

From: Nazma Read: Deon Benjamin

Sharif <NSharif@lqgroup.org.uk>

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

Date: Tue, 30 Jul 2024 08:46:04 +0100

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BENEFIT NOTIFICATION LETTER



LOGIN to www.enfield.gov.uk
At Housing Benefit Connected

sign up for a Direct Debit, view and view your account (Council Tax, Housing Benefit and Council Support and Extra Financial Help for rent and Council Tax

F0MIECACTRJ85PR5Rec488Pg 1

Miss DB
17 St James Court
Fore Street
London
N18 2YJ

08/08/2024

Claim Reference: 21005446
NI Reference: JH653813B
Council Tax Account:65005426

Dear Miss Benjamin

17 St James Court 81 Fore Street London N18 2YJ

Award of Benefit

Housing Benefit Notification

Thank you for your claim for Housing Benefit I have decided that your benefit is as follows:



£264.66 per week from 24/07/2024

How You Will Be Paid

Payments will be sent direct to your landlord, Housing Gateway Ltd ELAA, and will be paid by direct credit to your landlord's bank account at the end of every week.

Your benefit payment of £983.02 will be paid by 18/08/2024. This is £264.66 for 12/08/2024 to 18/08/2024 plus £718.36, which is the amount you were underpaid from 24/07/2024 to 11/08/2024. £264.66 will then be paid every week.

The government's rules for Housing Benefit allow the Council to claim back overpaid Housing Benefit from the person it was paid to. So if that person is a landlord, I can recover overpaid benefit for one tenant by making deductions from the benefit of a different tenant. I will only do this if I cannot recover it by reducing benefit for the person whose benefit was overpaid.

It may sometimes happen that I have to recover an overpayment of someone else's benefit by making deductions from your benefit that I pay to your

landlord. If I do this, the law says that your own Housing Benefit and tenancy will not be affected by this action. Your landlord cannot treat deductions relating to another tenant as arrears of rent.

Council Tax Support Notification

Thank you for your claim for council tax support. I have decided that your benefit is as follows: £11.55 per week from 24/07/2024

How You Will Be Paid

of £11.55 per week council tax support has been credited to your council tax account. The total amount of council tax support for 2024/25 is £414.27. This amount will be paid to you in 10 instalments of £41.43 each, starting from 24/07/2024. You will now have to pay the balance of your council tax bill. On the back of the bill is a summary of how we have calculated your council tax.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

1. Write and ask us to reconsider
2. Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

If you disagree with a Council Tax Support decision

If you don't agree with the Council Tax Support decision, you can ask us to look at it again by e-mailing us at revs@enfield.gov.uk putting your council tax support reference in the subject area within brackets as follows <xxxx>. Please remember to tell us clearly why you think the decision needs to be changed and provide any relevant proof to support your request.

Once we have reviewed your claim, we will write to you to explain any changes we have made or to explain why we cannot change our decision. If you still disagree with our decision, our reply will tell you how you can appeal directly to the Valuation Tribunal Service, within two months from the date of our final decision.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately. For example:

3. You start working or you earn more or less money
4. Your benefits/tax credits change or are stopped
5. You start or stop receiving Universal Credit
6. You move home
7. Your rent changes
8. You are away from home for more than 4 weeks
9. You become a student or stop being a student
10. Anyone comes to live with you or someone moves out
11. Your savings change
12. Your child leaves school or other education
13. You have a baby
14. Someone dies
15. Any other change which may affect your entitlement to

benefit

else in your home has any of these changes

revs@enfield.gov.uk c'rcumstances and to provide evidence, please email us at

Remember to I Uk ^ ^U ^ave a smart phone you can email photos of your documents, a ways add your claim ref <xxxxxxx> in the subject line.

Governm 6 ^h^ worr'es> you can get clear impartial help, that's on your side,

backed by ent and free to use via: <https://www.moneyhelper.org.uk/en>

note .^at y°ur information will be processed in line with the Council's privacy notice ich is available at www.enfield.gov.uk

Yours sincerely

F Muruli

Benefit Officer

DM\EC-C-nRJ85PR5 Rec-488 Pg 3



Claim reference: 21005446

Nl reference: JH653813B

How Your Housing Benefit Has Been Worked Out for the period

24/07/2024 your Housing Benefit will be £264.66 each week.

The rent you are charged each week is £264.66.

Your Housing Benefit has been calculated under the Local Housing Allowance scheme which is the calculation on a rent level set by the Rent Service based on the number of people in your household and the area in which you live. Your Local Housing Allowance is £264.66. The Local Housing Allowance will be reassessed annually, or earlier, if there is a change to the number of people in your household or you move.

The maximum Housing Benefit you can get is £264.66 each week. This figure is used when working out 'your total weekly Housing Benefit'.

Your Total Weekly Housing Benefit

Since you are receiving Employment and Support Allowance (income related), you are entitled to the maximum Housing Benefit of £264.66 each week.

How Your Council Tax Support Has Been Worked Out

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 24/07/2024, your council tax support is £11.55 each week.

The maximum council tax support you could get

Your council tax liability for the year is £828.55 which for this period is

£23.11 each week.

The maximum council tax support you could get is therefore £23.11 each week. This figure is used when working out 'your total weekly council tax support'.

Your Total Weekly Council Tax Support

Under our local scheme a reduction must be made. A 50% reduction, or £11.55, must be made to the maximum council tax support of £23.11 that you are eligible for each week. As a result, your council tax support is reduced to £11.55.

As you are receiving income related employment and support allowance, you are entitled to

the maximum council tax support of £11.55
each week.

FDMECCTRJ851PR51R6C3819
n



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ENFIELD
Council



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FOU1ECAG:TKJ851PK5Rec4881Pg 1

Miss DB
17 St James Court
Fore Street
London
N18 2YJ

08/08/2024

Claim Reference: 21005446

NI Reference: JH653813B

Council Tax Account:65005426

Dear Miss Benjamin

Room 1 Travelodge 3 Smythe Close London N9 0TW

Award of Benefit

Housing Benefit Notification

Thank you for your claim for Housing Benefit. I have decided that your benefit is as follows:

£264.66 per week from 05/07/2024 to 23/07/2024

How You Will Be Paid

Your benefit will be paid by directly crediting your rent account.

Your benefit payment of £718.36 will be paid by 12/08/2024.

This is the amount you were underpaid from 05/07/2024 to 23/07/2024.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within one month of the date of this letter.

You can:

1. Write and ask us to reconsider
2. Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Changes in your circumstances

3. If your circumstances change, you must tell us about them immediately.
4. For example: - You start working or you earn more or less money
5. Your benefits/tax credits change or are stopped
6. You start or stop receiving Universal Credit
7. You move home
8. Your rent changes
9. You are away from home for more than 4 weeks
10. You become a student or stop being a student
11. Anyone comes to live with you or someone moves out
12. Your savings change
13. Your child leaves school or other education
14. You have a baby
15. Someone dies
16. Any other change which may affect your entitlement to benefit
17. Someone else in your home has any of these changes

To report a change of circumstances and to provide evidence, please email us at revs@enfield.gov.uk. If you have a smart phone you can email photos of your documents. Remember to always add your claim ref <xxxxxxx> in the subject line.

If you have money worries, you can get clear impartial help, that's on your side, backed by Government and free to use via: <https://www.moneyhelper.org.uk/en>
Please note that your information will be processed in line with the Council's privacy notice which is available at www.enfield.gov.uk

Yours sincerely
F Muruli
Benefit Officer

Claim reference: 21005446

NI reference: JH653813B

How Your Housing Benefit Has Been Worked Out for the period

From 05/07/2024 to 23/07/2024 your Housing Benefit will be £264.66 each week.

The rent you are charged each week is £264.66.

The maximum Housing Benefit you can get is £264.66 each week. This figure is used when working out 'your

total weekly Housing Benefit.

Your Total Weekly Housing Benefit

Since you are receiving Employment and Support Allowance (income related), you are entitled to the maximum Housing Benefit of £264.66 each week.

BENEFIT NOTIFICATION LETTER

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sign up for a Direct Debit, view and view your account (Council Tax, Housing Benefit and Council Support and Extra Financial Help for rent and Council Tax

Claim Reference: 21005446

Nl Reference: JH653813B

Council Tax Account:65005426

Miss DB
17 St James Court
Fore Street
London
N18 2YJ

08/08/2024

Dear Miss Benjamin

7 Tennyson Close Enfield EN3 4SN

Overpayment of Housing Benefit

You have been overpaid with a Housing Benefit of £795.23.

This is because you have moved within Enfield. Details of how the overpayment has been worked out are given below.

Period of the overpayment	No of weeks	Weekly			
		Housing Benefit		Overpayment amount	
		Previous	Revised	Weekly	Period total
05/07/2024 to 11/08/2024	5 wks, 3 days	£146.49	£0.00	£146.49	£795.23

I have decided that the overpayment from 05/07/2024 to 11/08/2024 must be paid back because at the time Benefit was paid I was not aware of the change in circumstances.

Total overpayment £795.23

Amount outstanding £795.23

If benefit ended due to this change, I will send an invoice to the person we will be

recovering this from.

Further Information

If you would like more information, or a more detailed explanation of how this decision was made, please telephone 020 8379 1000 or email us at revs@enfield.gov.uk.

If you have made a claim for Universal Credit you will need to arrange to pay your rent yourself. If you are having difficulty with paying your rent please speak to your Work Coach straight away.
Other benefits and tax credits

If you have made a claim for Universal Credit you will need to arrange to pay your rent yourself. If you are having difficulty with paying your rent please speak to your Work Coach straight away.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within one month of the date of this letter.

You can:

18. Write and ask us to reconsider
19. Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Tax scan the QR Code for
assistance.

ENFIELD
Council



Date of Issue
8 Aug 2024

Council Tax Bill 2024/25

Please quote this number whenever you contact us: 65005426

Council Tax Bill 2024/25

Miss Deon Benjamin
St James Court 81 Fore Street London N18 2YJ

9826 9272 1100 0006
5005 4267

ADDRESS OF PROPERTY LIABLE FOR CHARGE
17 St James Court, 81 Fore Street, London, N18 2YJ
Your property has been valued in Band B

The full amount due for this year is: Comprising Enfield Council Greater London Authority
Adult Social Care

Increase in Council Tax to fund Adult Social Care

The Council Tax attributable to Enfield Council includes a 2% precept to fund adult social
care. For further information about the adult social care precept please visit

www.enfield.gov.uk

£1,606.48
£1,058.07
£366.64
£181.77

REASON FOR THIS BILL New Liability

STATEMENT OF ACCOUNT

Charge due for period Single Person Discount	24/07/2024 25.00%	31/03/2025	£1,104.73 £276.18 CR
Less/Plus other Adjustments: Council Tax Support			£414.27 CR
Total Amount Due			£414.28

ENFIELD
Council



Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form excluding official use
box using a ball point pen and send it to:

Revenues and Benefits,
Enfield Council P.O. Box 63,
Civic Centre, Silver Street
Enfield, Middlesex. EN1 3XW

Name(s) of Account Holder(s)

Bank/Building Society account number

--	--	--	--	--	--	--	--	--	--

Branch sort code

--	--	--	--	--	--

Name and full postal address of your Bank or Building Society

To The Manager	Bank/Building Society
Address	
Postcode	

COUNCIL TAX/BUSINESS RATES ACCOUNT NUMBER

6	5	0	0	5	4	2	6							
---	---	---	---	---	---	---	---	--	--	--	--	--	--	--

Originator's Identification Number

2	4	2	4	6	8
---	---	---	---	---	---

Property Address

17 St James Court
81 Fore Street
London
N18 2YJ

This is not part of the instruction to your Bank or Building Society

Choice of Payment dates

Please tick your preferred Direct Debit payment date:

☐	1st	☐	11th	☐	21st	☐	28th
--------------------------	-----	--------------------------	------	--------------------------	------	--------------------------	------

Instruction to your Bank or Building Society

Please pay Enfield Council Direct Debits from the account detailed
in the instruction subject to the safeguards assured by the Direct
Debit Guarantee. I understand that this instruction may remain with
Enfield Council and, if so, details will be passed electronically to my
Bank/Building Society.

