our residents in temporary and emergency accommodation. In this issue of our newsletter: • Your housing: move to a home you can afford • Available homes to rent nationwide • Want m...

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Take control of your housing

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Take control and find your own home:

1. check our list of available homes nationwide
2. register with our housing partners.

Available homes to rent nationwide

<https://www.enfield.gov.uk/__data/assets/pdf_file/0026/53297/Rent-a-home-nationwide-15-Feb-Housing.pdf>

Explore photos and details about our current rental properties (1MB pdf)

You could rent a house or flat in Blackpool • Derby • Durham • Hartlepool • Leicester • Liverpool • Middlesbrough • Sheffield • Stoke-on-Trent • Telford & Wrekin.

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2. search for location guides on <<https://www.newbasenewlife.co.uk>>

New Base New Life.

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Our partners are ready to help you find a home you can afford.

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Homefinder UK offers social housing, wheelchair accessible properties and

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Get help finding a home that matches your budget and other needs:

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Ask about relocation funding and our rental properties

1. contact your caseworker
 - 2.
- or

<<mailto:HousingSupply@enfield.gov.uk?subject=LBE-nationwide-rental-properties>>
email HousingSupply@enfield.gov.uk.

Why did I get this email?

You received this email because you are on our list of emergency or temporary accommodation residents.

We have a statutory duty to provide advice and information to homeless people. This email is to help keep you informed about housing.

If you no longer need to receive this information from us, please

<<mailto:housingadvisorycomms@enfield.gov.uk?subject=request-to-unsubscribe>> email our newsletter team to unsubscribe.

Housing Advisory Service, Housing and Regeneration, Enfield Council, Civic

Centre, Silver Street, Enfield EN1 3XY

Website: <<https://www.enfield.gov.uk>> <https://www.enfield.gov.uk>

Telephone: 020 3821 1769.

<<https://www.enfield.gov.uk/privacy-notice>> Your data and privacy (Enfield Council's privacy notice)

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Fw: Stage One Complaint Acknowledgement and Decision

Ref: CAS-707727-B7H4X4

From: deon benjamin <deonbenjamin@yahoo.com>

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

Date: Fri, 23 Feb 2024 12:24:45 +0100

Sent from Yahoo Mail for iPhone

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

pid=ativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Begin forwarded message:

On Friday, February 23, 2024, 10:53 am, Neshat Brojerdian

<NBrojerdian@lqgroup.org.uk> wrote:

Hello,

14. I hope this email finds you well.

15. I am writing to inform you we have raised the following repair after Surveyor attended for an inspection.

16. AM/5844025-1 - Bathroom Seals and Windows, assigned to Locksmith rescue Ltd, they have already attended however you advised them you will getting new Windows and did not wish to proceed with bath to be resealed as this was already completed.

17. AM/5844013-1 - Guttering -assigned to PJM drain services , they will contact you directly to book you in, should you need to contact them , their telephone number is 07828 183763

18. AM/5894342-1 - Electrical booked for 15/03/24

19. I trust the above is in order, I will now finalise this complaint however 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. If I am unable to assist any further, you can ask to escalate your complaint to the next stage of the process. I will need to understand what you feel I have not addressed and how you would like to see it resolved.

Kindest regards

Neshat

From: Neshat Brojerdian

Sent: Monday, November 27, 2023 12:50 PM

To: deonbenjamin@yahoo.com

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

7 Tenneyson Close

Enfield

London

EN3 4SN

27th November

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

Dear Miss Benjamin,

20. 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.

21. We raised an order Job ref : AM/5801670-1 Mould wash assigned to Zap Carbon. They will contact you directly to book you in.

22. I am sorry for any trouble this has caused you.

23. Any claims such as those for damaged belongings or loss of personal items

- 24. fall under insurance responsibility therefore follow financial claim
- 25. protocols. For this reason, we cannot consider such claims within L&Q's
- 26. complaints process and this forms part of our formal policies (section 5.2).
- 27. 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

- 28. The location and address of the alleged loss/damage
 - 29. Details of precisely how the loss/damage occurred
 - 30. Photographs of the damage
 - 31. Estimates/Invoices/Receipts of costs incurred
 - 32. An explanation of why you hold the Trust responsible for the loss/damage
33. Once this is submitted to us, this matter will be treated as a public
34. liability claim and dealt with by our insurer to investigate decide on
35. 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.
36. 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

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

37. 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.
38. You can also speak to the Housing Ombudsman Service at any time. I've added their contact details below.
39. Email - mailto: info@housing-ombudsman.org.uk
40. info@housing-ombudsman.org.uk
41. Website - <http://www.housing-ombudsman.org.uk/>
42. 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-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

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Friday 08:00-16:00

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RE: Stage One Complaint Acknowledgement and Decision

Ref: CAS-707727-B7H4X4

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

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

Date: Fri, 23 Feb 2024 12:32:42 +0100

To whom it may concern

- AM/5844025-1 Deon did not refuse any work to be done when the person came to do the bath and windows due to the state of them he would not touch them due to how much mould was covered over everything, thb I did not blame him as not even I would want to touch something that was in such a state.
- Now the wash has been completed on the walls and windows this need to be rearranged for them to do the work.
- Please correct this on your records as the information you got is incorrect.

Regards

Lorraine (on behalf of Deon Benjamin)

From: deon benjamin <deonbenjamin@yahoo.com>

Sent: 23 February 2024 11:25

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

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

CAS-707727-B7H4X4

<[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

Sent from Yahoo Mail for iPhone

Begin forwarded message:

On Friday, February 23, 2024, 10:53 am, Neshat Brojerdian

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

Hello,

- I hope this email finds you well.
- I am writing to inform you we have raised the following repair after Surveyor attended for an inspection.
- AM/5844025-1 - Bathroom Seals and Windows, assigned to Locksmith rescue Ltd, they have already attended however you advised them you will getting new Windows and did not wish to proceed with bath to be resealed as this was already completed.
- AM/5844013-1 - Guttering -assigned to PJM drain services , they will contact you directly to book you in, should you need to contact them, their telephone number is 07828 183763
- AM/5894342-1 - Electrical booked for 15/03/24
- I trust the above is in order, I will now finalise this complaint however 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. If I am unable to assist any further, you can ask to escalate your complaint to the next stage of the process. I will need to understand what you feel I have not addressed and how you would like to see it resolved.

Kindest regards

Neshat

From: Neshat Brojerdian
Sent: Monday, November 27, 2023 12:50 PM
To: deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com>
Subject: Stage One Complaint Acknowledgement and Decision Ref:
CAS-707727-B7H4X4

7 Tenneyson Close
Enfield
London
EN3 4SN

27th November

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

Dear Miss Benjamin,

43. Thank you for contacting us, I tried to contact you this afternoon however
44. 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 Zap Carbon. They will contact you directly to book you in.
- I am sorry for any trouble this has caused you.
 - Any claims such as those for damaged belongings or loss of personal items fall under insurance responsibility therefore follow financial claim protocols. For this reason, we cannot consider such claims within L&Q's complaints process and this forms part our formal policies (section 5.2).

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

2. The date and time of the alleged loss/damage
3. The location and address of the alleged loss/damage
4. Details of precisely how the loss/damage occurred
5. Photographs of the damage
6. Estimates/Invoices/Receipts of costs incurred
7. 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 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

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

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

complaint to the next stage of the process within six months.

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

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

Website - www.housing-ombudsman.org.uk

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

Tel: 0300 111 3000

Housing Ombudsman Service

PO Box 152

Liverpool L33 7WQ

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

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

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

6. 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

7. service better.

8. 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>>

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Thursday 08:00-17:00

Friday 08:00-16:00

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RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

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

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

Date: Fri, 23 Feb 2024 12:37:22 +0100

Dear Andre

9. We have just got back from the hospital with Deon, Deon now will have weekly sessions with the Psychiatrist at chase farm hospital, she has got to see her next week Friday at 3pm.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 22 February 2024 17:15

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

Subject: RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

Dear Lorraine

10. Having gone through the file I can see the deadline set was today , therefore I will issue the pre action letter to the council tomorrow morning when I log on.

11. Apologised for the mix up, I believe I set the deadline for the 21st but it was the 22nd February

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Andre Cummings

Sent: 22 February 2024 16:16

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

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

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

Subject: RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

Dear Lorraine

12. As soon as Deon gets the letters please forward them to me.

13. Yes I am preparing the pre action letter and will send it to Enfield council within the next hour.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >
Sent: 22 February 2024 12:38
To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>>
>; deon benjamin <deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >
Subject: Re: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

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Dear Andre

14. Sorry for the late reply I have not been well at all, we have not heard from Enfield Council only the email I sent over to you the other day which you stated was there housing schemes.
15. We have also been checking that portal Enfield council did for Deon and there is no updates on that portal.
16. Deon is at the hospital tomorrow so should get some form of update from that but not sure how long that will take to get. Deon also has to see her GP on Thursday next week but has had a telephone call with them where she asked if she could get an updated letter, they told her that can be picked up when she sees the GP on Thursday.
17. I believe you will be writing to Enfield Council today as they have not responded to any emails you've sent them, regarding Deon's homeless application.
18. Hope this helps

Regards
Lorraine

Sent from my iPhone

On 21 Feb 2024, at 16:42, Andre Cummings <AndreC@duncanlewis.com> <<mailto:AndreC@duncanlewis.com>> > wrote:

Dear Lorraine

19. The email looks as if it is informing Deon of possible housing schemes the council have available.
20. I will be issuing a letter before action to the council tomorrow as the deadline has passed.
21. Has Deon been able to get an up-to-date medical letter If Deon is able to get an updated letter from the mental health team it would be helpful as the current one is dated in July 2023.
22. I do recall Deon has an appointment on Friday.

Kind regards

Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >
Sent: 20 February 2024 14:14
To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >
Subject: FW: Available homes to rent (20 February 2024 newsletter)
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
Deon got this below email today from Enfield Council, not sure what it means, can you update please.
Regards
Lorraine
From: deon benjamin <deonbenjamin@yahoo.com> <<mailto:deonbenjamin@yahoo.com>> >
Sent: 20 February 2024 14:11

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >
Subject: Fw: Available homes to rent (20 February 2024 newsletter)
<https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui>
Sent from Yahoo Mail for iPhone
Begin forwarded message:
On Tuesday, February 20, 2024, 11:14 am, Housing Advisory Service, Enfield Council
<housing.advisory.service.enfield.council@notifications.service.gov.uk>
<<mailto:housing.advisory.service.enfield.council@notifications.service.gov.uk>>
> wrote:

Enfield Council's Housing Advisory Service Nationwide rental properties for our residents in temporary and emergency accommodation. In this issue of our newsletter: • Your housing: move to a home you can afford • Available homes to rent nationwide • Want m...
Enfield Council's Housing Advisory Service

Nationwide rental properties for our residents in temporary and emergency accommodation.

In this issue of our newsletter:

1. Your housing: move to a home you can afford
2. Available homes to rent nationwide
3. Want more housing options? Register with our charity and housing partners
4. Offer ends soon: up to £3,000 to help you move

5. Ask about relocation funding and our rental properties

Your housing: move to a home you can afford

Enfield has limited housing and high rents.

If you claim welfare benefits, you might find it hard to pay rent in Enfield

and most of London. This means you might have to move further away to find a new home.

As part of

<<https://www.enfield.gov.uk/services/housing/at-risk-of-homelessness#new-housing-placement-policy-for-homeless-households>>

our housing placement policy, we are recommending homes in other parts of the UK.

Take control of your housing

We want you to help you live in a stable home that you can afford. However, you do not need to wait for us to contact you.

Take control and find your own home:

1. check our list of available homes nationwide

2. register with our housing partners.

Available homes to rent nationwide

<https://www.enfield.gov.uk/__data/assets/pdf_file/0026/53297/Rent-a-home-nationwide-15-Feb-Housing.pdf>

Explore photos and details about our current rental properties (1MB pdf)

You could rent a house or flat in Blackpool • Derby • Durham • Hartlepool •

Leicester • Liverpool • Middlesbrough • Sheffield • Stoke-on-Trent • Telford

& Wrekin.

Learn more about these areas:

1. browse <<https://homefinderuk.org/city-guides>> Homefinder UK's city guides

2. search for location guides on <<https://www.newbasenewlife.co.uk>> New Base New Life.

Want more housing options? Register with our charity and housing partners

Our partners are ready to help you find a home you can afford.

Find a home on Moving Soon

For affordable housing and social rent homes,

<<https://movingsoon.co.uk/properties-to-rent>> search Moving Soon.

Register with Homefinder UK

Homefinder UK offers social housing, wheelchair accessible properties and private rent homes.

<<https://homefinderuk.org/customer-login>> Sign in or register with Homefinder UK.

Move to the Midlands and the north of England with Reloc8UK

Get help finding a home that matches your budget and other needs:

<<https://reloc8uk.co.uk/portal/login.php>> sign in or register with Reloc8UK. Remember to tell them you are registered with Enfield Council.

Meet Beam on 27 February 2024

For crowd-funding and housing help, <<https://beam.org/self-refer>> register with our charity partner Beam.

You can also meet Beam in person: come to the next

<<https://mylife.enfield.gov.uk/directory/providerdetails/219238>> Tea and Toast session at Edmonton Green Library. The session will be from 10am to 11am on Tuesday 27 February 2024.
Offer ends soon: up to £3,000 to help you move
Are you worried about the costs of moving to a new area? You could get money from the government's relocation fund.
Accept an offer before 31 March 2024 for up to £3,000 to help with your relocation costs!

Ask about relocation funding and our rental properties

1. contact your caseworker
2. or
<<mailto:HousingSupply@enfield.gov.uk?subject=LBE-nationwide-rental-properties>>
email HousingSupply@enfield.gov.uk.

Why did I get this email?

You received this email because you are on our list of emergency or temporary accommodation residents.

We have a statutory duty to provide advice and information to homeless people. This email is to help keep you informed about housing.

If you no longer need to receive this information from us, please
<<mailto:housingadvisorycomms@enfield.gov.uk?subject=request-to-unsubscribe>>
email our newsletter team to unsubscribe.

Housing Advisory Service, Housing and Regeneration, Enfield Council, Civic Centre, Silver Street, Enfield EN1 3XY

Website: <<https://www.enfield.gov.uk>> <https://www.enfield.gov.uk>

Telephone: 020 3821 1769.