Signature(s)

Date

--

Banks and Building Societies may not accept Direct Debit instructions for some types of account

This guarantee should be detached and retained by the payer

The Direct Debit Guarantee



- This guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Enfield Council will notify you at least 10 working days in advance of your account being debited or as otherwise agreed. If you request Enfield Council to collect a payment, confirmation of the amount and date will be given to you at the time of request.
- If an error is made in the payment of your Direct Debit by Enfield Council or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when Enfield Council asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Fw: Case: 915267 Deon Benjamin

From: deon benjamin <deonbenjamin@yahoo.com>

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

Date: Sat, 10 Aug 2024 06:51:06 +0100

Attachments:

20. 43. Relief Duty Acceptance & Plan Letter v1 JD. Case ref 915267.pdf,

21. Personalised housing plan HRA. Case ref 915267 (1).pdf

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 Friday, August 9, 2024, 10:14 AM, Gulhan Tankisi

<Gulhan.Tankisi@enfield.gov.uk> wrote:

Dear Deon,

22. Please see the attached documentation.

Thank you,

Gulhan Tankisi

Homeless Families - Housing Co Ordinator

Housing and Regeneration

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 02081320432

Email: <<mailto:Gulhan.tankisi@enfield.gov.uk>> Gulhan.tankisi@enfield.gov.uk

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

<<http://www.enfield.gov.uk/condensation>>

<https://enfield-council.msgfocus.com/k/Enfield-Council/sign_up>

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www.enfield.gov.uk

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Read: RE: Case: 915267 Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Mon, 12 Aug 2024 08:55:43 +0000

23. Your message

[B184500003] Deon Matter

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Mon, 12 Aug 2024 09:12:47 +0000

Dear Lorraine

24. Any issue with the housing plan please address with myself, and please email me before you email the council as I may be able to answer the query.
25. Any concerns in regards to deon case please refer to me first and I will contact the council. As the council are trying to respond to yourself and not us.
26. Further the deadline to make a decision is fast approaching, we will wait to see if one is made by the 56 days deadline.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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<https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=& %3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

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

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RE: Case: 915267 Deon Benjamin

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

To: Gulhan.tankisi@enfield.gov.uk, 'Andre Cummings'

<AndreC@Duncanlewis.com>, chris.farrell@enfield.gov.uk, 'deon benjamin'
<deonbenjamin@yahoo.com>

Date: Mon, 12 Aug 2024 09:44:22 +0100

Attachments:

27. deonbenjamin@yahoo.com 08.10.2024 Fw Case 915267 Deon Benjamin.pdf

Dear Gulhan Andre and Chris

28. I am writing this Email as on Friday, August 9, 2024, 10:14 AM Deon received an email which included 2 letters from Gulhan, which were Relief duty letter dated the 18/06/2024 and Personal Housing Plan dated the 14/06/2024, can I ask why is Deon only just receiving these letters from Enfield Council when they are dated June 2024 ?
29. I also have some issues Gulhan the housing plan is the document I spoke to you about and was very concerned about as it shows its been signed by her, but Deon never signed any Personal Housing Plan dated the 14/06/2024 the only reason we knew there was a document because jigsaw popped up to say there had been a change this is when I saw the document I spoke to you Gulhan and you stated you did not know what document I was taking about which showed Deon had signed it when she had not and you stated it was nothing to worry about, I did also inform her solicitor as I was very concerned about it, is this the reason you have just sent these documents to deon, as you knew I was very unhappy how it had seemed to be signed by Deon?
30. I would like to know how this is showing it was signed by Deon as she did not sign it.
31. I am very concerned about this document showing Deon had signed it when she did not.
32. No one has the right to sign something for my daughter, my daughter is the only one who should sign her name to anything no one else should be signing anything in her name when she don't know nothing about it and it seems it is a legal document.
33. I have attached the full email with documents sent to deon on the 09/08/2024 via her email. Enfield Council is also well aware Deon cant read or write correctly and so this is why I help Deon and also Deon has a solicitor acting for her as I had to get help due to what was going on with Deon's housing. So any legal documents for Deon would have to be sent to me and her solicitor.
34. But I want an update as to how that housing document was signed by Deon when she never signed anything.

35. I await to hear from you regarding this.
Regards
Lorraine 12/08/2024

From: deon benjamin <deonbenjamin@yahoo.com>
Sent: 10 August 2024 06:51
To: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Subject: Fw: Case: 915267 Deon Benjamin
<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 Friday, August 9, 2024, 10:14 AM, Gulhan Tankisi
<Gulhan.Tankisi@enfield.gov.uk <<mailto:Gulhan.Tankisi@enfield.gov.uk>> >
wrote:

Dear Deon,

1. Please see the attached documentation.

Thank you,

Gulhan Tankisi

Homeless Families - Housing Co Ordinator

Housing and Regeneration

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 02081320432

Email: <<mailto:Gulhan.tankisi@enfield.gov.uk>> Gulhan.tankisi@enfield.gov.uk

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

<<http://www.enfield.gov.uk/condensation>>

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Automatic reply: Case: 915267 Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Mon, 12 Aug 2024 09:47:04 +0100

2. I currently do not work on Friday.

3. Please email Wais Cabdi -WaisC@Duncanlewis.com
<mailto:-WaisC@Duncanlewis.com> or contact our switch board team if it's an emergency.

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Read: Case: 915267 Deon Benjamin

From: Gulhan Tankisi <Gulhan.Tankisi@enfield.gov.uk>

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

Date: Mon, 12 Aug 2024 10:18:01 +0100

[Campaign] <https://enfield-council.msgfocus.com/k/Enfield-Council/sign_up>

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RE: Case: 915267 Deon Benjamin

From: Gulhan Tankisi <Gulhan.Tankisi@enfield.gov.uk> To: Lorraine Cordell <lorraine32@blueyonder.co.uk>

Date: Mon, 12 Aug 2024 10:37:45 +0100

Dear Lorraine,

4. It was a pleasure talking to yourself.
5. As per our telephone conversation today, I can confirm that Personal
6. Housing Plan was carried with the applicant, and we have spoken about each step to carry the needs of the applicant during her housing application, and it was confirmed by the client she's happy with the plan and was agreed by her.
7. I have advised you if you have any question regarding L&Q please speak to the team of L&Q, please also speak to your solicitor if you need future assistance regarding L&Q.
8. If you have any question, please do not hesitate to ask.

Thank you,

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

Sent: Monday, August 12, 2024 9:44 AM

To: Gulhan Tankisi <Gulhan.Tankisi@enfield.gov.uk>; 'Andre Cummings' <AndreC@Duncanlewis.com>; Chris Farrell <Chris.Farrell@enfield.gov.uk>; 'deon benjamin' <deonbenjamin@yahoo.com>

Subject: RE: Case: 915267 Deon Benjamin

Importance: High

Dear Gulhan Andre and Chris

9. I am writing this Email as on Friday, August 9, 2024, 10:14 AM Deon received an email which included 2 letters from Gulhan, which were Relief duty letter dated the 18/06/2024 and Personal Housing Plan dated the 14/06/2024, can I ask why is Deon only just receiving these letters from Enfield Council when they are dated June 2024 ?
10. I also have some issues Gulhan the housing plan is the document I spoke to you about and was very concerned about as it shows its been signed by her, but Deon never signed any Personal Housing Plan dated the 14/06/2024 the only reason we knew there was a document because jigsaw popped up to say there had been a change this is when I saw the document I spoke to you Gulhan and you stated you did not know what document I was taking about which showed Deon had signed it when she had not and you stated it was nothing to worry about, I did also inform her solicitor as I was very concerned about it, is this the reason you have just sent these documents to deon, as you knew I was very

- unhappy how it had seemed to be signed by Deon?
11. I would like to know how this is showing it was signed by Deon as she did not sign it.
 12. I am very concerned about this document showing Deon had signed it when she did not.
 13. No one has the right to sign something for my daughter, my daughter is the only one who should sign her name to anything no one else should be signing anything in her name when she don't know nothing about it and it seems it is a legal document.
 14. I have attached the full email with documents sent to deon on the 09/08/2024 via her email. Enfield Council is also well aware Deon cant read or write correctly and so this is why I help Deon and also Deon has a solicitor acting for her as I had to get help due to what was going on with Deon's housing. So any legal documents for Deon would have to be sent to me and her solicitor.
 15. But I want an update as to how that housing document was signed by Deon when she never signed anything.
 16. I await to hear from you regarding this.

Regards

Lorraine 12/08/2024

From: deon benjamin <deonbenjamin@yahoo.com

<mailto:deonbenjamin@yahoo.com> >

Sent: 10 August 2024 06:51

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

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

Subject: Fw: Case: 915267 Deon Benjamin

<https://mail.onelink.me/107872968?pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acquisition&af_sub2=Global_YMk

tg&af_sub3=&af_sub4=100000604&af_sub5=EmailSignature__Static_> Sent from

Yahoo Mail for iPhone

Begin forwarded message:

On Friday, August 9, 2024, 10:14 AM, Gulhan Tankisi

<Gulhan.Tankisi@enfield.gov.uk <mailto:Gulhan.Tankisi@enfield.gov.uk> >

wrote:

Dear Deon,

17. Please see the attached documentation.

Thank you,

Gulhan Tankisi

Homeless Families - Housing Co Ordinator

Housing and Regeneration
Enfield Council
Silver Street
Enfield
EN1 3XY
Tel: 02081320432
Email: <mailto:Gulhan.tankisi@enfield.gov.uk>
Gulhan.tankisi@enfield.gov.uk
Website: <http://www.enfield.gov.uk/> www.enfield.gov.uk
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At Housing Benefit Connected

sign up for a Direct Debit, view and view your account (Council Tax, Housing Benefit and Council Support and Extra Financial Help for rent and Council Tax

Miss DB
17 St James Court
81 Fore Street
London
N18 2YJ

Claim Reference: [REDACTED]
NI Reference: [REDACTED]
Council Tax Account: [REDACTED]

13/08/2024

Dear Miss DB
17 St James Court 81 Fore Street London N18 2YJ

No Change in Benefit

Housing Benefit Notification

I have worked out your Housing Benefit again because there has been, or shortly will be, a birthday in the household which affects your benefit. However, this has not changed your benefit, which remains as follows:

£264.66 per week from 02/09/2024

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within one month of the date of this letter.

You can:

Write and ask us to reconsider

Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately. For example:

18. You start working or you earn more or less money

19. Your benefits/tax credits change or are stopped
20. You start or stop receiving Universal Credit
21. You move home
22. Your rent changes
23. You are away from home for more than 4 weeks
24. You become a student or stop being a student
25. Anyone comes to live with you or someone moves out
26. Your savings change
27. Your child leaves school or other education
28. You have a baby
29. Someone dies
30. Any other change which may affect your entitlement to benefit
31. Someone else in your home has any of these changes

To report a change of circumstances and to provide evidence, please email us at revs@enfield.gov.uk. If you have a smart phone you can email photos of your documents. Remember to always add your claim ref <xxxxxxx> in the subject line.

If you have money worries, you can get clear impartial help, that's on your side, backed by Government and free to use via: <https://www.moneyhelper.org.uk/en>
Please note that your information will be processed in line with the Council's privacy notice which is available at www.enfield.gov.uk

Yours sincerely
Mohammed Ali
IT

Claim reference: 21005446

NI reference: JH653813B

How Your Housing Benefit Has Been Worked Out for the period

From 02/09/2024 your Housing Benefit will be £264.66 each week.

£264.66
Housing Benefit

The rent you are charged each week is £264.66.

Your Housing Benefit has been calculated under the Local Housing Allowance scheme which bases the calculation on a rent level set by the Rent Service based on the number of people in your household and the area in which you live. Your Local Housing Allowance is £264.66. The Local Housing Allowance will be reassessed annually, or earlier, if there is a change to the number of people in your household or you move.

The maximum Housing Benefit you can get is £264.66 each week. This figure is used when working out 'your total weekly Housing Benefit'.

Your Total Weekly Housing Benefit

s Since you are receiving Employment and Support Allowance (income related), you are entitled to the maximum Housing Benefit of £264.66 each week.

[B184500003]RE: Case: 915267 Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Wed, 14 Aug 2024 15:23:45 +0100

Dear Lorraine

32. Have you received a decision letter from the council as the 56 days is now up.
33. If you have not we will issue pre action letter as per your original instructions.
34. In regards to L&Q and priority, this is not something we can assist you with as we are assisting deon with getting priority need from the council. This is why the homelessness application was made originally and referred to the council by L&Q as they couldn't move deon.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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[a](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8b)
[VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8b)

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

Sent: 12 August 2024 10:56

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

Subject: Fwd: Case: 915267 Deon Benjamin

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Dear Andre

35. Please see reply by Gulhan, below, also is there a way you can help deal with L&Q regarding Deon's priority need with them which she does have priority need with L&Q, as they have done nothing to help, it also seems deon got to do x2 claims for housing benefit and council tax due to her having the x2 properties now. Which I am unsure of how to do.

Regards

Lorraine

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8b](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8b)

[a](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8b)
[VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0glORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8b)

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Begin forwarded message:

From: Gulhan Tankisi <Gulhan.Tankisi@enfield.gov.uk

<<mailto:Gulhan.Tankisi@enfield.gov.uk>> >

Date: 12 August 2024 at 10:37:50 BST

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

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

Cc: Andre Cummings <AndreC@duncanlewis.com <<mailto:AndreC@duncanlewis.com>>

>, Chris Farrell <Chris.Farrell@enfield.gov.uk

<<mailto:Chris.Farrell@enfield.gov.uk>> >, deon benjamin

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

Subject: RE: Case: 915267 Deon Benjamin

Dear Lorraine,

36. It was a pleasure talking to yourself.

37. As per our telephone conversation today, I can confirm that Personal Housing Plan was carried with the applicant, and we have spoken about each step to carry the needs of the applicant during her housing application, and it was confirmed by the client she's happy with the plan and was agreed by her.