<<https://www.enfield.gov.uk/privacy-notice>> Your data and privacy (Enfield Council's privacy notice)

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RE: [B184500003] RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

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

<lorraine32@blueyonder.co.uk> Date: Fri, 23 Feb 2024 14:15:52 +0100

Dear Lorraine

23. Thank you for your email and update.

24. If the hospital could write a letter confirming this , it could become useful in regards to the homelessness matter

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

Sent: 23 February 2024 11:37

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: [B184500003] RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

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Dear Andre

25. We have just got back from the hospital with Deon, Deon now will have weekly sessions with the Psychiatrist at chase farm hospital, she has got to see her next week Friday at 3pm.

Regards

Lorraine

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

Sent: 22 February 2024 17:15

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

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

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

Subject: RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

Dear Lorraine

26. Having gone through the file I can see the deadline set was today , therefore I will issue the pre action letter to the council tomorrow morning when I log on.

27. Apologised for the mix up, I believe I set the deadline for the 21st but it was the 22nd February

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>

From: Andre Cummings

Sent: 22 February 2024 16:16

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

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

Subject: RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

Dear Lorraine

As soon as Deon gets the letters please forward them to me.

Yes I am preparing the pre action letter and will send it to Enfield council within the next hour.

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>

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

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

Sent: 22 February 2024 12:38

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

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

Subject: Re: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

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

Sorry for the late reply I have not been well at all, we have not heard from Enfield Council only the email I sent over to you the other day which you stated was there housing schemes.

We have also been checking that portal Enfield council did for Deon and there is no updates on that portal.

Deon is at the hospital tomorrow so should get some form of update from that but not sure how long that will take to get. Deon also has to see her GP on Thursday next week but has had a telephone call with them where she asked if she could get an updated letter, they told her that can be picked up when she sees the GP on Thursday.

I believe you will be writing to Enfield Council today as they have not

responded to any emails you've sent them, regarding Deon's homeless application.

Hope this helps

Regards

Lorraine

Sent from my iPhone

On 21 Feb 2024, at 16:42, Andre Cummings <AndreC@duncanlewis.com

<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

The email looks as if it is informing Deon of possible housing schemes the council have available.

I will be issuing a letter before action to the council tomorrow as the deadline has passed.

Has Deon been able to get an up-to-date medical letter

If Deon is able to get an updated letter from the mental health team it would be helpful as the current one is dated in July 2023.

I do recall Deon has an appointment on Friday.

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>

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

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

Sent: 20 February 2024 14:14

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

Subject: FW: Available homes to rent (20 February 2024 newsletter)

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

Deon got this below email today from Enfield Council, not sure what it means, can you update please.

Regards

Lorraine

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

Sent: 20 February 2024 14:11

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

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

Subject: Fw: Available homes to rent (20 February 2024 newsletter)

<[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

Sent from Yahoo Mail for iPhone

Begin forwarded message:

On Tuesday, February 20, 2024, 11:14 am, Housing Advisory Service, Enfield Council

<housing.advisory.service.enfield.council@notifications.service.gov.uk

<mailto:housing.advisory.service.enfield.council@notifications.service.gov.uk> > wrote:

Enfield Council's Housing Advisory Service Nationwide rental properties for our residents in temporary and emergency accommodation. In this issue of our newsletter: • Your housing: move to a home you can afford • Available homes to rent nationwide • Want m...

Enfield Council's Housing Advisory Service

Nationwide rental properties for our residents in temporary and emergency accommodation.

In this issue of our newsletter:

1. Your housing: move to a home you can afford
2. Available homes to rent nationwide
3. Want more housing options? Register with our charity and housing partners
4. Offer ends soon: up to £3,000 to help you move
5. Ask about relocation funding and our rental properties

Your housing: move to a home you can afford

Enfield has limited housing and high rents.

If you claim welfare benefits, you might find it hard to pay rent in Enfield and most of London. This means you might have to move further away to find a new home.

As part of

<<https://www.enfield.gov.uk/services/housing/at-risk-of-homelessness#new-housing-placement-policy-for-homeless-households>>

our housing placement policy, we are recommending homes in other parts of the UK.

Take control of your housing

We want you to help you live in a stable home that you can afford. However, you do not need to wait for us to contact you.

Take control and find your own home:

1. check our list of available homes nationwide
2. register with our housing partners.

Available homes to rent nationwide

<https://www.enfield.gov.uk/__data/assets/pdf_file/0026/53297/Rent-a-home-nationwide-15-Feb-Housing.pdf>

Explore photos and details about our current rental properties (1MB pdf)

You could rent a house or flat in Blackpool • Derby • Durham • Hartlepool • Leicester • Liverpool • Middlesbrough • Sheffield • Stoke-on-Trent • Telford & Wrekin.

Learn more about these areas:

1. browse <<https://homefinderuk.org/city-guides>> Homefinder UK's city guides
2. search for location guides on <<https://www.newbasenewlife.co.uk>> New Base New Life.

Want more housing options? Register with our charity and housing partners

Our partners are ready to help you find a home you can afford.

Find a home on Moving Soon

For affordable housing and social rent homes, <<https://movingsoon.co.uk/properties-to-rent>> search Moving Soon.

Register with Homefinder UK

Homefinder UK offers social housing, wheelchair accessible properties and private rent homes.

<<https://homefinderuk.org/customer-login>> Sign in or register with Homefinder UK.

Move to the Midlands and the north of England with Reloc8UK

Get help finding a home that matches your budget and other needs:

<<https://reloc8uk.co.uk/portal/login.php>> sign in or register with Reloc8UK.

Remember to tell them you are registered with Enfield Council.

Meet Beam on 27 February 2024

For crowd-funding and housing help, <<https://beam.org/self-refer>> register with our charity partner Beam.

You can also meet Beam in person: come to the next

<<https://mylife.enfield.gov.uk/directory/providerdetails/219238>> Tea and Toast session at Edmonton Green Library. The session will be from 10am to 11am on Tuesday 27 February 2024.

Offer ends soon: up to £3,000 to help you move

Are you worried about the costs of moving to a new area? You could get money from the government's relocation fund.

Accept an offer before 31 March 2024 for up to £3,000 to help with your relocation costs!

Ask about relocation funding and our rental properties

1. contact your caseworker
2. or

<<mailto:HousingSupply@enfield.gov.uk?subject=LBE-nationwide-rental-properties>>

email HousingSupply@enfield.gov.uk.

Why did I get this email?

You received this email because you are on our list of emergency or temporary accommodation residents.

We have a statutory duty to provide advice and information to homeless people. This email is to help keep you informed about housing.

If you no longer need to receive this information from us, please

<mailto:housingadvisorycomms@enfield.gov.uk?subject=request-to-unsubscribe> email our newsletter team to unsubscribe.

Housing Advisory Service, Housing and Regeneration, Enfield Council, Civic Centre, Silver Street, Enfield EN1 3XY

Website: <https://www.enfield.gov.uk> <https://www.enfield.gov.uk>

Telephone: 020 3821 1769.

<https://www.enfield.gov.uk/privacy-notice> Your data and privacy (Enfield Council's privacy notice)

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<https://www.duncanlewis.co.uk/Email-Disclaimer.html> .

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, 23 Feb 2024 16:01:31 +0100

Hello,

28. Thank you for your email.

29. We will ask Locksmith rescue to reattend to rectify the issues for you.

Kindest regards

Neshat

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

Sent: Friday, February 23, 2024 11:33 AM

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

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

To whom it may concern

30. AM/5844025-1 Deon did not refuse any work to be done when the person came to do the bath and windows due to the state of them he would not touch them due to how much mould was covered over everything, thb I did not blame him as not even I would want to touch something that was in such a state.

31. Now the wash has been completed on the walls and windows this need to be rearranged for them to do the work.

32. Please correct this on your records as the information you got is incorrect.

Regards

Lorraine (on behalf of Deon Benjamin)

From: deon benjamin <deonbenjamin@yahoo.com>

<mailto:deonbenjamin@yahoo.com> >

Sent: 23 February 2024 11:25

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

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

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

CAS-707727-B7H4X4

<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_> Sent from

Yahoo Mail for iPhone

Begin forwarded message:

On Friday, February 23, 2024, 10:53 am, Neshat Brojerdian

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

Hello,

33. I hope this email finds you well.
34. I am writing to inform you we have raised the following repair after Surveyor attended for an inspection.
35. AM/5844025-1 - Bathroom Seals and Windows, assigned to Locksmith rescue Ltd, they have already attended however you advised them you will getting new Windows and did not wish to proceed with bath to be resealed as this was already completed.
36. AM/5844013-1 - Guttering -assigned to PJM drain services , they will contact you directly to book you in, should you need to contact them , their telephone number is 07828 183763 AM/5894342-1 - Electrical booked for 15/03/24
37. I trust the above is in order, I will now finalise this complaint however
38. 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. If I am unable to assist any further, you can ask to escalate your complaint to the next stage of the process. I will need to understand what you feel I have not addressed and how you would like to see it resolved.

Kindest regards

Neshat

From: Neshat Brojerdian

Sent: Monday, November 27, 2023 12:50 PM

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

Subject: Stage One Complaint Acknowledgement and Decision Ref:

CAS-707727-B7H4X4

7 Tenneyson Close

Enfield

London

EN3 4SN

27th November

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

Dear Miss Benjamin,

39. 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
 40. our complaints procedure and am writing to uphold your complaint.
 41. We raised an order Job ref : AM/5801670-1 Mould wash assigned to Zap Carbon. They will contact you directly to book you in.
- I am sorry for any trouble this has caused you.
- Any claims such as those for damaged belongings or loss of personal items fall under insurance responsibility therefore follow financial claim protocols. For this reason, we cannot consider such claims within L&Q's complaints process and this forms part our formal policies (section 5.2). It will be necessary to formally write to the Insurance Team providing as much of the following information as possible:

- The date and time of the alleged loss/damage
- The location and address of the alleged loss/damage
- Details of precisely how the loss/damage occurred
- Photographs of the damage

- Estimates/Invoices/Receipts of costs incurred
- An explanation of why you hold the Trust responsible for the loss/damage

Once this is submitted to us, this matter will be treated as a public liability claim and dealt with by our insurer to investigate decide on whether L&Q are legally at fault. Please note that the liability decision investigation period can take up to 40 working days and compensation is not guaranteed nor automatic in these circumstances.

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

Insurance Team
London & Quadrant Housing Trust
29-35 West Ham Lane
Stratford
London
E15 4PH

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

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

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

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

Tel: 0300 111 3000

Housing Ombudsman Service
PO Box 152
Liverpool 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-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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Mental Health Partnership

Private & Confidential
Miss Deon Benjamin
23 Byron Terrace
Hertford Road
Edmonton
London N9 7DG



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

Enfield Personality Disorder Stream field
Integrated Core Mental Health Team The
Chase Building Chase Farm Hospital Site
The Ridgeway Enfield EN2 8JL
Tel: 020 8702 5011/5023
PD Team Direct Dial: 020 8702 5020
Email: beh-tr.generalenquiries@nhs.net

6th December 2023

NHS number: 434 7518617
Hospital number: 1048195

Dear Deon,

Due to unforeseen circumstances, we have had to amend the assessment date that we previously booked for you. I can confirm this will be a face-to-face appointment, your appointment details are as below:

Date & Time: 23rd February 2024 at 09:30am

Location: The Chase Building, Chase Farm Hospital Site

Clinician: Kuntal Mehta

We have enclosed several documents which we would be grateful if you could complete and bring with you to your appointment. If you cannot complete these at home, or would like some help filling them in, your clinician will be happy to help you with these at your appointment. Please note this appointment is an assessment and is not the start of therapy. We ask that if you cannot attend the appointment as above, please contact us at your earliest convenience **020 8702 5023/5011**. Please be aware that failure to attend this appointment may result in a discharge from our service. We look forward to meeting you.

Yours sincerely,

Administrator for **Enfield Personality Disorder Stream**
On Behalf of Barnet, Enfield and Haringey Mental Health Trust

Cc: NIGHTINGALE HOUSE SURGERY, 1 NIGHTINGALE ROAD, EDMONTON, N9 8AJ

HYB13_1_L665385_061223100003546911 of 241



Mental Health Partnership



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

Private & Confidential
Miss Deon Benjamin
23 Byron Terrace
Hertford Road
Edmonton
London N9 7DG



Enfield Personality Disorder Stream ield
Integrated Core Mental Health Team The
Chase Building Chase Farm Hospital Site
The Ridgeway Enfield EN2 8JL
Tel: 020 8702 5011/5023
PD Team Direct Dial: 020 8702 5020
Email: beh-tr.generalenquiries@nhs.net

6th December 2023

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Yours sincerely,

Administrator for **Enfield Personality Disorder Stream**
On Behalf of Barnet, Enfield and Haringey Mental Health Trust

Cc: NIGHTINGALE HOUSE SURGERY, 1 NIGHTINGALE ROAD, EDMONTON, N9 8AJ

HYB13_1_L665385_06122300003546911 of241

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, 23 Feb 2024 16:52:26 +0100

Hello,

- 42. I am writing to inform you we raised a new order AM/5909100-1
- 43. Carpentry/Joinery booked in for 02/04 AM windows and reseal the bath.
- 44. Should our Planners get cancellations they will contact you to bring your appointment forward to a sooner date.
- 45. In recognition of the distress and inconvenience caused by the delays in completing the repairs to your home, I would like to offer you £170.00 compensation as a goodwill gesture. In reaching this amount, consideration was given to the length of time it took L&Q to resolve the issue and for your time and effort in contacting L&Q throughout.

Here is a breakdown of the compensation:

- 46. Distress £45.00
 - 47. Inconvenience £45.00
 - 48. Service Failure £80.00
 - 49. Grand Total £170.00
50. Please reply to this email with confirmation as to whether you wish to accept this in the form of a cheque or credit to your rent account. Cheque can take up to 4 weeks to receive, from the date of acceptance

Kindest regards

Neshat

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

Sent: Friday, February 23, 2024 3:02 PM

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

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

Hello,

- 51. Thank you for your email.
- 52. We will ask Locksmith rescue to reattend to rectify the issues for you.

Kindest regards

Neshat

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

Sent: Friday, February 23, 2024 11:33 AM

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

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

To whom it may concern

53. AM/5844025-1 Deon did not refuse any work to be done when the person came to do the bath and windows due to the state of them he would not touch them due to how much mould was covered over everything, thb I did not blame him as not even I would want to touch something that was in such a state.
54. Now the wash has been completed on the walls and windows this need to be rearranged for them to do the work.
55. Please correct this on your records as the information you got is incorrect.

Regards

Lorraine (on behalf of Deon Benjamin)

From: deon benjamin <deonbenjamin@yahoo.com>

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

Sent: 23 February 2024 11:25

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

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

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

CAS-707727-B7H4X4

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

Yahoo Mail for iPhone

Begin forwarded message:

On Friday, February 23, 2024, 10:53 am, Neshat Brojerdian

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

Hello,

I hope this email finds you well.

I am writing to inform you we have raised the following repair after

Surveyor attended for an inspection.

AM/5844025-1 - Bathroom Seals and Windows, assigned to Locksmith rescue

Ltd, they have already attended however you advised them you will getting new Windows and did not wish to proceed with bath to be resealed as this was already completed.

AM/5844013-1 - Guttering -assigned to PJM drain services , they will

contact you directly to book you in, should you need to contact them ,

their telephone number is 07828 183763

AM/5894342-1 ^ Electrical booked for 15/03/24

I trust the above is in order, I will now finalise this complaint however

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. If I am unable to assist any further, you can ask to escalate your complaint to the next stage of the process. I will need to understand what you feel I have not addressed and how you would like to see it resolved.

Kindest regards

Neshat

From: Neshat Brojerdian

Sent: Monday, November 27, 2023 12:50 PM
To: deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com>
Subject: Stage One Complaint Acknowledgement and Decision Ref:
CAS-707727-B7H4X4
7 Tenneyson Close
Enfield
London
EN3 4SN
27th November

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

Dear Miss Benjamin,

Thank you for contacting us, I tried to contact you this afternoon however there was no answer. I am sorry you needed to raise a complaint to get your concerns resolved. I have addressed your complaint at stage one of our complaints procedure and am writing to uphold your complaint.

* We raised an order Job ref : AM/5801670-1 Mould wash assigned to Zap Carbon. They will contact you directly to book you in.
I am sorry for any trouble this has caused you.

Any claims such as those for damaged belongings or loss of personal items fall under insurance responsibility therefore follow financial claim protocols. For this reason, we cannot consider such claims within L&Q's complaints process and this forms part of our formal policies (section 5.2). It will be necessary to formally write to the Insurance Team providing as much of the following information as possible:

The date and time of the alleged loss/damage
The location and address of the alleged loss/damage
Details of precisely how the loss/damage occurred
Photographs of the damage

Estimates/Invoices/Receipts of costs incurred

- An explanation of why you hold the Trust responsible for the loss/damage

Once this is submitted to us, this matter will be treated as a public liability claim and dealt with by our insurer to investigate decide on whether L&Q are legally at fault. Please note that the liability decision investigation period can take up to 40 working days and compensation is not guaranteed nor automatic in these circumstances.

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

Insurance Team

London & Quadrant Housing Trust
29-35 West Ham Lane
Stratford
London
E15 4PH

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

I trust the above is in order, I will remain your first point of contact if you have any questions regarding this matter. If you are not satisfied, please let me know. I will need to understand what you feel has not been addressed and how you would like to see it resolved. I will then consider your comments and

discuss your complaint with my manager. If I can't help any further, you can ask to escalate your complaint to the next stage of the process within six months.

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

Email - info@housing-ombudsman.org.uk

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

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

Tel: 0300 111 3000

Housing Ombudsman Service

PO Box 152

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

[ents/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: for Deon

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

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

Date: Mon, 26 Feb 2024 17:46:40 +0100

Attachments:

56. Ms Benjamin homelessness application-13122023-173259-edited.pdf,

57. Deon-PIP-Award-30-01-2024.pdf

(No body content)

Read: for Deon

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

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

Date: Mon, 26 Feb 2024 17:48:06 +0100

Your message

To: 'Lorraine Cordell'

Subject: RE: for Deon

Sent: 26/02/2024 16:46

58. was read on 26/02/2024 16:47.

RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Mon, 26 Feb 2024 18:49:13 +0100

Dear Lorraine

59. Is the police office able to write a letter supporting Deon in regards to situation that took place, a updated letter.
60. I am not sure what 56 days you are referring to.
61. Once the council give a prevention/ relief duty letter, they have 56 days to either upgrade it to relief duty from prevention duty or make a decision in regards to main housing duty.
62. So far we are yet to receive a prevention or relief duty letter.
63. Further we cannot go to court without counsel opinion, we have issued the pre action letter.
64. If they do not respond then we will have to apply for legal aid and get an opinion.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3toIqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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

Sent: 22 February 2024 17:29

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

Subject: Re: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

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Dear Andre

65. Can I ask something pls in court they stated they had 56 days I think to deal with this, when did that date start as I sure it's been well over the 56 days I think was stated also.
66. All I can see is Enfield Council are doing nothing to help Deon at all they no she is homeless.
67. I did email the police officer and she replied right away and stated as soon as Enfield Council emailed her she send over the information to them again, so Enfield council can't use this as why they have not replied.

Regards

Lorraine

Sent from my iPhone

On 22 Feb 2024, at 17:19, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

68. Having gone through the file I can see the deadline set was today , therefore I will issue the pre action letter to the council tomorrow morning when I log on.

69. Apologised for the mix up, I believe I set the deadline for the 21st but it

70. was the 22nd February

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Andre Cummings

Sent: 22 February 2024 16:16

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

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

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

Subject: RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

Dear Lorraine

As soon as Deon gets the letters please forward them to me.

Yes I am preparing the pre action letter and will send it to Enfield council within the next hour.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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

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

Sent: 22 February 2024 12:38

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

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

Subject: Re: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

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Dear Andre

Sorry for the late reply I have not been well at all, we have not heard from Enfield Council only the email I sent over to you the other day which you stated was there housing schemes.

We have also been checking that portal Enfield council did for Deon and there is no updates on that portal.

Deon is at the hospital tomorrow so should get some form of update from that but not sure how long that will take to get. Deon also has to see her GP on Thursday next week but has had a telephone call with them where she asked if she could get an updated letter, they told her that can be picked up when she sees the GP on Thursday.

I believe you will be writing to Enfield Council today as they have not responded to any emails you've sent them, regarding Deon's homeless application.

Hope this helps

Regards

Lorraine

Sent from my iPhone

On 21 Feb 2024, at 16:42, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

The email looks as if it is informing Deon of possible housing schemes the council have available.

I will be issuing a letter before action to the council tomorrow as the deadline has passed.

Has Deon been able to get an up-to-date medical letter

If Deon is able to get an updated letter from the mental health team it would be helpful as the current one is dated in July 2023.

I do recall Deon has an appointment on Friday.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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

Sent: 20 February 2024 14:14

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

Subject: FW: Available homes to rent (20 February 2024 newsletter)

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Dear Andre

Deon got this below email today from Enfield Council, not sure what it means, can you update please.

Regards

Lorraine

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

Sent: 20 February 2024 14:11

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

Subject: Fw: Available homes to rent (20 February 2024 newsletter)

<[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

Sent from Yahoo Mail for iPhone

Begin forwarded message:

On Tuesday, February 20, 2024, 11:14 am, Housing Advisory Service, Enfield Council

<housing.advisory.service.enfield.council@notifications.service.gov.uk

<mailto:housing.advisory.service.enfield.council@notifications.service.gov.uk>

> wrote:

Enfield Council's Housing Advisory Service Nationwide rental properties for our residents in temporary and emergency accommodation. In this issue of our newsletter: • Your housing: move to a home you can afford • Available homes to rent nationwide • Want m...
Enfield Council's Housing Advisory Service

Nationwide rental properties for our residents in temporary and emergency accommodation.

In this issue of our newsletter:

1. Your housing: move to a home you can afford
2. Available homes to rent nationwide
3. Want more housing options? Register with our charity and housing partners
4. Offer ends soon: up to £3,000 to help you move
5. Ask about relocation funding and our rental properties

Your housing: move to a home you can afford
Enfield has limited housing and high rents.

If you claim welfare benefits, you might find it hard to pay rent in Enfield and most of London. This means you might have to move further away to find a new home.

As part of

<https://www.enfield.gov.uk/services/housing/at-risk-of-homelessness#new-housing-placement-policy-for-homeless-households>

our housing placement policy, we are recommending homes in other parts of the UK.

Take control of your housing

We want you to help you live in a stable home that you can afford. However,

you do not need to wait for us to contact you.

Take control and find your own home:

1. check our list of available homes nationwide
2. register with our housing partners.

Available homes to rent nationwide

https://www.enfield.gov.uk/__data/assets/pdf_file/0026/53297/Rent-a-home-nationwide-15-Feb-Housing.pdf

Explore photos and details about our current rental properties (1MB pdf)

You could rent a house or flat in Blackpool • Derby • Durham • Hartlepool • Leicester • Liverpool • Middlesbrough • Sheffield • Stoke-on-Trent • Telford & Wrekin.

Learn more about these areas:

1. browse <https://homefinderuk.org/city-guides> Homefinder UK's city guides
2. search for location guides on <https://www.newbasenewlife.co.uk> New Base New Life.

Want more housing options? Register with our charity and housing partners

Our partners are ready to help you find a home you can afford.

Find a home on Moving Soon

For affordable housing and social rent homes,

<https://movingsoon.co.uk/properties-to-rent> search Moving Soon.

Register with Homefinder UK

Homefinder UK offers social housing, wheelchair accessible properties and private rent homes.

<https://homefinderuk.org/customer-login> Sign in or register with Homefinder UK.

Move to the Midlands and the north of England with Reloc8UK

Get help finding a home that matches your budget and other needs:

<https://reloc8uk.co.uk/portal/login.php> sign in or register with Reloc8UK. Remember to tell them you are registered with Enfield Council.

Meet Beam on 27 February 2024

For crowd-funding and housing help, <https://beam.org/self-refer> register with our charity partner Beam.

You can also meet Beam in person: come to the next

<https://mylife.enfield.gov.uk/directory/providerdetails/219238> Tea and

Toast session at Edmonton Green Library. The session will be from 10am to 11am on Tuesday 27 February 2024.

Offer ends soon: up to £3,000 to help you move

Are you worried about the costs of moving to a new area? You could get money from the government's

relocation fund.

Accept an offer before 31 March 2024 for up to £3,000 to help with your relocation costs!

Ask about relocation funding and our rental properties

1. contact your caseworker

2. or

<<mailto:HousingSupply@enfield.gov.uk?subject=LBE-nationwide-rental-properties>>

email HousingSupply@enfield.gov.uk.

Why did I get this email?

You received this email because you are on our list of emergency or temporary accommodation residents.

We have a statutory duty to provide advice and information to homeless

people. This email is to help keep you informed about housing.

If you no longer need to receive this information from us, please

<<mailto:housingadvisorycomms@enfield.gov.uk?subject=request-to-unsubscribe>> email our newsletter team to unsubscribe.

Housing Advisory Service, Housing and Regeneration, Enfield Council, Civic Centre, Silver Street, Enfield EN1 3XY

Website: <<https://www.enfield.gov.uk>> <https://www.enfield.gov.uk>

Telephone: 020 3821 1769.

<<https://www.enfield.gov.uk/privacy-notice>> Your data and privacy (Enfield Council's privacy notice)

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RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Mon, 26 Feb 2024 19:32:19 +0100

Dear Lorraine

71. The next time you speak to Enfield council can you remind them that deon has legal representation and for them to Copy us and update us on all issue relating to Deon matter.
72. They have not contacted me to inform me they are doing an assessment, when they should as a pre action was sent to them.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

Sent: 26 February 2024 18:23

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

<deonbenjamin@yahoo.com>

Subject: Re: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

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Dear Andre

73. The police officer stated she would wait for Enfield council to contract her and she would send over the same data. Not sure if she could do a letter as she did state it been over a year now.
74. But I just got off the phone from Enfield Council they complete a assessment over the phone as they said they had to do this urgently, I believe due to the letter before action it was a lady called Witney, she has also arranged for a caseworker to contact Deon via telephone on Wednesday at 3:30.
75. But I did believe Deon already has a case worker so not sure what's going on as something is wrong.
76. She did not say much else only filled in the data they needed. Which really was the information that they already have. I asked about temp accommodation for Deon and she stated that we would know about that via the telephone appointment on Wednesday at 3:30.
77. Seems to me nothing was ever done and now they got the letter before action they are rushing to complete, she did ask a lot in regards to the older court case.

Regards

Lorraine

Sent from my iPhone

On 26 Feb 2024, at 18:09, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

78. Is the police office able to write a letter supporting Deon in regards to situation that took place, a updated letter.
79. I am not sure what 56 days you are referring to.
80. Once the council give a prevention/ relief duty letter, they have 56 days to either upgrade it to relief duty from prevention duty or make a decision in regards to main housing duty.
81. So far we are yet to receive a prevention or relief duty letter.
82. Further we cannot go to court without counsel opinion, we have issued the pre action letter.
83. If they do not respond then we will have to apply for legal aid and get an opinion.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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

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

Sent: 22 February 2024 17:29

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

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

Subject: Re: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

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Dear Andre

Can I ask something pls in court they stated they had 56 days I think to deal with this, when did that date start as I sure it's been well over the 56 days I think was stated also.

All I can see is Enfield Council are doing nothing to help Deon at all they no she is homeless.

I did email the police officer and she replied right away and stated as soon as Enfield Council emailed her she send over the information to them again, so Enfield council can't use this as why they have not replied.

Regards

Lorraine

Sent from my iPhone

On 22 Feb 2024, at 17:19, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

Having gone through the file I can see the deadline set was today , therefore I will issue the pre action

letter to the council tomorrow morning
when I log on.

Apologised for the mix up, I believe I set the deadline for the 21st but it
was the 22nd February

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater- london>

From: Andre Cummings

Sent: 22 February 2024 16:16

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

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

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

Subject: RE: [B184500003]RE: Available homes to rent (20 February 2024

newsletter)

Dear Lorraine

As soon as Deon gets the letters please forward them to me.

Yes I am preparing the pre action letter and will send it to Enfield council within the next hour.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater- london>

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

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

Sent: 22 February 2024 12:38

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

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

Subject: Re: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

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Dear Andre

Sorry for the late reply I have not been well at all, we have not heard from Enfield Council only the email I sent over to you the other day which you stated was there housing schemes.

We have also been checking that portal Enfield council did for Deon and there is no updates on that portal.

Deon is at the hospital tomorrow so should get some form of update from that but not sure how long that will take to get. Deon also has to see her GP on Thursday next week but has had a telephone call with them where she asked if she could get an updated letter, they told her that can be picked up when she sees the GP on Thursday.

I believe you will be writing to Enfield Council today as they have not responded to any emails you've sent them, regarding Deon's homeless application.

Hope this helps

Regards

Lorraine

Sent from my iPhone

On 21 Feb 2024, at 16:42, Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

The email looks as if it is informing Deon of possible housing schemes the council have available.

I will be issuing a letter before action to the council tomorrow as the deadline has passed.