38. I have advised you if you have any question regarding L&Q please speak to

39. the team of L&Q, please also speak to your solicitor if you need future assistance regarding L&Q.

40. If you have any question, please do not hesitated to ask.

Thank you,

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

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

Sent: Monday, August 12, 2024 9:44 AM

To: Gulhan Tankisi <Gulhan.Tankisi@enfield.gov.uk

<<mailto:Gulhan.Tankisi@enfield.gov.uk>> >; 'Andre Cummings'

<AndreC@Duncanlewis.com <<mailto:AndreC@Duncanlewis.com>> >; Chris Farrell

<Chris.Farrell@enfield.gov.uk <<mailto:Chris.Farrell@enfield.gov.uk>> >; 'deon

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

Subject: RE: Case: 915267 Deon Benjamin

Importance: High

Dear Gulhan Andre and Chris

I am writing this Email as on Friday, August 9, 2024, 10:14 AM Deon received an email which included 2 letters from Gulhan, which were Relief duty letter dated the 18/06/2024 and Personal Housing Plan dated the 14/06/2024, can I ask why is Deon only just receiving these letters from Enfield Council when they are dated June 2024 ?

I also have some issues Gulhan the housing plan is the document I spoke to you about and was very concerned about as it shows its been signed by her, but Deon never signed any Personal Housing Plan dated the 14/06/2024 the only reason we knew there was a document because jigsaw popped up to say there had been a change this is when I saw the document I spoke to you Gulhan and you stated you did not know what document I was taking about which showed Deon had signed it when she had not and you stated it was nothing to worry about, I did also inform her solicitor as I was very concerned about it, is this the reason you have just sent these documents to

deon, as you knew I was very unhappy how it had seemed to be signed by Deon?

I would like to know how this is showing it was signed by Deon as she did not sign it.

I am very concerned about this document showing Deon had signed it when she did not.

No one has the right to sign something for my daughter, my daughter is the only one who should sign her name to anything no one else should be signing anything in her name when she don't know nothing about it and it seems it is a legal document.

I have attached the full email with documents sent to deon on the 09/08/2024 via her email.

Enfield Council is also well aware Deon cant read or write correctly and so this is why I help Deon and also Deon has a solicitor acting for her as I had to get help due to what was going on with Deon's housing. So any legal documents for Deon would have to be sent to me and her solicitor.

But I want an update as to how that housing document was signed by Deon when she never signed anything.

I await to hear from you regarding this.

Regards

Lorraine 12/08/2024

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

Sent: 10 August 2024 06:51

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

Subject: Fw: Case: 915267 Deon Benjamin
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ui

Sent from Yahoo Mail for iPhone

Begin forwarded message:

On Friday, August 9, 2024, 10:14 AM, Gulhan Tankisi

<Gulhan.Tankisi@enfield.gov.uk <mailto:Gulhan.Tankisi@enfield.gov.uk> >
wrote:

Dear Deon,

Please see the attached documentation.

Thank you,

Gulhan Tankisi

Homeless Families - Housing Co Ordinator

Housing and Regeneration

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 02081320432

Email: <mailto:Gulhan.tankisi@enfield.gov.uk> Gulhan.tankisi@enfield.gov.uk

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

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RE: [B184500003] Re: [B184500003]RE: Case: 915267 Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Thu, 15 Aug 2024 10:57:39 +0100

Attachments:

1. [HOU005-Letter to Local Authority Pre action-14082024-184955.pdf](#)

Dear Lorraine and Deon

1. Please see pre action letter, please read though it and let me know if you are happy with it and I will send it to the council.
2. Any amendments please let me know today so that I can forward it to the council asap.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8b

aVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london%2F

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

Sent: 14 August 2024 19:01

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: [B184500003] Re: [B184500003]RE: Case: 915267 Deon Benjamin

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. We have not had any letters since the ones on Friday which I forwarded to
2. you,
3. The housing plan and duty letter dated the 18/06/2024.

Regards

Lorraine

Sent from my iPhone

On 14 Aug 2024, at 15:23, Andre Cummings <AndreC@duncanlewis.com>

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

Dear Lorraine

1. Have you received a decision letter from the council as the 56 days is now up. If you have not we will issue pre action letter as per your original instructions.
2. In regards to L&Q and priority, this is not something we can assist you with as we are assisting deon with getting priority need from the council. This is why the homelessness application was made originally and referred to the council by L&Q as they couldn't move deon.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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<image003.jpg>
<image004.jpg>

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

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

Sent: 12 August 2024 10:56

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

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

Subject: Fwd: Case: 915267 Deon Benjamin

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Dear Andre

3. Please see reply by Gulhan, below, also is there a way you can help deal with L&Q regarding Deon's priority need with them which she does have priority need with L&Q, as they have done nothing to help, it also seems deon got to do x2 claims for housing benefit and council tax due to her having the x2 properties now. Which I am unsure of how to do.

Regards

Lorraine

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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<file:///d:/dfs03/EmailSig/chandu/banner%202023_10/Email_Signature_20-10-2024.jpg>

Begin forwarded message:

From: Gulhan Tankisi <Gulhan.Tankisi@enfield.gov.uk>

<<mailto:Gulhan.Tankisi@enfield.gov.uk>> >

Date: 12 August 2024 at 10:37:50 BST

To: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Cc: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com>
>, Chris Farrell <Chris.Farrell@enfield.gov.uk
<mailto:Chris.Farrell@enfield.gov.uk> >, deon benjamin
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: Case: 915267 Deon Benjamin

Dear Lorraine,

4. It was a pleasure talking to yourself.
5. As per our telephone conversation today, I can confirm that Personal Housing
6. Plan was carried with the applicant, and we have spoken about each step to carry the needs of the applicant during her housing application, and it was confirmed by the client she's happy with the plan and was agreed by her.
7. I have advised you if you have any question regarding L&Q please speak to the team of L&Q, please also speak to your solicitor if you need future assistance regrading L&Q.
8. If you have any question, please do not hesitated to ask.

Thank you,

From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Sent: Monday, August 12, 2024 9:44 AM
To: Gulhan Tankisi <Gulhan.Tankisi@enfield.gov.uk
<mailto:Gulhan.Tankisi@enfield.gov.uk> >; 'Andre Cummings'
<AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >; Chris Farrell
<Chris.Farrell@enfield.gov.uk <mailto:Chris.Farrell@enfield.gov.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Subject: RE: Case: 915267 Deon Benjamin

Importance: High

Dear Gulhan Andre and Chris

9. I am writing this Email as on Friday, August 9, 2024, 10:14 AM Deon received an email which included 2 letters from Gulhan, which were Relief duty letter dated the 18/06/2024 and Personal Housing Plan dated the 14/06/2024, can I ask why is Deon only just receiving these letters from Enfield Council
10. when they are dated June 2024 I also have some issues Gulhan the housing plan is the document I spoke to you about and was very concerned about as it shows its been signed by her, but Deon never signed any Personal Housing Plan dated the 14/06/2024 the only reason we knew there was a document because jigsaw popped up to say there had been a change this is when I saw the document I spoke to you Gulhan and you stated you did not know what document I was taking about which showed Deon had signed it when she had not and you stated it was nothing to worry about, I did also inform her solicitor as I was very concerned about it, is this the reason you have just sent these documents to deon, as you knew I was very unhappy how it had seemed to be signed by Deon?
11. I would like to know how this is showing it was signed by Deon as she did not sign it.
12. I am very concerned about this document showing Deon had signed it when she
13. did not.
14. No one has the right to sign something for my daughter, my daughter is the
15. only one who should sign her name to anything no one else should be signing anything in her name when she don't know nothing about it and it seems it is a legal document.
16. I have attached the full email with documents sent to deon on the 09/08/2024 via her email. Enfield Council is also well aware Deon cant read or write correctly and so this is why I help Deon and also Deon has a solicitor acting for her as I had to get help due to what was going on with Deon's housing. So any legal documents for Deon would have to be sent to me and her solicitor.
17. But I want an update as to how that housing document was signed by Deon when she never signed anything.
18. I await to hear from you regarding this.

Regards
Lorraine 12/08/2024

From: deon benjamin <deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >
Sent: 10 August 2024 06:51
To: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Subject: Fw: Case: 915267 Deon Benjamin
<[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, August 9, 2024, 10:14 AM, Gulhan Tankisi
<Gulhan.Tankisi@enfield.gov.uk <mailto:Gulhan.Tankisi@enfield.gov.uk> > wrote:

Dear Deon,

Please see the attached documentation.

Thank you,

Gulhan Tankisi

Homeless Families - Housing Co Ordinator

Housing and Regeneration

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 02081320432

Email: <mailto:Gulhan.tankisi@enfield.gov.uk> Gulhan.tankisi@enfield.gov.uk

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

<<http://www.enfield.gov.uk/condensation>>

<<http://www.enfield.gov.uk/condensation>> <image007.jpg>

<image008.png>

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RE: [B184500003] Re: [B184500003]RE: Case: 915267 Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Thu, 15 Aug 2024 11:00:04 +0100

Attachments: HOU005-Letter to Local Authority Pre action-14082024-184955.pdf

Dear Lorraine and Deon

1. Please see pre action letter, please read though it and let me know if you are happy with it and I will send it to the council.
2. Any amendments please let me know today so that I can forward it to the council asap.
3. I have resent this email as I forgot to CC Deon.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0glORO3tolqAyYl0gflWMqXC11x_GaLYoZunVJZ8b
a

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

From: Andre Cummings

Sent: 15 August 2024 10:58

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

Subject: RE: [B184500003] Re: [B184500003]RE: Case: 915267 Deon Benjamin

Dear Lorraine and Deon

4. Please see pre action letter, please read though it and let me know if you
5. are happy with it and I will send it to the council.
6. Any amendments please let me know today so that I can forward it to the
council asap.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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& %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: 14 August 2024 19:01

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

Subject: [B184500003] Re: [B184500003]RE: Case: 915267 Deon Benjamin

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Dear Andre

7. We have not had any letters since the ones on Friday which I forwarded to you,

8. The housing plan and duty letter dated the 18/06/2024.

Regards

Lorraine

Sent from my iPhone

On 14 Aug 2024, at 15:23, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine

9. Have you received a decision letter from the council as the 56 days is now up.

10. If you have not we will issue pre action letter as per your original instructions.

11. In regards to L&Q and priority, this is not something we can assist you with as we are assisting deon with getting priority need from the council. This is why the homelessness application was made originally and referred to the council by L&Q as they couldn't move deon.

Kind regards

Andre Cummings

Apprentice Solicitor

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

Sent: 12 August 2024 10:56

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

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

Subject: Fwd: Case: 915267 Deon Benjamin

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Dear Andre

12. Please see reply by Gulhan, below, also is there a way you can help deal with L&Q regarding Deon's priority need with them which she does have priority need with L&Q, as

they have done nothing to help, it also seems deon got to do x2 claims for housing benefit and council tax due to her having the x2 properties now. Which I am unsure of how to do.

Regards

Lorraine

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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london>

<file:///dldfs03/EmailSig/chandu/banner%202023_10/Email_Signature_20-10-2024.jpg>

Begin forwarded message:

From: Gulhan Tankisi <Gulhan.Tankisi@enfield.gov.uk

<mailto:Gulhan.Tankisi@enfield.gov.uk> >

Date: 12 August 2024 at 10:37:50 BST

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

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

Cc: Andre Cummings <AndreC@duncanlewis.com <mailto:AndreC@duncanlewis.com>

>, Chris Farrell <Chris.Farrell@enfield.gov.uk

<mailto:Chris.Farrell@enfield.gov.uk> >, deon benjamin

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

Subject: RE: Case: 915267 Deon Benjamin

Dear Lorraine,

13. It was a pleasure talking to yourself.

14. As per our telephone conversation today, I can confirm that Personal Housing

15. Plan was carried with the applicant, and we have spoken about each step to

16. carry the needs of the applicant during her housing application, and it was confirmed by
the client she's happy with the plan and was agreed by her.

17. I have advised you if you have any question regarding L&Q please speak to the team of
L&Q, please also speak to your solicitor if you need future assistance regarding L&Q.