Has Deon been able to get an up-to-date medical letter

If Deon is able to get an updated letter from the mental health team it would be helpful as the current one is dated in July 2023.

I do recall Deon has an appointment on Friday.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>
From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Sent: 20 February 2024 14:14
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Subject: FW: Available homes to rent (20 February 2024 newsletter)

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Dear Andre
Deon got this below email today from Enfield Council, not sure what it means, can you update please.
Regards

Lorraine
From: deon benjamin <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Sent: 20 February 2024 14:11
To: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Subject: Fw: Available homes to rent (20 February 2024 newsletter)
<[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
Sent from Yahoo Mail for iPhone

Begin forwarded message:
On Tuesday, February 20, 2024, 11:14 am, Housing Advisory Service, Enfield Council
<housing.advisory.service.enfield.council@notifications.service.gov.uk
<mailto:housing.advisory.service.enfield.council@notifications.service.gov.uk> > wrote:
Enfield Council's Housing Advisory Service Nationwide rental properties for our residents in temporary and emergency accommodation. In this issue of our newsletter: • Your housing: move to a home you can afford • Available homes to rent nationwide • Want m...

Enfield Council's Housing Advisory Service
Nationwide rental properties for our residents in temporary and emergency accommodation.
In this issue of our newsletter:
1. Your housing: move to a home you can afford
2. Available homes to rent nationwide
3. Want more housing options? Register with our charity and housing

partners
4. Offer ends soon: up to £3,000 to help you move
5. Ask about relocation funding and our rental properties
Your housing: move to a home you can afford
Enfield has limited housing and high rents.
If you claim welfare benefits, you might find it hard to pay rent in Enfield and most of London. This means

you might have to move further away to find a new home.

As part of

<https://www.enfield.gov.uk/services/housing/at-risk-of-homelessness#new-housing-placement-policy-for-homeless-households>

our housing placement policy, we are recommending homes in other parts of

the UK.

Take control of your housing

We want you to help you live in a stable home that you can afford. However, you do not need to wait for us to contact you.

Take control and find your own home:

1. check our list of available homes nationwide
2. register with our housing partners.

Available homes to rent nationwide

https://www.enfield.gov.uk/__data/assets/pdf_file/0026/53297/Rent-a-home-nationwide-15-Feb-Housing.pdf

Explore photos and details about our current rental properties (1MB pdf)

You could rent a house or flat in Blackpool • Derby • Durham • Hartlepool • Leicester • Liverpool • Middlesbrough • Sheffield • Stoke-on-Trent • Telford & Wrekin.

Learn more about these areas:

1. browse <https://homefinderuk.org/city-guides> Homefinder UK's city guides
2. search for location guides on <https://www.newbasenewlife.co.uk> New Base New Life.

Want more housing options? Register with our charity and housing partners

Our partners are ready to help you find a home you can afford.

Find a home on Moving Soon

For affordable housing and social rent homes, <https://movingsoon.co.uk/properties-to-rent> search Moving Soon.

Register with Homefinder UK

Homefinder UK offers social housing, wheelchair accessible properties and private rent homes.

<https://homefinderuk.org/customer-login> Sign in or register with Homefinder UK.

Move to the Midlands and the north of England with Reloc8UK

Get help finding a home that matches your budget and other needs:

<https://reloc8uk.co.uk/portal/login.php> sign in or register with Reloc8UK.

Remember to tell them you are registered with Enfield Council.

Meet Beam on 27 February 2024

For crowd-funding and housing help, <https://beam.org/self-refer> register with our charity partner Beam.

You can also meet Beam in person: come to the next

<https://mylife.enfield.gov.uk/directory/providerdetails/219238> Tea and

Toast session at Edmonton Green Library. The session will be from 10am to 11am on Tuesday 27 February 2024.

Offer ends soon: up to £3,000 to help you move

Are you worried about the costs of moving to a new area? You could get money from the government's relocation fund.

Accept an offer before 31 March 2024 for up to £3,000 to help with your relocation costs!

Ask about relocation funding and our rental properties

1. contact your caseworker

2. or

<<mailto:HousingSupply@enfield.gov.uk?subject=LBE-nationwide-rental-properties>>

email HousingSupply@enfield.gov.uk.

Why did I get this email?

You received this email because you are on our list of emergency or temporary accommodation residents.

We have a statutory duty to provide advice and information to homeless people. This email is to help keep you informed about housing.

If you no longer need to receive this information from us, please

<<mailto:housingadvisorycomms@enfield.gov.uk?subject=request-to-unsubscribe>> email our newsletter team to unsubscribe.

Housing Advisory Service, Housing and Regeneration, Enfield Council, Civic Centre, Silver Street, Enfield EN1 3XY

Website: <<https://www.enfield.gov.uk>> <https://www.enfield.gov.uk>

Telephone: 020 3821 1769.

<<https://www.enfield.gov.uk/privacy-notice>> Your data and privacy (Enfield

Council's privacy notice)

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RE: [B184500001] RE: 900700 Deon Benjamin Client care

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Fri, 27 Jan 2023 18:39:07 +0100

Attachments:

84. Terms of Engagement - Public (August 2022) - FINAL-26012023140208.DOC.

85. client care letter-26012023140310 (002).docx.pdf

Dear Deon

86. Please find attached client care letter and terms of engagement

87. Could you please sign the last page of terms of engagement and return to me

88. I will send a letter first thing to the council via email Monday morning apologise for the delay.

89. In the mean time please contact the numbers provided as the council would still take few days to consider whether they will grant accommodation pending review or not .

Kind regards

Andre Cummings

Caseworker

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>

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

Sent: 27 January 2023 13:24

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: [B184500001] RE: [B184500001]RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023

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Dear Andre

90. Please see attached new doctors letter

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 26 January 2023 15:37

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

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

Subject: RE: [B184500001]RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023

Dear Lorraine & Deon

91. If you need immediate assistance with homelessness whilst we are in the process of asking the council for accommodation.

92. In the meantime call these numbers you can call street link 03005000914 or shelter on 0808 800

4444 for emergency accommodation and see if they can help

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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

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

Sent: 26 January 2023 14:49

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

Subject: RE: [B184500001]RE: [DL Admin] RE: 900700 Deon Benjamin information

you asked for 23-01-2023

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Dear Andre

93. Deon is street homeless. Enfield Council has not given her anywhere to stay since the 16/01/2023, that is why the letter sent to us yesterday confused us so much.

94. Please see attached form

Regards

Lorraine

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

AndreC@Duncanlewis.com>

Sent: 26 January 2023 14:09

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

lorraine32@blueyonder.co.uk>

Subject: RE: [B184500001]RE: [DL Admin] RE: 900700 Deon Benjamin information

you asked for 23-01-2023

Dear Lorraine

95. Please confirm is Deon currently street homeless or have the council provided somewhere for her to stay in the interim? This is very important if she is currently homeless with no place or if the council has her somewhere in the interim.

96. Where is she currently staying

97. When Deon sees the police she should ask the police to provide a letter to state that they feel she is vulnerable and at risk if she is homeless

98. Please see attached client authority form for Deon to sign to give me permission to contact council.

Kind regards

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On 26 Jan 2023, at 12:27, Andre Cummings <AndreC@duncanlewis.com> <<mailto:AndreC@duncanlewis.com>> > wrote:

Dear Lorraine

105. Yes I will call you tomorrow at 1pm, please give me the best number to call.
106. We have 21 days to request a review , once a review is requested I will ask for Deon housing files and ask that I am given 14 days to provide further representation stating deans case.
107. During review we can request for a extension on the basic that we are waiting for medical evidence.
108. Further we could delay when I challenge the council decision tom enable more time on that part. I need to notify the council by 15/02/2023 that deon wishes to review the decision.
109. However I need to see the relief duty letter to know how long the council will have for the relief stage, if you have it please send to me.
110. If you do not have it then I will inform the council next week that we wish to challenge the review and then ask them to continue to accommodate deon during the whole review process as she is vulnerable.

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

<image003.jpg>

<image004.jpg>

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

lorraine32@blueyonder.co.uk>

Sent: 26 January 2023 12:11

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

Subject: Re: [B184500001]RE: [DL Admin] RE: 900700 Deon Benjamin information

you asked for 23-01-2023

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Dear Andre

Thank you for the update, I would be grateful if the s202 can be done by you.

Also we are making arrangement to obtain deon mental health records this is we're the issue would lay with the 21 days, the royal free has bought her appointment forward regarding seeing the doctor as they believe she has post-traumatic stress disorder due to the attack on the 25th of November 2022. The original date for that was the 28th of February 2023. That's now been brought forward to the 16th of February 2023.

She has also got an appointment with her GP, she has suffered with mental health since she was a child and has been under a number of doctors but all the letters are going to need to be obtained and I'm not sure if 21 days we would be able to obtain all of those documents.

Is there a way to be able to extend the 21 days to submit the full review?

Also, tomorrow would be great to be able to have a telephone conversation with you. If we could do around 13.00 tomorrow Deon can come round to me as she does need a lot of help, explaining things, plus she's got dyslexia.

Regards

Lorraine

Sent from my iPhone

On 26 Jan 2023, at 11:21, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

Legal aid was approved this morning , you have 21 days to appeal the council decision. I can do the S202 review for you and I can write to the council informing them of the decision.

As you have 21 days to request for an review, during this time you and your daughter should gather any new medical evidence which you can gather to support the case. It would be best to get a doctors letter to state she is vulnerable.

Is it possible to arrange a phone call tomorrow so you can give me some background in regards to the situation in detail and then give instructions on what points you don't agree with set out by the council.

I will email the council next informing them that you wish to review the decision so don't worry about emailing them.

In the meantime if you have the relief duty letter please forward it to me so I know how much days are left.

Please confirm if it is your wish to review the council decision

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>
<image003.jpg>
<image004.jpg>

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>
Sent: 25 January 2023 17:32
To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>
Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023
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 just had this from Enfield Council I know legal aid has not been

approved yet but I feel I should send this over.

Regards

Lorraine

From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>
AndreC@Duncanlewis.com>
Sent: 25 January 2023 16:58
To: 'Lorraine Cordell' <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>
Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for
23-01-2023

Dear Lorraine

Thank you for this, I have uploaded deon bank statement and legal aid form and waiting for approval

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba
VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&
%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>
<image003.jpg>
<image004.jpg>

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>
Sent: 25 January 2023 16:00

To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>
Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023
Importance: High

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Dear Andre

I was thinking I sent an email with the information you needed from my iPhone but it seems it never sent. Deon is homeless since 16/01/2023 when Enfield Council discharged her.

Please see attached NatWest document which can now be attached to the files you need to send.

Regards

Lorraine

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

Sent: 25 January 2023 15:55

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

Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023
Importance: High

Dear Andre

Please see attached NatWest document I have sorted it so you can attach it.

Please let me know if I can help any more.

Regards

Lorraine

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

Sent: 25 January 2023 13:01

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

Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for

23-01-2023

Dear Lorraine

Could you confirm your daughter's address where she is staying now

Or does she have no fixed address

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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<image003.jpg>

<image004.jpg>
From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>>
lorraine32@blueyonder.co.uk
Sent: 25 January 2023 11:44
To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>> AndreC@Duncanlewis.com>
Subject: Re: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023
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
If I can get my computers back later tonight I try and do it and send over but not sure if I will be able to set them up tonight.
Regards
Lorraine
Andre Cummings
Caseworker
DDI: 02072752883
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On 25 Jan 2023, at 11:40, Andre Cummings <AndreC@duncanlewis.com>
<<mailto:AndreC@duncanlewis.com>> > wrote:
Dear Lorraine

Okay what I will do I will show it to my supervisor and if its okay, when I'm in the office tomorrow I will print and re scan them in and apply for legal aid.
I will wait for her approval
Kind regards
Andre Cummings
Caseworker

DDI: 02072752883
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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater- london>
<image003.jpg>
<image004.jpg>

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>
Sent: 25 January 2023 11:37
To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>
Subject: Re: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023
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

The only way I know is the print the document and then rescan it, that takes the protection of, that's the only way I know how to do it, I could do it but atm I have not got access to my computer with all the documents. my front room is being decorated and I just taken all my computers out and disconnected them.

Could you print the NatWest and re scan it please?

Regards

Lorraine

Sent from my iPhone

On 25 Jan 2023, at 11:22, Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> > wrote:

Dear Andre

So you just want the NatWest Barclays the ID and ESA in one file is that correct or do you need the forms in that as well

Regards

Lorraine

Sent from my iPhone

On 25 Jan 2023, at 11:17, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

The natwest document is secure so I can't combine so I can't save the document to upload it, keeps asking for password permission.

Are you able to send me a version that's not secured

So I can save it and upload , we can only upload one document on system so trying to combine it with the Barclays.

Andre Cummings

Caseworker

DDI: 02072752883

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<image003.jpg>
<image004.jpg>

From: Lorraine Cordell <<<mailto:lorraine32@blueyonder.co.uk>>
lorraine32@blueyonder.co.uk>
Sent: 24 January 2023 17:22
To: Andre Cummings <<<mailto:AndreC@Duncanlewis.com>> AndreC@Duncanlewis.com>
Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023
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 Cummings
Please see attached NatWest from oct 2022 to Jan 2023 with balance its all in once statement.
Regards
Lorraine
From: Andre Cummings <<<mailto:AndreC@Duncanlewis.com>>

AndreC@Duncanlewis.com>
Sent: 24 January 2023 16:36
To: 'Lorraine Cordell' <<<mailto:lorraine32@blueyonder.co.uk>>
lorraine32@blueyonder.co.uk>; 'deon benjamin' <
<<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>
Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023
Importance: High

Dear Lorraine
Having review the nat west bank statement , I realised the bank statement shows the transactions in and out but does not show the balance that is in the account each month.(see attached for reference) it needs to be like the Barclays statements showing transaction in and out and balance

This would be needed for legal aid to ensure there is no more than 8000 and so that we can put on the form how much capital your daughter has to show she qualifies for legal aid.
Kind regards

Andre Cummings
Caseworker

DDI: 02072752883

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<image003.jpg>
<image004.jpg>

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>>
lorraine32@blueyonder.co.uk>
Sent: 24 January 2023 14:54
To: Andre Cummings <<mailto:AndreC@Duncanlewis.com>>
AndreC@Duncanlewis.com>; 'deon benjamin' <<mailto:deonbenjamin@yahoo.com>>
deonbenjamin@yahoo.com>
Subject: RE: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023
Importance: High
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Dear Andre Cummings
Thank you for the below email it was good as a letter came today from ESA dated the 17/01/2023, so we don't need to wait until the one requested comes.
She went and got a print out from her Barclays account today, but they did not go back far enough so I think you have to use some of others already sent over to you.
Hope this is everything you need for the legal aid let me know.

Regards
Lorraine
From: Andre Cummings <<mailto:AndreC@Duncanlewis.com>>
AndreC@Duncanlewis.com>
Sent: 23 January 2023 15:53
To: 'deon benjamin' <<mailto:deonbenjamin@yahoo.com>> deonbenjamin@yahoo.com>;
'Lorraine32@blueyonder.co.uk' <
<<mailto:Lorraine32@blueyonder.co.uk>> Lorraine32@blueyonder.co.uk>
Subject: [DL Admin] RE: 900700 Deon Benjamin information you asked for 23-01-2023
Importance: High

Dear Deon
We do not represent you yet as we have not open a case for you.
You would need to still provide the following as the document received are not up to date:
1. Updated bank statement for your Barclays bank account it runs until 20th January (You can get this by going to the bank and ask them to print it out for legal aid purposes)
2. A updated ESA letter stating how much money you receive per month from ESA within the last 1 month, the ones provided our out of date.

In order for legal aid to accept we will need these documents as having it on the bank account isn't enough evidence and the legal aid company will reject. Could you please get these items to me no later than Thursday 3pm or we would have to ask for updated bank statements.

We cannot act on your behalf until we receive these documents

Kind regards

Andre Cummings

Caseworker

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

<image003.jpg>

<image004.jpg>

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

deonbenjamin@yahoo.com>

Sent: 23 January 2023 15:23

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

AndreC@Duncanlewis.com>; <<mailto:pinar.elmaz@enfield.gov.uk>>

pinar.elmaz@enfield.gov.uk; <<mailto:lilian.moki@enfield.gov.uk>>

lilian.moki@enfield.gov.uk; <<mailto:Samuel.leach@enfield.gov.uk>>

Samuel.leach@enfield.gov.uk; <<mailto:Nsharif@IQgroup.org.uk>>

Nsharif@IQgroup.org.uk; <<mailto:Chris.Farrell@enfield.gov.uk>>

Chris.Farrell@enfield.gov.uk; <<mailto:edmontoncasework@gmail.com>>

edmontoncasework@gmail.com; <<mailto:kate.osamor.mp@parliament.uk>>

kate.osamor.mp@parliament.uk;

<<mailto:housing.assessment.team@enfield.gov.uk>>

housing.assessment.team@enfield.gov.uk;

<<mailto:housingmedical@enfield.gov.uk>> housingmedical@enfield.gov.uk;

<<mailto:hsgallocations@enfield.gov.uk>> hsgallocations@enfield.gov.uk;

<<mailto:Emily.Berry@enfield.gov.uk>> Emily.Berry@enfield.gov.uk

Subject: RE: 900700 Deon Benjamin information you asked for 23-01-2023

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REF: 900700

Miss Deon Benjamin

DOB: 26/08/1989

Dear Lilian Moki and anyone else

Thank you very much for contacting me by telephone and explaining the

current situation, however due to my medical conditions I find it difficult to remember everything and also fully understand what has been said to me so I would appreciate if you can put everything, we discussed on the phone in

an email so I can have a record of our conversation and also so I can read over it and fully understand what has been advised to me.

Additionally from the phone conversation, I understand that you are now investigating the situation that took place at the Travelodge Enfield that lead to me receiving an eviction notice and subsequently Enfield Council discharging their duty to provide temporary accommodation, however I am a bit confused how the investigation is only taking place now, surely this should have been investigated prior to Enfield Council making the decision to discharge their duty to provide temporary accommodation, as this decision has left me, a vulnerable person homeless since 16/01/23 due to no fault of my own.

It seems to have got a reply from anyone at Enfield Council I had to complete my own email dated the 19/01/2023 to get an investigation started. Yet it took me to do this Enfield Council never asked me to put anything into writing as to what happened they just discharged me without asking me anything. Enfield Council was willing to leave me homeless on the streets getting myself into debt to try and live.

As I stated on the phone, I do now have a solicitor their name is Andre Cummings, from Duncan Lewis, I have already supplied them with all the

information I have. And I believe they will be in contract with you soon. I

therefore agree to allow Duncan Lewis any information they need to help me deal with this case. I will also be copying them into this email <mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com You have also asked me on the phone call to supply more information regarding my hand injury, I am under the royal free hospital which you should already know as I have given you letters from them, they are the hospital who done the operation to my injured hand on the 27/11/2023 to try and fix it. But there was so much damage I was already told I would need at least a minimum of 8 months Physiotherapy Hand Therapy to try and get some use of my hand back the Physiotherapy team is not happy with how my hand is progressing and I am therefore booked in for the 06/03/2023 for more surgery, It has also been stated I have PTSD due to the attack on me, I don't feel like my hand is mine, and I am due to see the Psychologist who works within the Plastic Surgery team on the 28/02/2023. As well as still seeing the Physiotherapy Hand Therapy team. I will attach the letters I do have. My mental health has also suffered badly and is through the floor I feel like killing myself and Enfield Council has only made that worse by what they have done.

I look forward to your response outlining what we discussed on the phone a

short while ago today 23/01/2023, and additionally if you could provide some clarity on Enfield Councils process in discharging peoples duty to be provided temporary accommodation as in my case it seems like there was no investigation and the Travelodge managers statement on the situation that occurred at the Travelodge Enfield was taken as fact resulting in Enfield Council's duty to provide temporary accommodation being discharged.

Kind Regards,

Deon Benjamin 23/01/2023

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From: deon benjamin <deonbenjamin@yahoo.com>
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: Thu, 29 Feb 2024 15:55:57 +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)

Begin forwarded message:

On Tuesday, February 27, 2024, 3:09 pm, Samrah Rahim via DocuSign

<dse@eumail.docusign.net> wrote:

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Samrah Rahim sent you a document to review and sign.

<[https://eu.docusign.net/Signing/EmailStart.aspx?a=cef8922c-09ed-4f51-b807-](https://eu.docusign.net/Signing/EmailStart.aspx?a=cef8922c-09ed-4f51-b807-f2be8ca15eac&acct=0940613c-aa01-42c0-bb16-9e3347c1a38c&er=0f5e7ef4-6a71-4660-8c4b-f76d91e2c7d3)

[f2be8ca15eac&acct=0940613c-aa01-42c0-bb16-9e3347c1a38c&er=0f5e7ef4-6a71-4660-8c4b-f76d91e2c7d3](https://eu.docusign.net/Signing/EmailStart.aspx?a=cef8922c-09ed-4f51-b807-f2be8ca15eac&acct=0940613c-aa01-42c0-bb16-9e3347c1a38c&er=0f5e7ef4-6a71-4660-8c4b-f76d91e2c7d3)>

REVIEW DOCUMENTS

Samrah Rahim

samrah.rahim@veritassolicitors.co.uk

Hi Ms Benjamin,

111. This is the report the surveyor created regarding your housing disrepair claim.

112. Please check the report and scott schedule which will show what works are required in the property.

113. If you are happy and agree, please sign.

114. If there are any issues please let me know and we can discuss further.

Kind regards

Samrah Rahim

Veritas Solicitors

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This message was sent to you by Samrah Rahim who is using the DocuSign Electronic Signature Service. If you would rather not receive email from this sender you may contact the sender with your request.

FW: [B184500003] Deon Benjamin

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

To: 'Loren Yusuf' <Loren.Yusuf@Enfield.gov.uk>, 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Wed, 28 Feb 2024 16:46:03 +0000

Attachments:

115. [Ms Benjamin homelessness application-13122023-173259.pdf](#),

116. [ADM004 -Client Authority Form Deon-08122023173738.pdf](#),

117. [Application docs deon-13122023-180249.pdf](#)

Dear Loren Yusuf

118. After the call we had today at 3:30 on the 26/02/2024 and you stated you had no documents form L&Q or the police I looked at the data you stated you gone over from Deon Solicitor Andre Cummings to find all the data in there so I don't know what documents you are looking at to state nothing is in there as it clearly is.

119. I again will forward you the same information that has been sent over more than once to Enfield Council and yourself from Deon Solicitor Andre Cummings. Please see attached documents.

120. I look forward to hearing from you tomorrow as I believe so will Deon Solicitor Andre Cummings.

121. I have forwarded Deon Solicitor Andre Cummings into this email

Regards

Lorraine on behalf of Deon Benjamin 28/02/2024.

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 23 January 2024 17:47

To: 'Loren.Yusuf@Enfield.gov.uk' <Loren.Yusuf@Enfield.gov.uk>

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

Subject: [B184500003] Deon Benjamin

Dear Loren Yusuf

122. We write in regards to our client Deon Benjamin homelessness application , we submitted an application to the council homelessness team previously and our client state the council have informed them they do not have their medical documents. Please find attached the homelessness application and medical documents.

123. Further we point the council to the main homelessness duties in s.193(2) and s.195(2) of the 1996 Act (to secure accommodation or take reasonable steps to prevent the loss of accommodation) apply only to applicants who have a priority need for accommodation (paragraph 10.2 of the Homelessness Code of Guidance). We believe our client is in priority need and should be provided interim accommodation.

124. Please provide a response by 31st January 2024.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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RE: [B184500003] RE: Available homes to rent (20 February

2024 newsletter)

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

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

Date: Wed, 28 Feb 2024 17:30:34 +0100

Dear Andre

125. We have the assessment call today and it was from Loren Yusuf Loren.Yusuf@Enfield.gov.uk <mailto:Loren.Yusuf@Enfield.gov.uk> it seems she is still Deon case worker but said she let Deon know tomorrow if they can help here with temp housing.
126. Not sure what this lady has done as it seems she done nothing, we again asked why she had not contracted you and she stated that she does not need to that is down to there legal team to do this. But we asked if she will forward you into to the email tomorrow she will send if Deon can get some help and she said she would do this
127. She tried to make up that the case had been closed so a new case had to be opened, but that is not the case yes Deon older case was closed but not the case that was started in Dec 2023 so I am not sure what she is doing at all.
128. She has stated she got no documents even the old ones from the police, I said this is a joke Enfield Council has had all the documents more than once she also stated she has got nothing from L&Q I can't remember if you included all of these documents in the bundles you sent in Dec 2023 more then once, but it seems she needs them.
129. I really don't know what they are playing at.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 26 February 2024 18:32

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

Subject: RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

Dear Lorraine

130. The next time you speak to Enfield council can you remind them that deon has legal representation and for them to Copy us and update us on all issue relating to Deon matter.
131. They have not contacted me to inform me they are doing an assessment, when they should as a pre action was sent to them.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Sent: 26 February 2024 18:23
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>; deon benjamin <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: Re: [B184500003]RE: Available homes to rent (20 February 2024
newsletter)

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Dear Andre

132. The police officer stated she would wait for Enfield council to contract her and she would send over the same data. Not sure if she could do a letter as she did state it been over a year now.
133. But I just got off the phone from Enfield Council they complete a assessment over the phone as they said they had to do this urgently, I believe due to the letter before action it was a lady called Witney, she has also arranged for a caseworker to contact Deon via telephone on Wednesday at 3:30.
134. But I did believe Deon already has a case worker so not sure what's going on as something is wrong.
135. She did not say much else only filled in the data they needed. Which really was the information that they already have. I asked about temp accommodation for Deon and she stated that we would know about that via the telephone appointment on Wednesday at 3:30.
136. Seems to me nothing was ever done and now they got the letter before action they are rushing to complete, she did ask a lot in regards to the older court case.

Regards

Lorraine

Sent from my iPhone

On 26 Feb 2024, at 18:09, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

137. Is the police office able to write a letter supporting Deon in regards to situation that took place, a updated letter.
138. I am not sure what 56 days you are referring to.
139. Once the council give a prevention/ relief duty letter, they have 56 days to either upgrade it to relief duty from prevention duty or make a decision in regards to main housing duty.
140. So far we are yet to receive a prevention or relief duty letter.
141. Further we cannot go to court without counsel opinion, we have issued the pre action letter.
142. If they do not respond then we will have to apply for legal aid and get an opinion.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Sent: 22 February 2024 17:29
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>; deon benjamin <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: Re: [B184500003]RE: Available homes to rent (20 February 2024
newsletter)

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Dear Andre

Can I ask something pls in court they stated they had 56 days I think to deal with this, when did that date
start as I sure it's been well over the 56 days I think was stated also.

All I can see is Enfield Council are doing nothing to help Deon at all they
no she is homeless.

I did email the police officer and she replied right away and stated as soon
as Enfield Council emailed her she send over the information to them again, so Enfield council can't use
this as why they have not replied.

Regards

Lorraine

Sent from my iPhone

On 22 Feb 2024, at 17:19, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

Having gone through the file I can see the deadline set was today , therefore I will issue the pre action
letter to the council tomorrow morning when I log on.

Apologised for the mix up, I believe I set the deadline for the 21st but it
was the 22nd February

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLlf8UgAAAWQnI0glORO3tolqAyYI0gfIWMqXC11x_GaLYoZunVJZ8ba
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From: Andre Cummings
Sent: 22 February 2024 16:16
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; deon benjamin
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)
Dear Lorraine

As soon as Deon gets the letters please forward them to me.
Yes I am preparing the pre action letter and will send it to Enfield council within the next hour.
Kind regards
Andre Cummings
Apprentice Solicitor
DDI: 02072752883
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From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Sent: 22 February 2024 12:38
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>; deon benjamin <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: Re: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

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Dear Andre
Sorry for the late reply I have not been well at all, we have not heard from Enfield Council only the email I sent over to you the other day which you stated was there housing schemes.
We have also been checking that portal Enfield council did for Deon and there is no updates on that portal.

Deon is at the hospital tomorrow so should get some form of update from that but not sure how long that will take to get. Deon also has to see her GP on Thursday next week but has had a telephone call with them where she asked if she could get an updated letter, they told her that can be picked up when she sees the GP on Thursday.
I believe you will be writing to Enfield Council today as they have not responded to any emails you've sent them, regarding Deon's homeless application.

Hope this helps
Regards

Lorraine

Sent from my iPhone

On 21 Feb 2024, at 16:42, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

The email looks as if it is informing Deon of possible housing schemes the council have available.

I will be issuing a letter before action to the council tomorrow as the deadline has passed.

Has Deon been able to get an up-to-date medical letter

If Deon is able to get an updated letter from the mental health team it would be helpful as the current one is dated in July 2023.

I do recall Deon has an appointment on Friday.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

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

Sent: 20 February 2024 14:14

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

Subject: FW: Available homes to rent (20 February 2024 newsletter)

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Dear Andre

Deon got this below email today from Enfield Council, not sure what it means, can you update please.