18. If you have any question, please do not hesitated to ask.

Thank you,

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

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

Sent: Monday, August 12, 2024 9:44 AM

To: Gulhan Tankisi <Gulhan.Tankisi@enfield.gov.uk

<mailto:Gulhan.Tankisi@enfield.gov.uk> >; 'Andre Cummings'

<AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >; Chris Farrell

<Chris.Farrell@enfield.gov.uk <mailto:Chris.Farrell@enfield.gov.uk> >; 'deon

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

Subject: RE: Case: 915267 Deon Benjamin

Importance: High

Dear Gulhan Andre and Chris

19. I am writing this Email as on Friday, August 9, 2024, 10:14 AM Deon received an email
which included 2 letters from Gulhan, which were Relief duty letter dated the 18/06/2024
and Personal Housing Plan dated the 14/06/2024, can I ask why is Deon only just

- receiving these letters from Enfield Council when they are dated June 2024 ?
20. I also have some issues Gulhan the housing plan is the document I spoke to you about and was very concerned about as it shows its been signed by her, but Deon never signed any Personal Housing Plan dated the 14/06/2024 the only reason we knew there was a document because jigsaw popped up to say there had been a change this is when I saw the document I spoke to you Gulhan and you stated you did not know what document I was taking about which showed Deon had signed it when she had not and you stated it was nothing to worry about, I did also inform her solicitor as I was very concerned about it, is this the reason you have just sent these documents to deon, as you knew I was very unhappy how it had seemed to be signed by Deon?
21. I would like to know how this is showing it was signed by Deon as she did not sign it.
22. I am very concerned about this document showing Deon had signed it when she did not.
23. No one has the right to sign something for my daughter, my daughter is the only one who should sign her name to anything no one else should be signing anything in her name when she don't know nothing about it and it seems it is a legal document.
24. I have attached the full email with documents sent to deon on the 09/08/2024 via her email. Enfield Council is also well aware Deon cant read or write correctly and so this is why I help Deon and also Deon has a solicitor acting for her as I had to get help due to what was going on with Deon's housing. So any legal documents for Deon would have to be sent to me and her solicitor.
25. But I want an update as to how that housing document was signed by Deon when she never signed anything.
26. I await to hear from you regarding this.

Regards

Lorraine 12/08/2024

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

Sent: 10 August 2024 06:51

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

Subject: Fw: Case: 915267 Deon Benjamin

<[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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Sent from Yahoo Mail for iPhone

Begin forwarded message:

On Friday, August 9, 2024, 10:14 AM, Gulhan Tankisi

<Gulhan.Tankisi@enfield.gov.uk <mailto:Gulhan.Tankisi@enfield.gov.uk> > wrote:

Dear Deon,

27. Please see the attached documentation.

Thank you,

Gulhan Tankisi

Homeless Families - Housing Co Ordinator

Housing and Regeneration

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 02081320432

Email: <mailto:Gulhan.tankisi@enfield.gov.uk> Gulhan.tankisi@enfield.gov.uk

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

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FW: [B184500003] RE: [B184500003] Urgent Pre Action Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Thu, 15 Aug 2024 16:12:35 +0100

Dear Lorraine and Deon

28. Please see the response to our pre action letter.

29. We will give them until 29th August to make a decision then consider our options.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

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

Sent: 15 August 2024 14:20

To: Andre Cummings <AndreC@Duncanlewis.com>

Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk>; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk>

Subject: [B184500003] RE: [B184500003]Urgent Pre Action Deon Benjamin

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,

30. We acknowledge receipt.

31. Our position is that the PAL is an abuse of process. The 56 days ended on the 13th of August 2024.

32. The code of guidance states local authorities should aim to complete their inquiries and notify the applicant of their decision within a maximum of 15 working days after 56 days have passed.

Regards,

Steven

Steven Riding

Senior Adult Social Care Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

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

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

Sent: 15 August 2024 14:03

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

Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk
<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars
<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >

Subject: [B184500003]Urgent Pre Action Deon Benjamin

Dear Sirs

33. Please find attached pre action letter and supportive documents.

34. The 56 Days since the relief duty has been issued has passed and a decision has not been made.

35. Could you provide a response by Thursday 29th August 2024 4pm.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8b](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8b)

a

[VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8b)

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Deon ENFIELD.pdf deo

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

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

Date: Fri, 30 Aug 2024 13:43:35 +0100

Attachments:

36. ENFIELD.pdf, Untitled attachment 00022.txt,

37. BENEFIT NOTIFICATION LETTER.pdf,

38. Untitled attachment 00025.txt

(No body content)



00000

MISS DB

23 BYRON TERRACE
HERTFORD ROAD LONDON



N9 7DG

00075

013448\369

Stratford Benefit Centre Mail
Handling Site A
Wolverhampton

WV98 1 LA
www.gov.uk
Telephone: 0800 169 0310

Your reference:

DB
29 August 2024

Deductions from Employment and Support Allowance

We have been asked to take money each week from your Employment and Support Allowance. The enclosed page(s) show how much we will deduct and what it is for.

How much we will take from your Employment and Support Allowance

This table shows the deductions that will be taken from your Employment and Support Allowance.

Date deductions start	Date deductions end	Total weekly deductions
27/08/24	18/11/24	£28 . 87
19/11/24	25/11/24	£1 . 56

The above table cannot show more than six changes to the amount being deducted from your Employment and Support Allowance. If there are more than six changes, tables on the attached pages will show how they affect each type of deduction.

If there is no final date in the 'date deductions end' column then the deductions will carry on.

We have many different ways we can communicate with you.

If you would like braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

Please turn over

DB MISS DB

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Automatic reply: [B184500003] Deon Benjamin S202 review hey don't deem her as

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Mon, 29 Apr 2024 12:52:23 +0100

39. I am on leave and will return on 1/05/2024

40. Please email my Wais Cabdi -WaisC@Duncanlewis.com

41. <mailto:-WaisC@Duncanlewis.com> or contact our switch board team.

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Enfield Integrated Core Team- 4347518617

From: "GENERAL ENQUIRIES (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)"

<beh-tr.generalenquiries@nhs.net>

To: Lorraine32@blueyonder.co.uk, deonbenjamin@yahoo.com

Date: Thu, 29 Aug 2024 13:42:36 +0100

Dear Deon,

42. Thank you for your phone message. I will call you tomorrow afternoon at

43. 3pm. Please confirm if this time will be convenient for you.

Kind Regards,

Kuntal Mehta

Occupational Therapy Practitioner in Mental Health

Enfield Integrated Core Mental Health Team

Barnet, Enfield and Haringey Mental Health NHS Trust

and Camden and Islington NHS Foundation Trust

The Chase Building | Chase Farm Hospital site | The Ridgeway | Enfield | EN2

8JL

Telephone : 020 8702 5011

Web: <<http://www.beh-mht.nhs.uk/>> www.beh-mht.nhs.uk

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Deon BENEFIT NOTIFICATION LETTER.pdf

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

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

Date: Fri, 30 Aug 2024 13:44:45 +0100

Attachments:

44. BENEFIT NOTIFICATION LETTER.pdf,

45. Untitled attachment 00016.txt

(No body content)

Deon 001 ENFIELD.pdf

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

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

Date: Fri, 30 Aug 2024 13:47:27 +0100

Attachments:

46. ENFIELD.pdf,

47. Untitled attachment 00010.txt

(No body content)

RE: Deon Benjamin

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

To: 'Jodie Rudgley' <jodie.rudgley@enfield.gov.uk>

Date: Sat, 31 Aug 2024 12:28:45 +0100

Attachments:

48. Benjamin - G869644 - Priority Needs Panel Approval .pdf,

49. LQ-Medical-Transfer- Letter-21-10-2019.pdf

Dear Jodie

50. Thank you for taking the time to speak to me the other day on the phone regarding Deon Housing matters.

51. Please see attached documents letter from L&Q, we are not allowed to speak to the Priority Needs Panel / The Rehousing Team so have been dealing with

52. Kelly Thomson - kellythomson@lqgroup.org.uk

53. <mailto:kellythomson@lqgroup.org.uk> Nazma Sharif - Nsharif@lqgroup.org.uk
<mailto:Nsharif@lqgroup.org.uk>

54. But getting nowhere.

55. I have also put complaints in and at this time I am waiting to hear from them they are past there deadline with the complaint.

56. complaints@lqgroup.org.uk <mailto:complaints@lqgroup.org.uk>

Regards

Lorraine

RE: Deon Benjamin

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

To: 'Jodie Rudgley' <jodie.rudgley@enfield.gov.uk>

Date: Sat, 31 Aug 2024 12:28:45 +0100

Attachments:

57. Benjamin - G869644 - Priority Needs Panel Approval .pdf.

58. LQ-Medical-Transfer- Letter-21-10-2019.pdf

Dear Jodie

59. Thank you for taking the time to speak to me the other day on the phone regarding Deon Housing matters.

60. Please see attached documents letter from L&Q, we are not allowed to speak to the Priority Needs Panel / The Rehousing Team so have been dealing with Kelly Thomson - kellythomson@lqgroup.org.uk <mailto:kellythomson@lqgroup.org.uk> Nazma Sharif - Nsharif@lqgroup.org.uk <mailto:Nsharif@lqgroup.org.uk> But getting nowhere.

61. I have also put complaints in and at this time I am waiting to hear from them they are past there deadline with the complaint. complaints@lqgroup.org.uk <mailto:complaints@lqgroup.org.uk>

Regards

Lorraine

RE: RE: DeonBenjamin 121495.001

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

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

Date: Sat, 31 Aug 2024 12:31:30 +0100

Dear Samrah

62. I am writing this email as I have heard nothing from you regarding the case and was wondering if you are still dealing with it? Could you please give us an update as to what is going on please.

Regards

Lorraine

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

Sent: 18 June 2024 08:25

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

Subject: RE: RE: DeonBenjamin_121495.001

Dear Samrah

63. I was wondering if there was any update on Deon's case as we have not heard anything.

Regards

Lorraine

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

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

Sent: 29 April 2024 12:48

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

<mailto:samrah.rahim@veritassolicitors.co.uk> >

Subject: RE: RE: DeonBenjamin_121495.001 Needed

Dear Samrah Rahim

64. Can you confirm you have received the below email and attachment with the information you asked for please.

65. I will reattached the data just in case you never got it.

Regards

Lorraine

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

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

Sent: 26 April 2024 12:14

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

<mailto:samrah.rahim@veritassolicitors.co.uk> >

Subject: RE: DeonBenjamin_121495.001 Needed

Importance: High

Dear Samrah Rahim

66. Please see attached documents asked for also I added a few more that could help.

Regards

Lorraine

Automatic reply: [B184500003] RE: [B184500003] Urgent Pre Action Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com> To: Lorraine Cordell
<lorraine32@blueyonder.co.uk> Date: Mon, 02 Sep 2024 13:57:46 +0000

67. I currently leave and will return on 3/09/2024

68. Please email Wais Cabdi -WaisC@Duncanlewis.com

69. <mailto:-WaisC@Duncanlewis.com> or contact our switch board team if it's an emergency.

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Jodie Rudgley

<Jodie.Rudgley@enfield.gov.uk>

Mon 02/09/2024 15:54

External - Official - Sensitive: Encrypted. Can ...

Good afternoon

As you are aware we are currently looking into moving you on from your temporary accommodation.

Please see available private properties available below.

If you are interested in any contact the agents details (also below) to arrange a viewing and feedback the outcome.

We will assist you financially to move into this property.

Thank you

Jodie

Jodie Rudgley

< Jodie.Rudgley@enfield.gov.uk>

Mon 02/09/2024 15:54

External - Official - Sensitive: Encrypted. Can ...

Good afternoon

As you are aware we are currently looking into moving you on from your temporary accommodation.

Please see available private properties available below.

If you are interested in any contact the agents details (also below) to arrange a viewing and feedback the outcome.

We will assist you financially to move into this property.

Thank you

Jodie

Viewing Date	Viewing Time	Flat/ House No	Property Address	Area	Post Code	Size	F
TBC	TBC	49	Templar Drive	Thamesmead	SE28 8PF	2x Studios	Gro
TBC	TBC	65	King Alfred Avenue	Catford	SE6 3HE	1x Studio	
TBC	TBC	252a	Hither Green Lane	Lewisham	SE13 6TT	1x Studio	
TBC	TBC	134	Bellegrove Road	Welling	DA16 3QR	2x studios	G
TBC	TBC	51	St Donatts Road	New Cross	SE14 6NU	1x Studios	
4th Sep	1pm	32	Heathway The Common	Southall	UB2 5JF	3x Studios	Gro
4th Sep	3:30pm	35	Harrow Road	Feltham	TW14 8RT	Large Double Room	

Nassib Shah



Nassib Shah
Head of Lettings Department 077 211 44640 le.ttinga@m.at^ matendeganj^uik

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RE: 121495.001 -

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

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

Date: Tue, 03 Sep 2024 11:49:35 +0100

Hi Ms Cordell,

70. I have sent it to this email address- deonbenjamin@yahoo.com

71. <mailto:deonbenjamin@yahoo.com>

72. Please can Deon check her junk mail if she still cannot see this. Please let me know and I will send it across to your email address.