Regards

Lorraine

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

>

Sent: 20 February 2024 14:11

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

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

Subject: Fw: Available homes to rent (20 February 2024 newsletter)

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pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Sent from Yahoo Mail for iPhone

Begin forwarded message:

On Tuesday, February 20, 2024, 11:14 am, Housing Advisory Service, Enfield Council

<housing.advisory.service.enfield.council@notifications.service.gov.uk

<<mailto:housing.advisory.service.enfield.council@notifications.service.gov.uk>>

> wrote:

Enfield Council's Housing Advisory Service Nationwide rental properties for our residents in temporary and emergency accommodation. In this issue of our newsletter: • Your housing: move to a home you can afford • Available homes to rent nationwide • Want m...

Enfield Council's Housing Advisory Service

Nationwide rental properties for our residents in temporary and emergency accommodation.

In this issue of our newsletter:

1. Your housing: move to a home you can afford
2. Available homes to rent nationwide
3. Want more housing options? Register with our charity and housing partners
4. Offer ends soon: up to £3,000 to help you move
5. Ask about relocation funding and our rental properties

Your housing: move to a home you can afford

Enfield has limited housing and high rents.

If you claim welfare benefits, you might find it hard to pay rent in Enfield

and most of London. This means you might have to move further away to find a new home.

As part of

<<https://www.enfield.gov.uk/services/housing/at-risk-of-homelessness#new-housing-placement-policy-for-homeless-households>>

our housing placement policy, we are recommending homes in other parts of the UK.

Take control of your housing

We want you to help you live in a stable home that you can afford. However, you do not need to wait for us to contact you.

Take control and find your own home:

1. check our list of available homes nationwide
2. register with our housing partners.

Available homes to rent nationwide

<https://www.enfield.gov.uk/__data/assets/pdf_file/0026/53297/Rent-a-home-nationwide-15-Feb-Housing.pdf>

Explore photos and details about our current rental properties (1MB pdf)

You could rent a house or flat in Blackpool • Derby • Durham • Hartlepool •

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Learn more about these areas:

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 2. search for location guides on <<https://www.newbasenewlife.co.uk>> New Base New Life.
- Want more housing options? Register with our charity and housing partners
Our partners are ready to help you find a home you can afford.

Find a home on Moving Soon

For affordable housing and social rent homes, <<https://movingsoon.co.uk/properties-to-rent>> search Moving Soon.

Register with Homefinder UK

Homefinder UK offers social housing, wheelchair accessible properties and private rent homes.
<<https://homefinderuk.org/customer-login>> Sign in or register with Homefinder UK.

Move to the Midlands and the north of England with Reloc8UK

Get help finding a home that matches your budget and other needs:

<<https://reloc8uk.co.uk/portal/login.php>> sign in or register with Reloc8UK.

Remember to tell them you are registered with Enfield Council.

Meet Beam on 27 February 2024

For crowd-funding and housing help, <<https://beam.org/self-refer>> register with our charity partner Beam.

You can also meet Beam in person: come to the next

<<https://mylife.enfield.gov.uk/directory/providerdetails/219238>> Tea and

Toast session at Edmonton Green Library. The session will be from 10am to 11am on Tuesday 27 February 2024.

Offer ends soon: up to £3,000 to help you move

Are you worried about the costs of moving to a new area? You could get money from the government's relocation fund.

Accept an offer before 31 March 2024 for up to £3,000 to help with your

relocation costs!

Ask about relocation funding and our rental properties

1. contact your caseworker

2. or

<<mailto:HousingSupply@enfield.gov.uk?subject=LBE-nationwide-rental-properties>>
email HousingSupply@enfield.gov.uk.

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You received this email because you are on our list of emergency or temporary accommodation residents.

We have a statutory duty to provide advice and information to homeless people. This email is to help keep you informed about housing.

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team to unsubscribe.

Housing Advisory Service, Housing and Regeneration, Enfield Council, Civic Centre, Silver Street, Enfield EN1 3XY

Website: <<https://www.enfield.gov.uk>> <https://www.enfield.gov.uk>

Telephone: 020 3821 1769.

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Read: FW: [B184500003] Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Wed, 28 Feb 2024 17:35:50 +0000

143. Your message

Read: [B184500003] Deon Benjamin

From: Loren Yusuf <Loren.Yusuf@Enfield.gov.uk>

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

Date: Wed, 28 Feb 2024 17:54:13 +0100

[Campaign] <https://enfield-council.msgfocus.com/k/Enfield-Council/sign_up>

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RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

From: Andre Cummings <AndreC@Duncanlewis.com> To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk> Date: Wed, 28 Feb 2024 18:42:30 +0100

Dear Lorraine

- 144. I have provided all documentation from the previous matter to the council including the updated medical evidence you had from July which lead to the matter going to court and being settle.
- 145. I will email the case worker tomorrow and ask for an explanation as to
- 146. Why she has not responded to any of the emails
- 147. What documentation she needs as I have sent this
- 148. The deadline for the council to respond is Monday. If they do not respond we will require updated bank statements and benefit letter from deon so we can get a barrister opinion.
- 149. The legal team have acknowledge my letter but not responded, I will forward the acknowledgement to you.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

Sent: 28 February 2024 16:31

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

Importance: High

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

Dear Andre

- 150. We have the assessment call today and it was from Loren Yusuf Loren.Yusuf@Enfield.gov.uk <<mailto:Loren.Yusuf@Enfield.gov.uk>> it seems she is still Deon case worker but said she let Deon know tomorrow if they can help here with temp housing.
- 151. Not sure what this lady has done as it seems she done nothing, we again asked why she had not contracted you and she stated that she does not need to that is down to there legal team to do this. But we asked if she will forward you into to the email tomorrow she will send if Deon can get some help and she said she would do this.
- 152. She tried to make up that the case had been closed so a new case had to be opened, but that is not the case yes Deon older case was closed but not the case that was started in Dec 2023 so I am not sure what she is doing at all.
- 153. She has stated she got no documents even the old ones from the police, I said this is a joke Enfield Council has had all the documents more than once she also stated she has got nothing from L&Q I can't remember if you included all of these documents in the bundles you sent in Dec

2023 more than once, but it seems she needs them.
154. I really don't know what they are playing at.

Regards
Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Sent: 26 February 2024 18:32
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; deon benjamin
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: [B184500003]RE: Available homes to rent (20 February 2024
newsletter)

Dear Lorraine

The next time you speak to Enfield council can you remind them that deon has legal representation and for them to Copy us and update us on all issue relating to Deon matter.

They have not contacted me to inform me they are doing an assessment, when they should as a pre action was sent to them.

Kind regards
Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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

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

Sent: 26 February 2024 18:23

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

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

Subject: Re: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

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Dear Andre

The police officer stated she would wait for Enfield council to contract her

and she would send over the same data. Not sure if she could do a letter as she did state it been over a year now.

But I just got off the phone from Enfield Council they complete a assessment over the phone as they said they had to do this urgently, I believe due to the letter before action it was a lady called Witney, she has also arranged for a caseworker to contact Deon via telephone on Wednesday at 3:30. But I did believe Deon already has a case worker so not sure what's going on as something is wrong. She did not say much else only filled in the data they needed. Which really was the information that they already have. I asked about temp accommodation for Deon and she stated that we would know about that via the telephone appointment on Wednesday at 3:30.

Seems to me nothing was ever done and now they got the letter before action they are rushing to complete, she did ask a lot in regards to the older court case.
Regards
Lorraine
Sent from my iPhone

On 26 Feb 2024, at 18:09, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

Is the police office able to write a letter supporting Deon in regards to situation that took place, a updated letter.

I am not sure what 56 days you are referring to.

Once the council give a prevention/ relief duty letter, they have 56 days to either upgrade it to relief duty from prevention duty or make a decision in regards to main housing duty.

So far we are yet to receive a prevention or relief duty letter.
Further we cannot go to court without counsel opinion, we have issued the pre action letter.
If they do not respond then we will have to apply for legal aid and get an opinion.
Kind regards
Andre Cummings
Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>
From: Lorraine Cordell <lorraine32@blueyonder.co.uk>

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

Sent: 22 February 2024 17:29

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

Subject: Re: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

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Dear Andre

Can I ask something pls in court they stated they had 56 days I think to

deal with this, when did that date start as I sure it's been well over the 56 days I think was stated also.

All I can see is Enfield Council are doing nothing to help Deon at all they no she is homeless.

I did email the police officer and she replied right away and stated as soon as Enfield Council emailed her she send over the information to them again, so Enfield council can't use this as why they have not replied.

Regards

Lorraine

Sent from my iPhone

On 22 Feb 2024, at 17:19, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

Having gone through the file I can see the deadline set was today , therefore I will issue the pre action letter to the council tomorrow morning when I log on.

Apologised for the mix up, I believe I set the deadline for the 21st but it was the 22nd February

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Andre Cummings

Sent: 22 February 2024 16:16

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

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

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

Subject: RE: [B184500003]RE: Available homes to rent (20 February 2024 newsletter)

Dear Lorraine

As soon as Deon gets the letters please forward them to me.
Yes I am preparing the pre action letter and will send it to Enfield council within the next hour.
Kind regards
Andre Cummings
Apprentice Solicitor

DDI: 02072752883
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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
<<mailto:lorraine32@blueyonder.co.uk>> >
Sent: 22 February 2024 12:38
To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>>

>; deon benjamin <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: Re: [B184500003]RE: Available homes to rent (20 February 2024
newsletter)
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
Sorry for the late reply I have not been well at all, we have not heard from
Enfield Council only the email I sent over to you the other day which you
stated was there housing schemes.

We have also been checking that portal Enfield council did for Deon and there is no updates on that portal.

Deon is at the hospital tomorrow so should get some form of update from that but not sure how long that will take to get. Deon also has to see her GP on Thursday next week but has had a telephone call with them where she asked if she could get an updated letter, they told her that can be picked up when she sees the GP on Thursday.

I believe you will be writing to Enfield Council today as they have not responded to any emails you've sent them, regarding Deon's homeless application.

Hope this helps

Regards
Lorraine
Sent from my iPhone
On 21 Feb 2024, at 16:42, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:
Dear Lorraine

The email looks as if it is informing Deon of possible housing schemes the council have available.

I will be issuing a letter before action to the council tomorrow as the deadline has passed.

Has Deon been able to get an up-to-date medical letter

If Deon is able to get an updated letter from the mental health team it would be helpful as the current one is dated in July 2023.

I do recall Deon has an appointment on Friday.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

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

Sent: 20 February 2024 14:14

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

Subject: FW: Available homes to rent (20 February 2024 newsletter)

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Dear Andre

Deon got this below email today from Enfield Council, not sure what it means, can you update please.

Regards

Lorraine

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

Sent: 20 February 2024 14:11

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

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

Subject: Fw: Available homes to rent (20 February 2024 newsletter)

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

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Sent from Yahoo Mail for iPhone

Begin forwarded message:

On Tuesday, February 20, 2024, 11:14 am, Housing Advisory Service, Enfield Council

<housing.advisory.service.enfield.council@notifications.service.gov.uk

<mailto:housing.advisory.service.enfield.council@notifications.service.gov.uk> > wrote:

Enfield Council's Housing Advisory Service Nationwide rental properties for our residents in temporary and emergency accommodation. In this issue of our newsletter: • Your housing: move to a home you can afford • Available homes to rent nationwide • Want m...

Enfield Council's Housing Advisory Service

Nationwide rental properties for our residents in temporary and emergency accommodation.

In this issue of our newsletter:

1. Your housing: move to a home you can afford
2. Available homes to rent nationwide
3. Want more housing options? Register with our charity and housing partners

4. Offer ends soon: up to £3,000 to help you move

5. Ask about relocation funding and our rental properties

Your housing: move to a home you can afford

Enfield has limited housing and high rents.

If you claim welfare benefits, you might find it hard to pay rent in Enfield and most of London. This means you might have to move further away to find a new home.

As part of

<<https://www.enfield.gov.uk/services/housing/at-risk-of-homelessness#new-housing-placement-policy-for-homeless-households>>

our housing placement policy, we are recommending homes in other parts of the UK.

Take control of your housing

We want you to help you live in a stable home that you can afford. However, you do not need to wait for us to contact you.

Take control and find your own home:

1. check our list of available homes nationwide
2. register with our housing partners.

Available homes to rent nationwide

<https://www.enfield.gov.uk/__data/assets/pdf_file/0026/53297/Rent-a-home-nationwide-15-Feb-Housing.pdf>

Explore photos and details about our current rental properties (1MB pdf)

You could rent a house or flat in Blackpool • Derby • Durham • Hartlepool • Leicester • Liverpool • Middlesbrough • Sheffield • Stoke-on-Trent • Telford & Wrekin.

Learn more about these areas:

1. browse <<https://homefinderuk.org/city-guides>> Homefinder UK's city guides
2. search for location guides on <<https://www.newbasenewlife.co.uk>> New Base New Life.

Want more housing options? Register with our charity and housing partners

Our partners are ready to help you find a home you can afford.

Find a home on Moving Soon

For affordable housing and social rent homes, <<https://movingsoon.co.uk/properties-to-rent>> search

Moving Soon.

Register with Homefinder UK

Homefinder UK offers social housing, wheelchair accessible properties and private rent homes.

<<https://homefinderuk.org/customer-login>> Sign in or register with Homefinder UK.

Move to the Midlands and the north of England with Reloc8UK

Get help finding a home that matches your budget and other needs:

<<https://reloc8uk.co.uk/portal/login.php>> sign in or register with Reloc8UK.

Remember to tell them you are registered with Enfield Council.

Meet Beam on 27 February 2024

For crowd-funding and housing help, <<https://beam.org/self-refer>> register with our charity partner Beam.

You can also meet Beam in person: come to the next

<<https://mylife.enfield.gov.uk/directory/providerdetails/219238>> Tea and

Toast session at Edmonton Green Library. The session will be from 10am to 11am on Tuesday 27 February 2024.

Offer ends soon: up to £3,000 to help you move

Are you worried about the costs of moving to a new area? You could get money from the government's relocation fund.

Accept an offer before 31 March 2024 for up to £3,000 to help with your relocation costs!

Ask about relocation funding and our rental properties

1. contact your caseworker

2. or

<<mailto:HousingSupply@enfield.gov.uk?subject=LBE-nationwide-rental-properties>>

email HousingSupply@enfield.gov.uk.

Why did I get this email?

You received this email because you are on our list of emergency or temporary accommodation residents.

We have a statutory duty to provide advice and information to homeless people. This email is to help keep you informed about housing.

If you no longer need to receive this information from us, please

<<mailto:housingadvisorycomms@enfield.gov.uk?subject=request-to-unsubscribe>> email our newsletter team to unsubscribe.