Kind regards

Samrah Rahim

Paralegal

Veritas Solicitors LLP

T: 01619743320

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Parsonage Gardens | Manchester | M3 2LY

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

Sent: Tuesday, September 3, 2024 11:47 AM

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

Subject: Re: 121495.001 -

Dear samrah

73. Deon has checked her email and I have also checked mine email and we both have not had any email from you to sign.

74. Could you please send the email to me and I will get Deon to sign it.

Regards

Lorraine

Sent from my iPhone

On 26 Feb 2024, at 19:02, Lorraine Cordell <lorraine32@blueyonder.co.uk>
<mailto:lorraine32@blueyonder.co.uk> > wrote:

Dear Samah

75. That is fine and Deon will be here.

Regards

Lorraine

Sent from my iPhone

On 26 Feb 2024, at 18:58, Samrah Rahim <samrah.rahim@veritassolicitors.co.uk
<mailto:samrah.rahim@veritassolicitors.co.uk> > wrote:

Hi Ms Lorraine,

76. To confirm I will be calling around 3pm. Please let me know if this time is good for you.

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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Deon Jodie

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

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

Date: Tue, 03 Sep 2024 12:23:19 +0100

Attachments:

77. PHOTO-2024-09-03-11-53-03.jpg.

78. Untitled attachment 00081.txt.

79. PHOTO-2024-09-03-11-53-04.jpg.

80. Untitled attachment 00084.txt

(No body content)

RE: RE: Deon Benjamin

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

To: 'Jodie Rudgley' <jodie.rudgley@enfield.gov.uk>, 'deon benjamin' <deonbenjamin@yahoo.com>, 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Tue, 03 Sep 2024 12:53:41 +0100

Attachments: Deon_Enfield_jodie.pdf

Dear Jodie

81. Yesterday Deon received this email from you about moving her into private housing please see attached.
82. As stated to you on the phone the other day and you stating you was there to help Deon and asked me to send over the below email details for L&Q who my daughter has housing with you stated you was going to check about getting them to move Deon, But instead you send her private housing to rent which as stated Deon will not take private rented as she has got a social housing she just needs L&Q to move her. There is also the issue all the housing you have sent is out of the area Deon can not be moved out of the area which would be on record with Enfield Council, and L&Q.
83. Can you tell me if you have contracted L&Q and if so what have they said?
84. As I believed that was what you was dealing with L&Q and getting them to move Deon.
85. Also Enfield Council has not even given the S184(3) DECISION RESULT yet why?
86. Could you also please CC me into any emails you send Deon as the email you sent her has impacted her mental health once again. Also CC her solicitor that is acting for deon in this case, Andre Cummings
87. AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
88. As stated on the phone call we had Deon had points to bid on housing with Enfield Council, why since this started and Deon could no longer stay at her L&Q flat due to safety cant she login any longer to bid?
89. I await to hear from you.

Regards

Lorraine Cordell on behalf of Deon Benjamin.

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

Sent: 31 August 2024 12:29

To: 'Jodie Rudgley' <jodie.rudgley@enfield.gov.uk>

Subject: RE: Deon Benjamin

Importance: High

Dear Jodie

90. Thank you for taking the time to speak to me the other day on the phone regarding Deon Housing matters.
91. Please see attached documents letter from L&Q, we are not allowed to speak to the Priority Needs Panel / The Rehousing Team so have been dealing with Kelly Thomson - kellythomson@lqgroup.org.uk <mailto:kellythomson@lqgroup.org.uk>
92. Nazma Sharif - Nsharif@lqgroup.org.uk <mailto:Nsharif@lqgroup.org.uk>
93. But getting nowhere.
94. I have also put complaints in and at this time I am waiting to hear from them they are past there deadline with the complaint.
95. complaints@lqgroup.org.uk <mailto:complaints@lqgroup.org.uk>

Regards

Lorraine

Automatic reply: Deon Benjamin

From: Kelly Thomson <kellythomson@lqgroup.org.uk> To: Lorraine Cordell
<lorraine32@blueyonder.co.uk>

Date: Tue, 03 Sep 2024 13:01:42 +0100

- 96. Thank you for your email.
- 97. I am currently out of the office.
- 98. My emails will not be monitored whilst I am away.
- 99. I will respond to you when I am back in the office.
- 100. If you need to speak to someone whilst I am away, then please contact the
- 101. main switchboard on: 0300 456 9998.
- 102. Thank you.

This message (and any associated files) is intended only for the use of the individual or entity to which it is addressed and may contain information that is confidential, subject to copyright. If you are not the intended recipient you are hereby notified that any dissemination, copying or distribution of this message, or files associated with this message, is strictly prohibited. If you have received this message in error, please notify us immediately by replying to the message and deleting it from your computer. Messages sent to and from us may be monitored. Internet communications cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. Therefore, we do not accept responsibility for any errors or omissions that are present in this message, or any attachment, that have arisen as a result of e-mail transmission. It is not intended to serve as part of a legally binding contract. Any views or opinions presented are solely those of the author and do not necessarily represent those of the company.

Undeliverable: RE: Deon Benjamin

From: postmaster@lqgroup.org.uk

To: lorraine32@blueyonder.co.uk

Date: Tue, 03 Sep 2024 13:01:53 +0100

Attachments:

103. [details.txt](#)

https://products.office.com/en-us/CMSImages/Office365Logo_Orange.png?version=b8d100a9-0a8b-8e6a-88e1-ef488fee0470

Your message to 'complaints@lqgroup.org.uk' couldn't be delivered.

'complaints' wasn't found at lqgroup.org.uk

lorraine32 Office 365 'complaints'

Action Required Recipient

Unknown To address

How to Fix It

The address may be misspelled or may not exist. Try one or more of the following:

- * Send the message again following these steps: In Outlook, open this non-delivery report (NDR) and choose Send Again from the Report ribbon. In Outlook on the web, select this NDR, then select the link "To send this message again, click here." Then delete and retype the entire recipient address. If prompted with an Auto-Complete List suggestion don't select it. After typing the complete address, click Send.
 - * Contact the recipient (by phone, for example) to check that the address is correct.
 - * The recipient may have set up email forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.
 - * Clear the recipient Auto-Complete List in Outlook or Outlook on the web by following the steps in this article: [Fix email delivery issues for error code 5.1.1 in Office 365](#)
<<https://go.microsoft.com/fwlink/?LinkId=389363>> , and then send the message again. Retype the entire recipient address before selecting Send.
- Was this helpful? Send feedback to Microsoft
<<https://go.microsoft.com/fwlink/?LinkId=618497>> .

More Info for Email Admins

Status code 554 5.4.14

Typically this error occurs because the recipient email address is incorrect or doesn't exist at the destination domain. This can usually be fixed by the sender. However, sometimes the issue needs to be fixed by the recipient or the recipient's email admin. If the steps in the How to Fix It section above don't fix the problem, and you're the email admin for the recipient, try one or more of the following:

The email address exists and is correct - Confirm that the recipient address exists, is correct, and is accepting messages.

Synchronize your directories - If you have a hybrid environment and are using directory synchronization make sure the recipient's email address is synced correctly in both Office 365 and in your on-premises directory.

Errant forwarding rule - Check for forwarding rules that aren't behaving

as expected. A forwarding rule can be configured by an admin via mail flow rules or mailbox forwarding address settings, or by the recipient via the Inbox Rules feature. Mail flow settings and MX records are not correct - Misconfigured mail flow settings or MX records can cause this error. Check your Office 365 mail flow settings to make sure your domain and any mail flow

connectors are set up correctly. Also, work with your domain registrar to make sure the MX records for your domain are configured correctly.

Mail loop detected - This error also indicates that the receiving organization's email settings are misconfigured, creating a mail loop when a message is sent to an address that isn't found in their directory. This usually won't disrupt mail flow for recipients that actually exist, but the recipient's email admin should fix the misconfiguration to reduce the chance of any other mail flow issues. A common cause for this loop is that the recipient's domain is configured as "Internal Relay" when it should be "Authoritative." Another common cause for the loop is that both the sender and recipient are part of the same organization, but the sender's mailbox is hosted by Office 365, while the recipient's mailbox is hosted on-premises, and an outbound connector from Office 365 to the on-premises email servers is missing or misconfigured. To fix this, the recipient's

email admin should create a correctly configured outbound connector in Office 365 to route the message to the on-premises mailbox.

For more information and tips to fix this problem, see Fix email delivery issues for error code 5.4.14 in Office 365

<<https://go.microsoft.com/fwlink/?LinkId=397497>> .

Original Message Details

Created Date: 03/09/2024 12:01:31

Sender Address: lorraine32@blueyonder.co.uk

Recipient Address: 'complaints@lqgroup.org.uk

Subject: RE: Deon Benjamin

Error Details

Error: 554 5.4.14 Hop count exceeded - possible mail loop ATTR34

[DB5PEPF00014B8D.eurprd02.prod.outlook.com 2024-09-03T12:01:53.610Z
08DCC90B51CDBECD]

Message rejected by: DB5PEPF00014B8D.mail.protection.outlook.com

Notification Details

Sent by: GVXPR01MB10671.eurprd01.prod.exchangelabs.com

Message Hops

HOP TIME (UTC) FROM TO WITH RELAY TIME 1 03/09/2024

12:01:31 AlienwareR5 csmtmp2-prd-nl1-vmo.edge.unified.services

ESMTPA *

2 03/09/2024

12:01:31 csmtmp2-prd-nl1-vmo.nl1.unified.services

csmtmpq4-prd-nl1-vmo.edge.unified.services esmtps (TLS1.2) tls

TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384 (Exim 4.93) (envelope-from

<lorraine32@blueyonder.co.uk>) *

3 03/09/2024

12:01:32 csmtmpq4-prd-nl1-vmo.edge.unified.services

AMS0EPF000001B0.mail.protection.outlook.com Microsoft SMTP Server (version=TLS1_3,
cipher=TLS_AES_256_GCM_SHA384) 1 sec 4 03/09/2024

12:01:32 AMS0EPF000001B0.eurprd05.prod.outlook.com

AS8PR04CA0003.outlook.office365.com Microsoft SMTP Server

(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) *

5 03/09/2024

12:01:32 AS8PR04CA0003.eurprd04.prod.outlook.com

GVXPR01MB11329.eurprd01.prod.exchangelabs.com Microsoft SMTP Server

(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) *

6 03/09/2024

12:01:36 EUR03-VI1-obe.outbound.protection.outlook.com

DB1PEPF0003922D.mail.protection.outlook.com Microsoft SMTP Server

(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) 4 sec

7 03/09/2024

12:01:37 DB1PEPF0003922D.eurprd03.prod.outlook.com
DB8PR04CA0024.outlook.office365.com Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) 1 sec 8 03/09/2024
12:01:39 DB8PR04CA0024.eurprd04.prod.outlook.com
VI1PR01MB6448.eurprd01.prod.exchangelabs.com Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) 2 sec 9 03/09/2024
12:01:45 EUR05-DB8-obe.outbound.protection.outlook.com
AM1PEPF000252DE.mail.protection.outlook.com Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) 6 sec 10 03/09/2024
12:01:47 AM1PEPF000252DE.eurprd07.prod.outlook.com

AS9PR05CA0039.outlook.office365.com Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) 2 sec
11 03/09/2024

12:01:47 AS9PR05CA0039.eurprd05.prod.outlook.com
GVXPR01MB10671.eurprd01.prod.exchangelabs.com Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) *

Original Message Headers

ARC-Seal: i=5; a=rsa-sha256; s=arcselector10001; d=microsoft.com; cv=pass;
b=xOMr3rrvueRIUwcnNKBqOEyanwwNIDsysG+I3LhurcAfJZTljipwcZe2UUu19m5s99uzPQTc
BaRliLyP6mqBnmFZG9Jde7jrQOpux0HeoJOGdid1Z/bWj2+LD/YoXkRQTfcq4mHux6OfVhM68/
kP38U5DIh8/xGnPTbSyaK2i/UAlS4hVZx40LmBiX+ItMN3cUnP2XsU28+alyGtFIdhaSRtW5kJ
uPrBjq9fcH9y8pd7CF8SVzkDJWpve6L9wVvxQpRDwq8BdrW0oF6XVBAmXK7aRICDV4fp +J84yj
49h3UNncJ2uhna+stOgqtv4+W2sn2UZ3xRjPUxwWehy+c+Og==
ARC-Message-Signature: i=5; a=rsa-sha256; c=relaxed/relaxed;
d=microsoft.com;
s=arcselector10001;

h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-AntiSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange-AntiSpam-MessageData-1;
bh=AO3pZRjrzWWP+VWzOIAUDpDI2RSX4B7go1UzICyEbjA=;
b=dT9+pBqEBpIK7zEiHsq1NcwVPABE14pZGry+nxW7zAy8v52mdFZBCmu0ksZnxTdj
+31RyAsc
kPj+3PYQkowZQgLIeE07hN2GD+A0aa0nRAlozFDHlcMhIJKBYSlq5pb9n2a6np/
QZCE7F0WDFq
6+eSh8yP1bNeZv8fhEo8TNeH9mkriK19k1vk9++pRcOGOuAzZCm2DwhfUNJJSwTzeX/ dlvVnjS
3k5by09/aBTWIIFT2ZGR1ECqHqSge1NL4N5X34OiCi3eJ17N8h4jluUOc+UBU/OWgNimiZVqp
t4ACXFmC6TUIXmp/m9XnOHjM7T+9JnL3ssuOs19GA0ujv1bA==
ARC-Authentication-Results: i=5; mx.microsoft.com 1; spf=softfail (sender
ip
is 104.47.17.105) smtp.rcpttodomain=lqgroup.org.uk

smtp.mailfrom=blueyonder.co.uk; dmarc=fail (p=quarantine sp=reject
pct=100)

action=quarantine header.from=blueyonder.co.uk; dkim=fail (body hash did
not

verify) header.d=blueyonder.co.uk; arc=pass (0 oda=1 ltdi=1

spf=[1,1,smtp.mailfrom=blueyonder.co.uk]

dkim=[1,1,header.d=blueyonder.co.uk]

dmarc=[1,1,header.from=blueyonder.co.uk])