Housing Advisory Service, Housing and Regeneration, Enfield Council, Civic Centre, Silver Street, Enfield EN1 3XY

Website: <<https://www.enfield.gov.uk>> <https://www.enfield.gov.uk>

Telephone: 020 3821 1769.

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Read: RE: Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Thu, 29 Feb 2024 13:53:30 +0000

Your message

Read: RE: RE: Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com> To: Lorraine Cordell
<lorraine32@blueyonder.co.uk> Date: Thu, 29 Feb 2024 13:54:15 +0000
155. Your message

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

To: ""NIGHTINGALEHOUSE SURGERY \ (NHS NORTH CENTRAL LONDON ICB - 93C\)" <nclicb.nightingalehousesurgery@nhs.net>

Date: Thu, 29 Feb 2024 14:06:21 +0100

Subject: RE: Deon Benjamin 26-08-1989

Deon Benjamin

DOB: 26/08/1989

To whom it may concern

- 156. I was asked to write this email in regards to getting an updated letter regarding my health, and mental health and the impact it is having me being homeless for so long.
- 157. As the GP knows I am not coping with anything right now and it is making my health a great deal worse.
- 158. I need the letter to send to Enfield council in the hope they can help me.
- 159. As I stated on the phone I am willing to pay for the letter if I need to, and it can be picked up from the doctors.

Regards

Deon Benjamin 29/02/2024

RE: Deon Benjamin

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

To: 'Loren Yusuf' <Loren.Yusuf@Enfield.gov.uk>, 'Andre Cummings' <AndreC@Duncanlewis.com>, 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Thu, 29 Feb 2024 14:12:44 +0100

Dear Loren Yusuf

160. I was wondering if there was any update as you stated yesterday on the call we had I would know today this morning.

161. I have not heard anything and don't want to wait until nothing can be done to help me.

Regards

Lorraine on behalf of Deon Benjamin 29/02/2024

Re: Deon Benjamin 26-08-1989

From: "NIGHTINGALEHOUSESURGERY (NHS NORTH CENTRAL LONDON ICB - 93C)"

<nclicb.nightingalehousesurgery@nhs.net>

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

Date: Thu, 29 Feb 2024 14:23:49 +0100

Good afternoon,

162. Your request has been passed to the doctor.

Thank you.

Kind regards

Reception

Nightingale House Surgery

1-3 Nightingale Road

London

N9 8AJ

Tel: 0208 805 9997

Email: nclicb.nightingalehousesurgery@nhs.net

Web: www.nightingalehousesurgery@nhs.uk

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

Sent: 29 February 2024 13:06

To: NIGHTINGALEHOUSESURGERY (NHS NORTH CENTRAL LONDON ICB - 93C)

<nclicb.nightingalehousesurgery@nhs.net>

Subject: RE: Deon Benjamin 26-08-1989

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

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

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Deon Benjamin

DOB: 26/08/1989

To whom it may concern

163. I was asked to write this email in regards to getting an updated letter regarding my health, and mental health and the impact it is having me being homeless for so long.

164. As the GP knows I am not coping with anything right now and it is making my health a great deal worse.

165. I need the letter to send to Enfield council in the hope they can help me.

166. As I stated on the phone I am willing to pay for the letter if I need to, and it can be picked up from the doctors.

Regards

Deon Benjamin 29/02/2024

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Read: RE: Deon Benjamin 26-08-1989

From: "NIGHTINGALEHOUSE SURGERY (NHS NORTH CENTRAL LONDON ICB - 93C)"
<nclicb.nightingalehousesurgery@nhs.net>
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: Thu, 29 Feb 2024 14:23:17 +0100

Your message

To: NIGHTINGALEHOUSE SURGERY (NHS NORTH CENTRAL LONDON ICB - 93C)
Subject: RE: Deon Benjamin 26-08-1989
Sent: 29 February 2024 13:06:21 (UTC+00:00) Dublin, Edinburgh, Lisbon,
London
167. was read on 29 February 2024 13:23:17 (UTC+00:00) Dublin, Edinburgh, Lisbon, London.

Deon

From: deon benjamin <deonbenjamin@yahoo.com>

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

Date: Thu, 29 Feb 2024 14:34:05 +0100

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: RE: Deon Benjamin

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

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

Date: Thu, 29 Feb 2024 14:41:15 +0100

Dear Andre

168. Deon just had a call from Loren Yusuf and we were told a decision today maybe tomorrow or the latest Monday as they know that is the deadline to reply to you I did ask her to put everything in writing.
169. Loren Yusuf stated she had spoke to the police officer and is waiting on data to be sent to her, she also said she is waiting for L&Q to reply so is just waiting on this information until they make a discission.
170. The thing that gets to me is they could have done this months ago not waited till the last few days to deal with this.
171. I think they are going for a full discission before they see if they can help Deon, this is my only though regarding everything Enfield Council has done which is nothing so far.

Regards

Lorraine

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

Sent: 29 February 2024 13:13

To: 'Loren Yusuf' <Loren.Yusuf@Enfield.gov.uk>; 'Andre Cummings'

<AndreC@Duncanlewis.com>; 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: Deon Benjamin

Importance: High

Dear Loren Yusuf

172. I was wondering if there was any update as you stated yesterday on the call we had I would know today this morning.
173. I have not heard anything and don't want to wait until nothing can be done to help me.

Regards

Lorraine on behalf of Deon Benjamin 29/02/2024

(No subject)

From: deon cordell <deonbenjamin666@yahoo.com>

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

Date: Thu, 29 Feb 2024 14:47:40 +0100

Sent from Yahoo Mail for iPhone

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

Fw: Complete with DocuSign: Client enclosing Surveyor Report.doc, Incoming report from Surveyor Sur...

From: deon benjamin <deonbenjamin@yahoo.com>

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

Date: Thu, 29 Feb 2024 15:55:57 +0100

Sent from Yahoo Mail for iPhone

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

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Begin forwarded message:

On Tuesday, February 27, 2024, 3:09 pm, Samrah Rahim via DocuSign

<dse@eumail.docusign.net> wrote:

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

Samrah Rahim sent you a document to review and sign.

<<https://eu.docusign.net/Signing/EmailStart.aspx?a=cef8922c-09ed-4f51-b807-f2be8ca15eac&acct=0940613c-aa01-42c0-bb16-9e3347c1a38c&er=0f5e7ef4-6a71-4660-8c4b-f76d91e2c7d3>>

REVIEW DOCUMENTS

Samrah Rahim

samrah.rahim@veritassolicitors.co.uk

Hi Ms Benjamin,

174. This is the report the surveyor created regarding your housing disrepair claim.

175. Please check the report and scott schedule which will show what works are required in the property.

176. If you are happy and agree, please sign.

177. If there are any issues please let me know and we can discuss further.

Kind regards

Samrah Rahim

Veritas Solicitors

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

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RE: 121495.001

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

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

Date: Thu, 29 Feb 2024 16:04:26 +0100

Dear Samrah

178. You sent 2 emails the other day 1 Deon has signed and it been sent to you I believe, the 2nd email we get an error can you check please that what we done is correct please.

Regards

Lorraine

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

Sent: 23 February 2024 18:38

To: Lorraine Cordell <Lorraine32@blueyonder.co.uk>

Subject: 121495.001

Hi,

179. This is our report, Scott schedule of what works will be completed and a document we have created to explain what our surveyor has noted.

180. Also attached to this email is the part 36 offer which contains a bracket of what Deons claim is worth and the opening offer to the landlord. This is separate from the special damages regarding her items which have been damaged.

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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Fw: Completed: Complete with DocuSign: Client enclosing Surveyor Report.doc, Incoming report from Surveyor Sur...

From: deon benjamin <deonbenjamin@yahoo.com>
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Date: Thu, 29 Feb 2024 16:04:41 +0100

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)
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Begin forwarded message:

On Thursday, February 29, 2024, 2:59 pm, Samrah Rahim via DocuSign

<dse@eumail.docusign.net> wrote:

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Your document has been completed

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VIEW COMPLETED DOCUMENTS

Samrah Rahim

samrah.rahim@veritassolicitors.co.uk

All parties have signed the envelope 'Complete with DocuSign: Client enclosing Surveyor Report.doc, Incoming report from Surveyor Sur...'.
Hi Ms Benjamin,

181. This is the report the surveyor created regarding your housing disrepair claim.

182. Please check the report and scott scedule which will show what works are required in the property.

183. If you are happy and agree, please sign.

184. If there are any issues please let me know and we can discuss further.

Kind regards

Samrah Rahim

Veritas Solicitors

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Fw: Enfield IAPT letter

From: deon benjamin <deonbenjamin@yahoo.com>

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>, andy.cordell@icloud.com

Date: Wed, 29 Apr 2020 16:17:49 +0100

Attachments:

185. Letter 29042020.pdf,

186. Counselling signposting 2020.docx

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

Begin forwarded message:

On Wednesday, April 29, 2020, 3:00 pm, REYNOLDS, Grace (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) <grace.reynolds@nhs.net> wrote:

187. Please see letter attached.

Kind regards,

Grace Reynolds

Trainee Psychological Wellbeing Practitioner

LET'S TALK IAPT

Improving Access to Psychological Therapies (IAPT) in Barnet, Enfield and Haringey Mental Health Trust

T: 0208 702 4900

E: grace.reynolds <<mailto:l@nhs.net>> @nhs.net

W: <<http://www.lets-talk-iapt.nhs.uk/>> www.lets-talk-iapt.nhs.uk

The Chase Building | Chase Farm Hospital | The Ridgeway | Enfield | EN2 8JL

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RE: 121495.001

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

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

Date: Thu, 29 Feb 2024 16:20:09 +0100

Hi,

188. The documents which have been signed is the correct documents.

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>

Sent: Thursday, February 29, 2024 3:04 PM

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

Subject: RE: 121495.001

Dear Samrah

189. You sent 2 emails the other day 1 Deon has signed and it been sent to you

190. I believe, the 2nd email we get an error can you check please that what we done is correct please.

Regards

Lorraine

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

<<mailto:samrah.rahim@veritassolicitors.co.uk>> >

Sent: 23 February 2024 18:38

To: Lorraine Cordell <Lorraine32@blueyonder.co.uk

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

Subject: 121495.001

Hi,

191. This is our report, Scott schedule of what works will be completed and a document we have created to explain what our surveyor has noted.
192. Also attached to this email is the part 36 offer which contains a bracket of what Deons claim is worth and the opening offer to the landlord. This is separate from the special damages regarding her items which have been damaged.

Kind regards

Samrah Rahim

Paralegal

Veritas Solicitors LLP

T: 01619743320

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Fw: Contact Agreement

From: deon benjamin <deonbenjamin@yahoo.com> To: Lorraine Cordell
<lorraine32@blueyonder.co.uk> Date: Thu, 29 Feb 2024 17:52:51 +0100
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 Thursday, February 29, 2024, 4:52 pm, Kelly Thomson

<kellythomson@lqgroup.org.uk> wrote:

Good afternoon Deon,

193. I hope you are well.

194. I am contacting you today to see how you are and ask if you have any updates

195. that you would like me to pass onto Nazma for you?

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

www.lqgroup.org.uk

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RE: [B184500003] Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

To: "'Loren.Yusuf@Enfield.gov.uk'" <Loren.Yusuf@Enfield.gov.uk>,
"'housingadvice@enfield.gov.uk'" <housingadvice@enfield.gov.uk>

Date: Fri, 01 Mar 2024 16:49:52 +0000

Attachments:

196. Application docs deon-13122023-180249.pdf

Dear Loren

197. We have emailed you numerous times in regards to our clients homelessness matter and provided you with evidence.
198. There is reason to believe our client is in priority need as stated previously thus the council should accommodated under s188.
199. Further our client informs us that you have stated you have not receive document, we have forward these documents to you many times and will forward them again.
200. Our client has informed us that you have claim our client was not stab, which is incorrect. We have provided documentation and the council are aware from the previous homelessness application that our client was stabbed in the hand.
201. Page 46 of the document attached show the police email send which states "This a GBH with intent investigation where the victim was assaulted in a pub which resulted in life changing injuries to her hand"
202. As we are our client legal representative , you should communicate through us and our client has instructed you of this.
203. Our client is vulnerable and needs urgent assistance.
204. We look forward to your response.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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205. here

From: Andre Cummings

Sent: 31 January 2024 11:31

To: 'Loren.Yusuf@Enfield.gov.uk' <Loren.Yusuf@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] Deon Benjamin

Dear Loren Yusuf

206. We emailed previously on 23rd January 2024, our client documents and homelessness application which was submitted to the council as the council stated they did not have these documents.
207. You are yet to provide a response to our email or acknowledge receipt.
208. As stated in the application our client is in priority need, and should be provided interim accommodation in the meantime we look forward to a response.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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209. here

From: Andre Cummings
Sent: 23 January 2024 17:47
To: 'Loren.Yusuf@Enfield.gov.uk' <Loren.Yusuf@Enfield.gov.uk>
Cc: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; 'deon benjamin' <deonbenjamin@yahoo.com>
Subject: [B184500003] Deon Benjamin

Dear Loren Yusuf

210. We write in regards to our client Deon Benjamin homelessness application , we submitted an application to the council homelessness team previously and our client state the council have informed them they do not have their medical documents. Please find attached the homelessness application and medical documents.
211. Further we point the council to the main homelessness duties in s.193(2) and s.195(2) of the 1996 Act (to secure accommodation or take reasonable steps to prevent the loss of accommodation) apply only to applicants who have a priority need for accommodation (paragraph 10.2 of the Homelessness Code of Guidance). We believe our client is in priority need and should be provided interim accommodation.
212. Please provide a response by 31st January 2024.

Kind regards

Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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213. here

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From: Loren Yusuf <Loren.Yusuf@Enfield.gov.uk>
Sent: 04 March 2024 15:17
To: DB@yahoo.com
Cc: lorraine32@blueyonder.co.uk
Subject: Non Priority Decision
Attachments: DB - S184 Non priority decision letter.pdf

Dear DB,

Please see the attached letter regarding no priority need.

Although no interim accommodation will be provided, we will still aim to work with you, in providing financial support with one months rent and deposit for securing private rented accommodation. We will also assist you to look and secure private rented accommodation, and at the point where financial assistance is required, I will liaise with landlord or agent on your behalf.

As discussed, I have also contacted L&Q to assist with a management supported transfer to another property, as you have raised concerns about giving up your social housing tenancy. I explained that if you ended your social housing tenancy for this property, that it is not likely that you will be able to be offered another property.