ARC-Seal: i=4; a=rsa-sha256; s=arcselector10001; d=microsoft.com; cv=pass;

b=ultJA40/L+s7yywkH7jPuJHF1mj8RfU77az9gU7Nap5a0KPPBGdI/AHA6ea16F+aYC4McSzM
MS4D2h9CuD4lmV3Xbr8q1OBMPZyriNR1jK1ocrsD5OTdrzl8nEiEKsBBwHgjhlh1iuSPeu8c2Y
La8bxtL8+YP0VNY+iAxz

+hVdg4CI8ecOLBemHE6x9XU4jZGEZTdkfpDAw9QAGNkRrK7qp95tBm

m09W8KTpXtUa7uNTPJV0cm6rkYrJa18OwH8hWgjizZP9k9/lseCdBN5FjS9t9kow9sTUhyP8yo
MJ5DN+XDgQXzPdxnOlhLafGRvD0fGxQ40r8wDU6O4W9erneA==

ARC-Message-Signature: i=4; a=rsa-sha256; c=relaxed/relaxed;
d=microsoft.com;
s=arcselector10001;
h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-AntiSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange-AntiSpam-MessageData-1;
bh=AO3pZRjrzWWP+VWzOIAUDpDI2RSX4B7go1UzICyEbjA=;
b=XsDzdgvnM29AP1J4e9NVZB+brSF/UPe6t1LZjIwfyUO5fturXvYdy7JljlWlf8asS639iSAvsJwIYspCLZywhcTleAJzskOEUAaggk99jvqje+dkQN1t4An+78aL1iEmVPuiF+ETMOoH6kNmHJn/qqQBt4IV4kh6+32ySssw/kP75OAGAMCGJRj2zvgMfd/pDZhZlC96WXdK7b4TpMUNyMiPLXD5bsyx9YYnWMylJ/dTFN54Aip6mtTw1RkRQGiX5f+TjIG/IQzpJmJ7Rhog2BM4posDiH0ATE4DnRwzRnh3abylaHK+xX6G9ZSUCvyDkRe/XG77QTkPsNzXuaBTLA==
ARC-Authentication-Results: i=4; mx.microsoft.com 1; spf=softfail (sender ip

is 104.47.17.105) smtp.rcpttodomain=lqgroup.org.uk
smtp.mailfrom=blueyonder.co.uk; dmarc=fail (p=quarantine sp=reject
pct=100)
action=quarantine header.from=blueyonder.co.uk; dkim=fail (body hash did
not
verify) header.d=blueyonder.co.uk; arc=pass (0 oda=1 ldi=1
spf=[1,1,smtp.mailfrom=blueyonder.co.uk]
dkim=[1,1,header.d=blueyonder.co.uk]
dmarc=[1,1,header.from=blueyonder.co.uk])
Received: from AS9PR05CA0039.eurprd05.prod.outlook.com
(2603:10a6:20b:489::15)
by GVXPR01MB10671.eurprd01.prod.exchangelabs.com (2603:10a6:150:157::21)
with

Microsoft SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.7918.25; Tue, 3
Sep
2024 12:01:47 +0000
Received: from AM1PEPF000252DE.eurprd07.prod.outlook.com
(2603:10a6:20b:489:cafe::50) by AS9PR05CA0039.outlook.office365.com
(2603:10a6:20b:489::15) with Microsoft SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.7918.25 via
Frontend
Transport; Tue, 3 Sep 2024 12:01:47 +0000
Authentication-Results: spf=softfail (sender IP is 104.47.17.105)
smtp.mailfrom=blueyonder.co.uk; dkim=fail (body hash did not verify)

header.d=blueyonder.co.uk;dmarc=fail action=quarantine
header.from=blueyonder.co.uk;compauth=none reason=454
Received-SPF: SoftFail (protection.outlook.com: domain of transitioning
blueyonder.co.uk discourages use of 104.47.17.105 as permitted sender)
Received: from EUR05-DB8-obe.outbound.protection.outlook.com (104.47.17.105)
by AM1PEPF000252DE.mail.protection.outlook.com (10.167.16.56) with Microsoft
SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id
15.20.7918.13 via Frontend Transport; Tue, 3 Sep 2024 12:01:45 +0000
ARC-Seal: i=3; a=rsa-sha256; s=arcselector10001; d=microsoft.com; cv=pass;

b=BSO3SWNIaIPjWKlyU/UYL4oxcg+zvJC3hxFmm5eMPI5f4dESu +LTmVYWBke/5JgiCkjbK8m
J0s+o7jlxKmC6SPJUulBDRjHOYJbCy46SzBqrUic4XPX2EV39TststZUsLmEZRD0VP1BZIX +lw
phzPK5FHLWkBbybkGQMaqQrwnJldt2dd4jpduOFEmKFjotXo9YmuEG2iN7vDbRHR +kQnITSNbY
Fbpr+tMwMpcGT/OCYMfHKSWaxE5L/PZEYk62a1ICi +5I9e9RX9TgIhZ3hHU8Uyz6qQvMfu7179
tFL0+A7YEajcVTkqFdR4eO+g4dBy2jgiS4JIZ/bAWVhIVKxQ==
ARC-Message-Signature: i=3; a=rsa-sha256; c=relaxed/relaxed;
d=microsoft.com;
s=arcselector10001;
h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-Ant
iSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exc
hange-AntiSpam-MessageData-1;
bh=AO3pZRjrzWWP+VWzOIAUDpDI2RSX4B7go1UzICyEbjA=;
b=Daihxma8XXhcdqC9zXsX9tmocr428S251+YnrcbpSfPecs57CmnVld08ZR5E0Z62o2UwrXvo

h9/vwjAz/J0aUv61k8Qd4UVKz0luuCCT7Q+OOzZkk6ala4CpMz55eh3Zk93tgA002IOIZPHJnQ
bOUpzeZ8aRcuJM0S6wE7h+ea1D0kyJY0o/t21pY3YBtlRPOxisLj9rv0M14AeG7ISuj1KVtU
NaFe7fu4G1kOw
+q2iEdsSLxCcRfOL4x1VnWA0ld7494R5h9XbX5up41LEB8PD7hDDptp7Q7WYQ
/yTJIIfBysFtl1pBJ5Q908GYMiVkpNNoYVftiqzkX9CMcZ8w==
ARC-Authentication-Results: i=3; mx.microsoft.com 1; spf=softfail (sender ip
is 104.47.30.107) smtp.rcpttodomain=lqgroup.org.uk
smtp.mailfrom=blueyonder.co.uk; dmarc=fail (p=quarantine sp=reject pct=100)
action=quarantine header.from=blueyonder.co.uk; dkim=fail (body hash did not
verify) header.d=blueyonder.co.uk; arc=pass (0 oda=1 ltdi=1
spf=[1,1,smtp.mailfrom=blueyonder.co.uk]
dkim=[1,1,header.d=blueyonder.co.uk]
dmarc=[1,1,header.from=blueyonder.co.uk])

ARC-Seal: i=2; a=rsa-sha256; s=arcselector10001; d=microsoft.com; cv=pass;
b=HJ/c91JyFOgfPXLvt0f3SggoyGsWa5V2/RGhU2v
+a0LGGEaPbsu2WcBNZUSd9LLSJt4aRUCA
atplnr/6Hs7d0AWRXQAdu2OfHRPaNgBUjYdCX0N95P0tO8wO5Oq66SYb4aI0Jm/
RHlvS70itkU
F0nTY8H6arKtzANI9xrWMUPvmn0zjYv2PpwieTrxhkxnDXmR/sStcKSAuUPQxkz/GnqtxtZWot
5aqaoCnRzTFTMLhdZFB15bFEXK31Jns728nb9wymLj5cx0s+b8L5328IYn/xTSLKnAZsb+ue16
Ptafj5OhzilkJMqbR9Cdwrrou80phJO8yed8YcZseNkO9Xsw==
ARC-Message-Signature: i=2; a=rsa-sha256; c=relaxed/relaxed;
d=microsoft.com;
s=arcselector10001;
h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-Ant
iSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exc
hange-AntiSpam-MessageData-1;
bh=AO3pZRjrzWWP+VWzOIAUDpDI2RSX4B7go1UzICyEbjA=;

b=zCVwu45IOA4HIGIW87xT1v6LZRuRWtc/4dRIzfq0zmcBsVNJTqUdkB9BrUNYMXqo3J4LfX2
nnBZfOoyM3SdwFJB6OSrcVEZ8rjhkGGqsZWH8JHsEsxSpXzPc/hRTgbH8jmwqtSblav6i99iP
QiTC758N4ZmWCNBOBXcR/0sSmWgpJ6tlUR/dp409mL2muqn2VFANbe2n +E1Cykc2xsTmXYa28
0YLFehMhwiGMncPuwXpE2UXH6gRBvlcbbKwP4IIYcVzudtux4AkdvDpTjrSNZd +Td42mhPMGo+
y+WrpPJ2T0yHu4qdEnKo+7+LdUm34PkhaRMd25O3Mlfedr4g==
ARC-Authentication-Results: i=2; mx.microsoft.com 1; spf=softfail (sender
ip
is 104.47.30.107) smtp.rcpttodomain=lqgroup.org.uk
smtp.mailfrom=blueyonder.co.uk; dmarc=fail (p=quarantine sp=reject
pct=100)

action=quarantine header.from=blueyonder.co.uk; dkim=fail (body hash did not verify) header.d=blueyonder.co.uk; arc=pass (0 oda=1 ltdi=1

spf=[1,1,smtp.mailfrom=blueyonder.co.uk]
dkim=[1,1,header.d=blueyonder.co.uk]
dmarc=[1,1,header.from=blueyonder.co.uk])
Received: from DB8PR04CA0024.eurprd04.prod.outlook.com (2603:10a6:10:110::34) by VI1PR01MB6448.eurprd01.prod.exchangelabs.com (2603:10a6:800:154::14) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.7918.23; Tue, 3 Sep 2024 12:01:39 +0000
Received: from DB1PEPF0003922D.eurprd03.prod.outlook.com (2603:10a6:10:110:cafe::1b) by DB8PR04CA0024.outlook.office365.com

(2603:10a6:10:110::34) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.7918.25 via Frontend Transport; Tue, 3 Sep 2024 12:01:37 +0000
Authentication-Results-Original: spf=softfail (sender IP is 104.47.30.107) smtp.mailfrom=blueyonder.co.uk; dkim=fail (body hash did not verify) header.d=blueyonder.co.uk;dmarc=fail action=quarantine header.from=blueyonder.co.uk;compauth=none reason=454
Received-SPF: SoftFail (protection.outlook.com: domain of transitioning blueyonder.co.uk discourages use of 104.47.30.107 as permitted sender)
Received: from EUR03-VI1-obe.outbound.protection.outlook.com (104.47.30.107)

by DB1PEPF0003922D.mail.protection.outlook.com (10.167.8.100) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.7918.13 via Frontend Transport; Tue, 3 Sep 2024 12:01:36 +0000
ARC-Seal: i=1; a=rsa-sha256; s=arcselector10001; d=microsoft.com; cv=none; b=DCuzPiZcm17GqdKx5gv54eBH54k/KYh/HbpqZDgJnuluw1dLlxwrWMtasqvl3OcNvM9LnHeICsR4vUR1F5yTKnh0jQM5R+e1Y3MnsuYoSifHBN3DpTehulPNJZI7WeN5wjnOi2yevRk9uDbHG +oLz0SgKzm9/KatGjNj0KnlwzJPZnKUZIzXUCSvRYNb2mTRy5IUf6I4OLSjFDi/V0LjI5PR5nnTd +bPPdLPiDxznfAGlCQyRlvYVxn9nohvHjgPmFXQvNYxFcYebKVHuWLvIQtgiE6+9kt+NZlvcMzWUyeTP0E07KWqrnxVZXAJK4U7USSxjmVFJeOF0pK1jpuC6w==
ARC-Message-Signature: i=1; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.com; s=arcselector10001;

h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-AntiSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange-AntiSpam-MessageData-1;
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Sep
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To: "'Kelly Thomson'" <kellythomson@lqgroup.org.uk>,

<NSharif@lqgroup.org.uk>,

<'complaints@lqgroup.org.uk>,

"deon benjamin" <deonbenjamin@yahoo.com>

References:

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RE: Deon Benjamin

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

To: 'Kelly Thomson' <kellythomson@lqgroup.org.uk>, NSharif@lqgroup.org.uk, 'complaints@lqgroup.org.uk', 'deon benjamin' <deonbenjamin@yahoo.com> Date: Tue, 03 Sep 2024 13:01:31 +0100

To whom it may concern

104. I am writing this email as I put this below complaint in some time ago I did get a phone call from complaints and they said they would contact me back once they had gone over everything, yet I have heard nothing regarding my complaint since the phone call.
105. L&Q complaints have had long enough to deal with the issues, yet have done nothing. This is also not the 1st complaint I have put in regarding these matters.
106. I would like a full update as to what is going on regarding Deon's housing and what is being done.