I can also make a referral to SHPs (single person prevention team), who will not provide accommodation but have resources and connections where they are able to help you with securing private rented accommodation.

If you have any further queries, please do not hesitate to contact me.

Loren Yusuf
Housing Coordinator – Homeless Prevention Team
Housing Advisory Service
Housing and Regeneration
Place Department
Enfield Council

Email: Loren.Yusuf@enfield.gov.uk
Telephone: 02081320891

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An opportunity for you to find suitable, affordable housing for private rent

ENFIELD 
Council

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DB Sent via
email: DB@y
ahoo.com

Please reply to:
Loren Yusuf
E-mail:
Loren.Yusuf@enfield.gov.uk
Phone:
0208 132 2009

Dear DB,

Housing Act 1996 Pt 7 – Section 184 (3), (6) (As amended by the Homelessness Reduction Act 2017)

Your request for assistance under the above Act has been considered. Following careful and extensive enquiries based upon the information you have given us, I am writing to inform you of our decision.

- 214. You are eligible
- 215. You are homeless
- 216. You are not in priority need

Under the Housing Act 1996 the following have a priority need for accommodation:

- 217. A pregnant woman or a person with whom she resides or might reasonably be expected to reside;
- 218. A person with whom dependent children reside or might reasonably be expected to reside.
- 219. A person who is vulnerable as a result of old age, mental illness or handicap or physical disability, or other special reason or with whom such a person resides or might reasonably be expected to reside;
- 220. A person who is homeless or threatened with homelessness as a result of an emergency such as flood fire or other disaster

~~Emergency, flood fire or other disaster~~

Sarah Carey
Executive Director Place
Enfield Council
Civic Centre, Silver Street
Enfield EN1 3XY

www.enfield.gov.uk

2 If you need this document in another language or format contact the service using the details above.

221. Classes of persons that may be specified by the Secretary of State as having a priority need for accommodation.

I am satisfied that groups (a), (b) or (d) do not apply to your case. I have therefore considered group (c) and whether you are vulnerable as a result of old age, mental illness, handicap, physical disability or any other reason.

I have considered your application in accordance with the case law of *Hotak v London Borough of Southwark*; *Kanu v London Borough of Southwark*; *Johnson v Solihull Metropolitan Borough Council* 2015.00 UKSC 30.

Background to your application

You approached the London Borough of Enfield for housing assistance on 26th February 2024. A homeless application was taken on the grounds you that you were going to be made homeless from your settled accommodation at the said address - **7 Tennyson Close, Scotland Green Road, Enfield, Greater London, EN3 4SN**

During your telephone interview with your caseworker held on 27th February 2024 you stated that were feeling unsafe in your property, due to being stabbed in the hand at a pub local to your address in November 2022.

You stated that the stabbing had involved two people who live local to your address and since the incident you have been sofa surfing with friends and family as you feel unsafe to return to the property and have been advised by the police not to.

Currently you are a single unemployed female, aged 34 years and have declared that you have anxiety, depression, insomnia, limited used of right hand, emotionally unstable personality disorder, PTSD and asthma which you feel impacts you in being able to manage you current housing situation.

I have considered that you have a history of depression, PTSD and anxiety for which you have been assessed by the mental health services. I note the last assessment was in July 2023 when you were diagnosed with possible emotionally unstable personality disorder. I noted you that you were given a prescription of mirtazapine, which is a common anti-depressant. You were referred to the community mental health team and asked to see the GP for follow up. I have no further information of involvement of mental health services and there is no evidence you have attended A&E or been admitted due to your mental health problems. There is no information to suggest the you are currently having any psychotic symptoms or any active suicidal ideations

After considering all these facts presented to the council, I am satisfied that you are not vulnerable as a result of any medical or social condition. This Authority accepts that you are homeless however it is of the view that your homelessness does not make you 2

significantly more vulnerable than an ordinary person who is being rendered homeless.

It is accepted that you were assessed whilst you are housed, however, you have demonstrated an ability to cope for a sustained period of time and even when faced with homelessness. As a result, I consider that you would be able to cope if placed in a position of street homelessness and that the skills you have would assist you to cope and support yourself.

This Authority has also considered whether your circumstances are exceptional and have concluded that despite those, you are capable of actively resolving your housing circumstances and engaging with the appropriate services to meet your needs. The Council does not consider that these factors reflect exceptional circumstances such as would merit us exercising our discretion in your case.

In reaching this decision I have applied the test of vulnerability set out by the Supreme Court in *Hotak v Southwark LBC*, *Kanu v Southwark LBC* and *Johnson v Solihull MBC* (2015),

- 222. Are you vulnerable if homeless, as a result of one or more issues; and
- 223. This involves comparing you with an ordinary person, were they to be homeless; and
- 224. Will you suffer greater harm than the levels of harm which many others would suffer if they were homeless?

In conducting this assessment, the Council is entitled to have regard to support which will be available to the applicant on a consistent and predictable basis if s/he is homeless.

Based on available information, I am of the opinion that

- 225. You are able to support yourself
 - 226. You do not have any medical or social condition that precludes you from carrying out your daily tasks and making reasoned and informed decisions on your daily life.
 - 227. There is no evidence to suggest that you are unable to secure and maintain your own accommodation.
 - 228. You are able to walk unaided; you are mobile and able to travel to access public services to your place of training and other services for your benefit.
 - 229. You have demonstrated that you do not need any assistance with day to day activities; you can access relevant services and advice when required.
- 230. You are able to look for your own accommodation.
 - 231. You can manage your finances via your bank account and have demonstrated your abilities to manage your affairs.

I am satisfied that you have demonstrated that you are able to plan, research and organise your daily activities including planning and making travel arrangements, maintaining your personal hygiene and relating to others, despite the loss of your home.

This explanation is used merely as a measure of your functionality and life skills and it is not an additional legal test.

Composite Assessment

My composite assessment is that from the information available to this office to date is that I am satisfied you are not significantly more vulnerable than the ordinarily vulnerable for the purpose of this application.

I have carefully considered whether these issues in combination would make you vulnerable if homeless in comparison with an ordinary person. I am satisfied that they would not. I am also satisfied that if you were homeless, you would not suffer harm or detriment which a less vulnerable person would not suffer. In your case, I do not accept that there is anything to suggest that you have any problems physically, or socially that make you unable to manage your activities of daily living. You are able to carry out all the essential tasks needed for daily living and you have the support of your friends or family who have provided you accommodation previously. There is nothing to suggest that the support from your friends or professional will cease due to you becoming homeless. I am therefore satisfied that you would be able to cope with homelessness as an ordinary person.

Where a local authority is satisfied that an applicant is homeless (whether intentionally or unintentionally), eligible for assistance but not in priority need then the duty owed to the applicant by the local housing authority is to provide advice and assistance (or secure that the applicant is provided with advice and assistance) in any attempts the applicant may make to secure that accommodation becomes available for his or her occupation. Please note that I will continue to support you until the Councils relief duty to you comes to an end after 8th April 2024.

Equality Act 2010

I have carefully considered whether any of the above factors amount to a protected characteristic such as a disability for the purposes of the 2010 Equality Act. A disability is a mental or physical impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities. 'Long term' means that the effects have lasted a year or are likely to last a year.

I acknowledge that you have protected characteristics via the fact that you are a 28-year- old single man. I am satisfied that your personal circumstances and protected characteristics and relevant factors have been fully considered.

I am satisfied that I have assessed your case fairly and have decided that you do not suffer from any disability and therefore do not come under the definition for this protected characteristic set by the Equality Act 2010.

I have now concluded that assessment and decided that ***you are not in priority need.***

This means that the Council now owes you a duty to provide you with advice and assistance in any attempts you may make to secure that accommodation becomes available for your occupation

Helping you find your own accommodation

Although we do not have a duty to provide you with housing, we do have a duty to make sure you get advice and assistance to find your own place to live. Having assessed your housing needs based on your personal circumstances. Please refer to your personal housing plan issued to you on 15th September 2020. The plan outlines the assistance we can offer and what steps you can take to address your housing situation.

You will note that the local authority accepted the duty owed under section 189B (2) of Part 7 of the Housing Act 1996 (the Relief duty) and we notified you as such in our letter dated 12/02/2024

That duty will cease at the end of 56 days, beginning with the day that we were first satisfied that, the Relief duty under Section 189B (2) of the Housing Act was owed. End date 08/04/2024

The Relief duty requires this local authority to ***take reasonable steps to help you secure that suitable accommodation becomes available for your occupation for at least —***

- 232. 6 months, or
- 233. such longer period not exceeding 12 months as may be prescribed.

We will continue to perform the Relief duty and assist you with your quest to secure suitable

accommodation until that duty comes to an end as described in Section 189B (7)

Our officers have discussed with you, all the housing options available to you. They gave you advice in seeking accommodation in the Private rented sector and also discussed the Local Housing Allowance rates, which explains how much money can be paid to cover your rent. We have also referred you to our Procurement team who will assist you in securing accommodation in the private sector if you find an affordable property by providing a deposit bond. The Procurement team can be contacted on 0208 379 1000.

Section 202 right to review

You have the right to request a review of our decision to end the duty if you do not agree with the Council's decision. If you wish to request a review, you must let us know within 21 days of the notification of this decision, by sending the request by email to housingreviews@enfield.gov.uk

Should you have any queries regarding this letter, or if there has been any change in your circumstances or contact details, please do not hesitate to contact me on telephone number 020 8132 0891 or email- Loren.yusuf@enfield.gov.uk

Yours sincerely,

Loren Yusuf

Housing Coordinator

Personal Housing Plan and Relief Duty Acceptance Letter

From: Loren Yusuf <Loren.Yusuf@Enfield.gov.uk>

To: deonbenjamin@yahoo.com

Date: Mon, 04 Mar 2024 12:00:00 +0100

Attachments:

234. 43. Relief Duty Acceptance & Plan Letter v1 JD. Case ref 948732.pdf,

235. Personalised Housing Plan - Case ref 948732.pdf

236. Dear Deon, Following our phone call, please see the attached documents.

Kind regards,

Loren Yusuf

Housing Coordinator - Homeless Prevention Team

Housing Advisory Service

Housing and Regeneration

Place Department

Enfield Council

Email: Loren.Yusuf@enfield.gov.uk

Telephone: 02081320891

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RE: Deon Benjamin Case Ref: 5232489/22

From: Neha.Chadda@met.police.uk

To: lorraine32@blueyonder.co.uk

Date: Mon, 04 Mar 2024 15:18:03 +0100

Hi Lorraine,

237. I informed Enfield Council that Deon had a wine glass in her hand and that is what broke in the Affray. There is an ongoing fight between all parties outside the pub, no knives/stabbing seen and a lot of back and forth in terms of punches etc. I believe we discussed this over the phone in detail when the case was closed. I informed the council that although that was the case, Deon's mental health had clearly deteriorated because of the incident and that I did not recommend she stay in the same area as the other individuals.
238. In terms of the CCTV/crime report you will need to request that via Ask for, delete or change information | Metropolitan Police
239. <https://www.met.police.uk/rqo/request/ri/request-information/ir/ask-for-delete-change-information/>
240. and it will be dealt with as a separate request.
241. Feel free to get Enfield Council to contact me again if anything is unclear.
242. I re-sent all my communication to Enfield Council that I had originally sent. Please ask them for the information.
243. As before, I highly recommend you get a GP/mental health professional to provide the relevant evidence for Deon's case as the criminal investigation was more a year ago. If Deon's mental health is suffering due to living in that area then they are in a better position to evidence this.

Kind Regards,

DC Neha Chadda | Team 1

Central Specialist Crime Command | Economic Crime North West

Address | 3rd Floor, Peel House, Aerodrome Road, Hendon, NW9 5JE

Work Mobile | 07717850110

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

Sent: 01 March 2024 16:15

To: Chadda Neha - Central Specialist Crime <Neha.Chadda@met.police.uk>

Subject: Re: Deon Benjamin Case Ref: 5232489/22

Dear Neha Chadda

244. I have just had a call from Enfield council the lady who is dealing with Deon's case. Stating you said there was no stabbing. Would it please be possible for Deon and myself to view the video of the attack on Deon as Deon was attacked and stabbed. I am unsure of also what has been sent to Enfield Council by yourself and would like the information you have sent Enfield council sent to us to be able to view it. Do you deem it still unsafe for Deon to stay at the flat also? Deon has been homeless since she was attacked.

Regards

Lorraine

Sent from my iPhone

On 23 Jan 2024, at 20:45, <mailto:Neha.Chadda@met.police.uk>

Neha.Chadda@met.police.uk wrote:

Hi Lorraine,

245. I am off the borough but can assist where I can when Enfield Council contact me. I can resend any old correspondence and comment on the case as it was
246. back then.
247. In terms of how Deon is now, it may be worth approaching her GP for a better up to date review of Deon's current mental state. This should assist the
248. council in assessing what Deon needs etc.
249. I will await contact from the council.

Kind Regards,

DC Neha Chadda | Team 1

Central Specialist Crime Command | Economic Crime North West
Address | 3rd Floor, Peel House, Aerodrome Road, Hendon, NW9 5JE
Work Mobile | 07717850110
<image001.jpg>

From: Lorraine Cordell <<mailto:lorraine32@blueyonder.co.uk>
lorraine32@blueyonder.co.uk>
Sent: 23 January 2024 15:10
To: Chadda Neha - Central Specialist Crime <
<mailto:Neha.Chadda@met.police.uk> Neha.Chadda@met.police.uk>
Subject: RE: Deon Benjamin Case Ref: 5232489/22

Dear Neha Chadda

250. I am writing this email in the hope you can help Deon Benjamin regarding case ref: 5232489/22, I know you emailed the housing regarding Deon staying at her flat which you deemed she should not stay there as it was unsafe for her, But the housing messed her case up and Deon Benjamin is still homeless.
251. Enfield Council will be contacting you again as Deon housing case has had to start all over again regarding her homelessness.
252. Enfield Council will be asking you again if it is safe for Deon to stay at her flat which it is still not, her mental health has got worse due to everything that's gone on, and Deon still can't use her hand correctly since she got attacked.
253. Deon has had a terrifying Time the past year with nowhere to stay, she does not feel safe at all and has had no help at all to get housed.
254. I am unsure if you can do anything to help Deon as it been over a year now.
255. But would be grateful if you can confirm it is still not safe for her to stay at the flat. I think it's unfair on Deon she has had to suffer so badly due to all the mess-up with the housing.
256. I look forward to hearing for you.

Regards

Lorraine (Deon's Mum)

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Read: FW: Personal Housing Plan and Relief Duty

Acceptance Letter

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Mon, 04 Mar 2024 15:52:55 +0000

257. Your message