Regards

Lorraine Cordell on behalf of Deon Benjamin.

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

Sent: 26 July 2024 10:16

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

Subject: RE: Deon Benjamin

Importance: High

Complaint 26/07/2024

Dear Kelly Nazma complaints

107. I am writing due to the below emails and complaint and the reply from
108. Kelly on the 23/07/2024,
109. I have emailed Nazma many times and not got a reply because she is not in work, that is why Kelly took over dealing with Nazma work, the only time since 2022 I have had contract with Nazma is the 1st few months when she submitted an application to Enfield council for help after I got attacked, after that she is never in work, is this the reason I have not been moved or heard anything or had any help with Enfield Council?
110. I have also just been given tempo housing from Enfield Council until a full decision is made but it would seem I have to pay the rent and council tax and at this time my housing benefit is paying my L&Q rent and my council tax is also being paid I can not claim two lots for housing, this needs to be addressed and I need help in this matter I am not giving up my social housing to be put in private rented and so far all I can see is that happening.

Regards

Lorraine

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

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

Sent: 23 July 2024 13:19

To: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >; Complaints &
Feedback <complaints@lqgroup.org.uk <mailto:complaints@lqgroup.org.uk> >;
Nazma Sharif <NSharif@lqgroup.org.uk <mailto:NSharif@lqgroup.org.uk> >

Subject: RE: Contact Agreement

Good afternoon Lorraine,

111. Thank you for you email.

112. I am the Housing Specialisms Assistant and I assist the ASB team with maintaining monthly contact with residents that have been approved for rehousing.
113. The ASB case was being managed by <mailto:NSharif@lqgroup.org.uk> @Nazma
114. Sharif. Nazma is currently on annual leave and will return to work next week.
115. I understand the frustration around the length of time it can take for a suitable property to become available and I am sorry for any stress or upset this is causing.
116. I will forward your email with the attachments to the rehousing team and ask them to provide you and Deon with an update.

Kind regards,

Kelly Thomson

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

Kelly Thomson

Housing Specialisms Assistant

Division

Tel: 0300 456 9996

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

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

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

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

Sent: Tuesday, July 23, 2024 12:08 PM

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

<<mailto:deonbenjamin@yahoo.com>> >; Kelly Thomson

<kellythomson@lqgroup.org.uk <<mailto:kellythomson@lqgroup.org.uk>> >;

Complaints & Feedback <complaints@lqgroup.org.uk

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

Subject: RE: Contact Agreement

Importance: High

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

<<mailto:lorraine32@blueyonder.co.uk>> . Learn why this is important

<<https://aka.ms/LearnAboutSenderIdentification>>

Complaint Email: 23/07/2024

Dear Kelly Thomson and the complaint team, Lettings team, Priority Needs team

I am writing this email to the email below you sent my daughter Deon Benjamin. I did not have the emails addresses for the Lettings team, Priority Needs team and if this email could be sent to them I would be grateful, Also this is a complaint email.

Kelly Thomson I don't think you sending emails every now and then to do a welfare check on Deon is good enough you have left a vulnerable person

Deon to cope herself with being homeless and are doing nothing to help her with Enfield Council or moving her or anything else.

There is issues I feel L&Q has done nothing to help Deon, you know Deon

has Priority Needs to be moved this is from 21 October 2019 and then again in 19 April 2023 I will attach the letters, but nothing has been done

since Nov 2022 you have known Deon is homeless and just passed it over to Enfield Council and done nothing to help. Yet it seems other people in Deon Block are more at need as people within the block have been moved since 2022 from the block Deon is homeless yet still paying rent each week for a flat she can't live in.

We have been to court once within this time due to what Enfield Council is doing she was on the streets for so long, the judge ordered Enfield council to redo her complete application to them this new application has been ongoing since Dec 2023 and we still don't have a decision from them, in all this time L&Q has washed there hands and done nothing to help move Deon. This has had a major impact on Deon's health. I will also include in this email health reports.

Enfield Council have now put her in interim housing until a decision is made. But have stated that they will only put Deon into private housing if they deem her as Priority Needs, which I believe that is the cause but we just have not had the letter to confirm this, as of yet. Enfield Council stated they were going to contract L&Q to see what was going on regarding L&Q moving her. Deon is not willing to take private rated as she is already a tenant under social housing. And she would have to give that right up to go private rated which she is unwilling to do, which I agree with social housing is stable which Deon needs for her health whereas private rated is not as a landlord can just server her a section 21 so it is not stable and stable is what Deon needs.

You will also note on the Priority Needs letter dated the 19 April 2023, it states (You will be rehoused outside of the risk areas as identified by your Neighbourhood Housing Lead and/or ASB Case Worker.) this can not happen due to Deon's support needs which you will see in the attached letter from Kuntal Mehta.

Deon will not cope going out of the area and away from her support she

gets. We also don't know who Deon's Neighbourhood Housing Lead and/or ASB Case Worker is and would like to get all the information as to who is dealing in L&Q with moving Deon which we have never been given.

The Rehousing Team will only contact you once a suitable property is available. They have not contracted us since 2019 when Deon was 1st deemed Priority Needs, this is nearly 5 years since she was deemed Priority Needs and we would like to know what L&Q are doing to address this. As stated above you are moving people out of that block you are just not dealing with Deon, and I feel have washed your hands of her due to L&Q doing nothing to address my daughter's safety. But you are making sure you got your rent for a flat you know Deon cannot stay in.

What does L&Q standing on Priority Needs and what does it mean to them as to me it means nothing as you just leave a vulnerable homeless and that's good enough for L&Q its not good enough.

Then we go on to the other issue, as you are aware Deon got a call from one of her Neighbours to state they could smell burning coming from her flat, when we went to the flat to check it we were shocked to see the state of the flat everything was covered in mould all her belonging damaged, I put a complaint in which was upheld, since then Deon has had 5 surveyors to the flat, it would seem to me that you kept getting surveyors to the flat in order to get the report you wanted written, we have only ever seen 1 report which blamed it all on Deon not opening the windows, but L&Q know Deon was not living in the flat she could not live there due to her safety, this was stated by the police which you will have this on record, you was meant to be moving her, but where is the other 4 reports they have never been given to Deon solicitor's you just given the one that is best for L&Q.

L&Q have known for years that block has major issues with mould yet does nothing to correct the issues correctly it is not just Deon flat that has mould issues its most of the people living in the block. All L&Q does is a mould wash which last a few months and then the mould is back again.

There is also the issue that when work needs to be done to the flat Deon has to go there and it sends her mental health through the roof due to feeling unsafe. Then people don't turn up to do the work and just keep rebooking we have had so many rebooking for windows ETC and nothing has been done to the flat just a mould wash so far.

But regarding the mould issues Deon Does have a solicitor dealing with this, it just needs to be dealt with faster and the works that needs to be done completed not just rebooking over and over again. Deon is meant to get a call before anyone just turns up at the flat so we can arrange someone is there, but also that never happens. And I would like the other 4 surveyors reports sent to Deon's solicitors who is dealing with the mould issues.

But I want to know what L&Q are doing to move Deon I know L&Q are building many new flats and homes and I think it is time the issues with this are

dealt with seriously which so far they have not. L&Q needs to work along side Enfield Council in addressing this not just leaving it down to us.

I want a full update regarding what is being done to move Deon to a stable place for her safety and I want it dealt with asap it's been long enough already.

Regards

Lorraine Mother of Deon Benjamin.

From: deon benjamin <deonbenjamin@yahoo.com

<mailto:deonbenjamin@yahoo.com> >

Sent: 22 July 2024 15:55

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

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

Subject: Fw: Contact Agreement

<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 Monday, July 22, 2024, 3:52 PM, Kelly Thomson

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

Good afternoon Deon,

I hope you are well.

I am contacting you today to see how you are and ask if you have any updates that you would like to report.

Kind regards,

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

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transmission. It is not intended to serve as part of a legally binding contract. Any views or opinions presented are solely those of the author and do not necessarily represent those of the company.

RE: Deon Benjamin

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

To: 'Kelly Thomson' <kellythomson@lqgroup.org.uk>, NSharif@lqgroup.org.uk, 'complaints@lqgroup.org.uk', 'deon benjamin' <deonbenjamin@yahoo.com> Date: Tue, 03 Sep 2024 13:01:31 +0100

To whom it may concern

117. I am writing this email as I put this below complaint in some time ago I did get a phone call from complaints and they said they would contact me back once they had gone over everything, yet I have heard nothing regarding my complaint since the phone call.
118. L&Q complaints have had long enough to deal with the issues, yet have done nothing. This is also not the 1st complaint I have put in regarding these matters.
119. I would like a full update as to what is going on regarding Deon's housing and what is being done.

Regards

Lorraine Cordell on behalf of Deon Benjamin.

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

Sent: 26 July 2024 10:16

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

Subject: RE: Deon Benjamin

Importance: High

Complaint 26/07/2024

Dear Kelly Nazma complaints

120. I am writing due to the below emails and complaint and the reply from
121. Kelly on the 23/07/2024,
122. I have emailed Nazma many times and not got a reply because she is not in work, that is why Kelly took over dealing with Nazma work, the only time since 2022 I have had contract with Nazma is the 1st few months when she submitted an application to Enfield council for help after I got attacked, after that she is never in work, is this the reason I have not been moved or heard anything or had any help with Enfield Council?
123. I have also just been given tempo housing from Enfield Council until a full decision is made but it would seem I have to pay the rent and council tax and at this time my housing benefit is paying my L&Q rent and my council tax is also being paid I can not claim two lots for housing, this needs to be addressed and I need help in this matter I am not giving up my social housing to be put in private rented and so far all I can see is that happening.

Regards

Lorraine

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

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

Sent: 23 July 2024 13:19

To: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >; Complaints &
Feedback <complaints@lqgroup.org.uk <mailto:complaints@lqgroup.org.uk> >;
Nazma Sharif <NSharif@lqgroup.org.uk <mailto:NSharif@lqgroup.org.uk> >

Subject: RE: Contact Agreement

Good afternoon Lorraine,

124. Thank you for you email.

125. I am the Housing Specialisms Assistant and I assist the ASB team with maintaining monthly contact with residents that have been approved for rehousing.
126. The ASB case was being managed by <mailto:NSharif@lqgroup.org.uk> @Nazma
127. Sharif. Nazma is currently on annual leave and will return to work next week.
128. I understand the frustration around the length of time it can take for a suitable property to become available and I am sorry for any stress or upset this is causing.
129. I will forward your email with the attachments to the rehousing team and ask them to provide you and Deon with an update.

Kind regards,

Kelly Thomson

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

Kelly Thomson

Housing Specialisms Assistant

Division

Tel: 0300 456 9996

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

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

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

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

Sent: Tuesday, July 23, 2024 12:08 PM

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

<<mailto:deonbenjamin@yahoo.com>> >; Kelly Thomson

<kellythomson@lqgroup.org.uk <<mailto:kellythomson@lqgroup.org.uk>> >;

Complaints & Feedback <complaints@lqgroup.org.uk

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

Subject: RE: Contact Agreement

Importance: High

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

<<mailto:lorraine32@blueyonder.co.uk>> . Learn why this is important

<<https://aka.ms/LearnAboutSenderIdentification>>

Complaint Email: 23/07/2024

130. Dear Kelly Thomson and the complaint team, Lettings team, Priority Needs team
131. I am writing this email to the email below you sent my daughter Deon Benjamin. I did not have the emails addresses for the Lettings team, Priority Needs team and if this email could be sent to them I would be grateful, Also this is a complaint email.
132. Kelly Thomson I don't think you sending emails every now and then to do a welfare check on Deon is good enough you have left a vulnerable person
133. Deon to cope herself with being homeless and are doing nothing to help her with Enfield Council or moving her or anything else.
134. There is issues I feel L&Q has done nothing to help Deon, you know Deon has Priority Needs to be moved this is from 21 October 2019 and then again in 19 April 2023 I will attach the letters, but nothing has been done
135. since Nov 2022 you have known Deon is homeless and just passed it over to Enfield Council and done nothing to help. Yet it seems other people in Deon Block are more at need as people within the block have been moved since 2022 from the block Deon is homeless yet still paying rent each week for a flat she can't live in.
136. We have been to court once within this time due to what Enfield Council is doing she was on the streets for so long, the judge ordered Enfield council to redo her complete application to them this new application has been ongoing since Dec 2023 and we still don't have a decision from them, in all this time L&Q has washed there hands and done nothing to help move Deon. This has had a major impact on Deon's health. I will also include in this email health reports.
137. Enfield Council have now put her in interim housing until a decision is made. But have stated that they will only put Deon into private housing if they deem her as Priority Needs, which I believe that is the cause but we just have not had the letter to confirm this, as of yet.
138. Enfield Council stated they were going to contract L&Q to see what was going on regarding L&Q

moving her. Deon is not willing to take private rated as she is already a tenant under social housing. And she would have to give that right up to go private rated which she is unwilling to do, which I agree with social housing is stable which Deon needs for her health whereas private rated is not as a landlord can just server her a section 21 so it is not stable and stable is what Deon needs.

139. You will also note on the Priority Needs letter dated the 19 April 2023, it states (You will be rehoused outside of the risk areas as identified by your Neighbourhood Housing Lead and/or ASB Case Worker.) this can not happen due to Deon's support needs which you will see in the attached letter from Kuntal Mehta.
140. Deon will not cope going out of the area and away from her support she gets. We also don't know who Deon's Neighbourhood Housing Lead and/or ASB
141. Case Worker is and would like to get all the information as to who is dealing in L&Q with moving Deon which we have never been given.
142. The Rehousing Team will only contact you once a suitable property is available. They have not contracted us since 2019 when Deon was 1st deemed Priority Needs, this is nearly 5 years since she was deemed Priority Needs and we would like to know what L&Q are doing to address this. As stated above you are moving people out of that block you are just not dealing with Deon, and I feel have washed your hands of her due to L&Q doing nothing to address my daughter's safety. But you are making sure you got your rent for a flat you know Deon cannot stay in.
143. What does L&Q standing on Priority Needs and what does it mean to them as to me it means nothing as you just leave a vulnerable homeless and that's good enough for L&Q its not good enough.
144. Then we go on to the other issue, as you are aware Deon got a call from one of her Neighbours to state they could smell burning coming from her flat, when we went to the flat to check it we were shocked to see the state of the flat everything was covered in mould all her belonging damaged, I put a complaint in which was upheld, since then Deon has had 5 surveyors to the flat, it would seem to me that you kept getting surveyors to the flat in order to get the report you wanted written, we have only ever seen 1 report which blamed it all on Deon not opening the windows, but L&Q know Deon was not living in the flat she could not live there due to her safety, this was stated by the police which you will have this on record, you was meant to be moving her, but where is the other 4 reports they have never been given to Deon solicitor's you just given the one that is best for L&Q.
145. L&Q have known for years that block has major issues with mould yet does nothing to correct the issues correctly it is not just Deon flat that has mould issues its most of the people living in the block. All L&Q does is a mould wash which last a few months and then the mould is back again.
146. There is also the issue that when work needs to be done to the flat Deon has to go there and it sends her mental health through the roof due to feeling unsafe. Then people don't turn up to do the work and just keep rebooking we have had so many rebooking for windows ETC and nothing has been done to the flat just a mould wash so far.
147. But regarding the mould issues Deon Does have a solicitor dealing with this, it just needs to be dealt with faster and the works that needs to be done completed not just rebooking over and over again. Deon is meant to get a call before anyone just turns up at the flat so we can arrange someone is there, but also that never happens. And I would like the other 4 surveyors reports sent to Deon's solicitors who is dealing with the mould issues.
148. But I want to know what L&Q are doing to move Deon I know L&Q are building many new flats and homes and I think it is time the issues with this are dealt with seriously which so far they have not. L&Q needs to work along side Enfield Council in addressing this not just leaving it down to us.
149. I want a full update regarding what is being done to move Deon to a stable place for her safety and I want it dealt with asap it's been long enough already.

Regards

Lorraine Mother of Deon Benjamin.

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

Sent: 22 July 2024 15:55

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

Subject: Fw: Contact Agreement

150. 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 Monday, July 22, 2024, 3:52 PM, Kelly Thomson

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

Good afternoon Deon,

151. I hope you are well.

152. I am contacting you today to see how you are and ask if you have any updates that you would like to report.

Kind regards,

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

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Read: RE: RE: Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com> To: Lorraine Cordell
<lorraine32@blueyonder.co.uk>

Date: Tue, 03 Sep 2024 13:30:40 +0000

153. Your message

RE: [B184500003] RE: [B184500003] Urgent Pre Action Deon Benjamin

From: Andre Cummings <AndreC@DuncanLewis.com>

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

Date: Tue, 03 Sep 2024 14:34:38 +0100

Dear Lorraine

154. The update we have is the email we received by the council stating they are not in a position to accept the main duty yet.

155. We will chase them for an update as it is soon 15 working days since 56 days.

156. Does Deon have any updated medical evidence you wish for me to forward.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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

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

Sent: 02 September 2024 14:47

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

<deonbenjamin@yahoo.com>

Subject: Re: [B184500003] RE: [B184500003] Urgent Pre Action Deon Benjamin

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Dear Andre

157. Deon still has not had any decision from Enfield Council. Have you had any update?

Regards

Lorraine

Sent from my iPhone

On 15 Aug 2024, at 16:12, Andre Cummings <AndreC@duncanlewis.com

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

Dear Lorraine and Deon

158. Please see the response to our pre action letter.

159. We will give them until 29th August to make a decision then consider our options.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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

Steven.Riding@Enfield.gov.uk>

Sent: 15 August 2024 14:20

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

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

Kordu.Jallow@enfield.gov.uk>; Innes Deuchars <

<mailto:Innes.Deuchars@enfield.gov.uk> Innes.Deuchars@enfield.gov.uk>

Subject: [B184500003] RE: [B184500003]Urgent Pre Action Deon Benjamin

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Dear Andre,

160. We acknowledge receipt.

161. Our position is that the PAL is an abuse of process. The 56 days ended on the 13th of August 2024.

162. The code of guidance states local authorities should aim to complete their inquiries and notify the applicant of their decision within a maximum of 15 working days after 56 days have passed.

Regards,

Steven

Steven Riding

Senior Adult Social Care Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

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

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

AndreC@Duncanlewis.com>

Sent: 15 August 2024 14:03

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

Steven.Riding@Enfield.gov.uk>

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

Kordu.Jallow@enfield.gov.uk>; Innes Deuchars <

<mailto:Innes.Deuchars@enfield.gov.uk> Innes.Deuchars@enfield.gov.uk>

Subject: [B184500003]Urgent Pre Action Deon Benjamin

Dear Sirs

Please find attached pre action letter and supportive documents.

The 56 Days since the relief duty has been issued has passed and a decision has not been made.

Could you provide a response by Thursday 29th August 2024 4pm.

Kind regards

Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLI8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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RE: [B184500003] RE: [B184500003] Urgent Pre Action Deon Benjamin

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

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

Date: Tue, 03 Sep 2024 14:46:51 +0100

Dear Andre

163. The Mental health team is referring deon to many people but at this time I don't have any updated letters from them regarding Deon.
164. Last week Deon got a call from Jodie Rudgley from Enfield stating she been put in place to help with Deon case and L&Q to see if she could get them to housing deon, then yesterday Deon got an email from her giving her a list of private housing out of the area. I have forwarded you the email today.
165. But deon still has not had a decision.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 03 September 2024 14:35

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

Subject: RE: [B184500003] RE: [B184500003]Urgent Pre Action Deon Benjamin

Dear Lorraine

166. The update we have is the email we received by the council stating they are not in a position to accept the main duty yet.
167. We will chase them for an update as it is soon 15 working days since 56 days.
168. Does Deon have any updated medical evidence you wish for me to forward.

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: 02 September 2024 14:47

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

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

Subject: Re: [B184500003] RE: [B184500003]Urgent Pre Action Deon Benjamin

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Dear Andre

169. Deon still has not had any decision from Enfield Council. Have you had any
170. update?

Regards
Lorraine

Sent from my iPhone

On 15 Aug 2024, at 16:12, Andre Cummings <AndreC@duncanlewis.com
<mailto:AndreC@duncanlewis.com> > wrote:

Dear Lorraine and Deon

171. Please see the response to our pre action letter.

172. We will give them until 29th August to make a decision then consider our options.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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From: Steven Riding <<mailto:Steven.Riding@Enfield.gov.uk>
Steven.Riding@Enfield.gov.uk>
Sent: 15 August 2024 14:20
To: Andre Cummings <<mailto:AndreC@Duncanlewis.com> AndreC@Duncanlewis.com>
Cc: Kordu Jallow <<mailto:Kordu.Jallow@enfield.gov.uk>
Kordu.Jallow@enfield.gov.uk>; Innes Deuchars <
<mailto:Innes.Deuchars@enfield.gov.uk> Innes.Deuchars@enfield.gov.uk>
Subject: [B184500003] RE: [B184500003]Urgent Pre Action Deon Benjamin

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Dear Andre,

We acknowledge receipt.

Our position is that the PAL is an abuse of process. The 56 days ended on

the 13th of August 2024.

The code of guidance states local authorities should aim to complete their inquiries and notify the applicant of their decision within a maximum of 15 working days after 56 days have passed.

Regards,

Steven

Steven Riding

Senior Adult Social Care Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

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

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

AndreC@Duncanlewis.com>

Sent: 15 August 2024 14:03

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

Steven.Riding@Enfield.gov.uk>

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

Kordu.Jallow@enfield.gov.uk>; Innes Deuchars <

<mailto:Innes.Deuchars@enfield.gov.uk> Innes.Deuchars@enfield.gov.uk>

Subject: [B184500003]Urgent Pre Action Deon Benjamin

Dear Sirs

Please find attached pre action letter and supportive documents.

The 56 Days since the relief duty has been issued has passed and a decision has not been made.

Could you provide a response by Thursday 29th August 2024 4pm.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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Read: RE: [B184500003] RE: [B184500003] Urgent Pre Action

Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Tue, 03 Sep 2024 17:01:22 +0000

173. Your message

FW: [B184500003] RE: [B184500003]Urgent Pre Action Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Thu, 05 Sep 2024 10:53:11 +0100

Dear Deon and Lorraine

The legal team have informed me that they will be seeking instruction from the housing team and will get back to us.

When I received a update I will update you, the housing team seem to not be convinced deon is of priority need.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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<<https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gl>

ORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baAgevnSlg1fkTR-VnqpmHc_JMYNtfBCBrUhg

9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&sessionRedirect=ht

tps%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-gr

eater-london>

From: Innes Deuchars <Innes.Deuchars@enfield.gov.uk>

Sent: 04 September 2024 09:00

To: Andre Cummings <AndreC@Duncanlewis.com>; Steven Riding

<Steven.Riding@Enfield.gov.uk>

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

Subject: [B184500003] RE: [B184500003]Urgent Pre Action Deon Benjamin

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Dear Andre,

We are seeking instructions.

Mr Innes Deuchars | Assistant Principal Lawyer, Safeguarding Team | London

Borough of Enfield

Telephone: 020 8132 1203

Legal Services, B Block South, Silver Street, Enfield EN1 3XA

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From: Andre Cummings <AndreC@Duncanlewis.com>

<mailto:AndreC@Duncanlewis.com> >
Sent: Tuesday, September 3, 2024 6:06 PM
To: Steven Riding <Steven.Riding@Enfield.gov.uk
<mailto:Steven.Riding@Enfield.gov.uk> >
Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk
<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars
<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >
Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin
Dear Steven

We are instructed to ask for an update in regards to our client matter.
The 56 days expired on 13th August 2024 and our client would like to know

when a decision would be made as we believe they are in priority need.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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ORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baAgevnSlg1fkTR-VnqpmHc_JMYNtfBCBrUhg

9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&sessionRedirect=ht

tps%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-gr

eater-london>

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

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

Sent: 16 August 2024 10:56

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

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

<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >

Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin

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you are expecting this email.

Dear Andre,

Thank you for your email.

If you want to know something, contact legal services.

Regards,

Steven

Steven Riding

Senior Adult Social Care Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

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

steven.riding@enfield.gov.uk

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From: Andre Cummings <AndreC@Duncanlewis.com

<mailto:AndreC@Duncanlewis.com> >

Sent: 16 August 2024 10:51

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

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

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

<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >

Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin

Dear Steven

Thank you for the response and update.

Please note that the original application was put forward in December following a court hearing that took place in which it was agreed the client would make a new application.

Since then I have found it difficult to communicate with the housing team despite my emails the homelessness application was re started after my colleague issued a pre action previously as it seem all the documents that were sent to the council were not on the system.

At present we are still encountering the same problems with the new case

worker as the previous one, which is I have emailed the current case

worker numerous times for updates in regards to the matter and our client

has instructed them to communicate with our self and they still do not respond. I emailed twice on 29th July and 8th August and received no response from the housing officer, but the same housing officer emailed our client on 9th August 2024 and has still not responded to any emails I have sent.

Could you please advise them to respond to the emails sent to them and then we would have an update as to what is going on in regards to the council enquiries.

This way we will be informed on our client matter and would make the process smoother as our client has previously informed them to do so.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&sessionRedirect=ht

tps%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-gr

eater-london>

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

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

Sent: 16 August 2024 08:55

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

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

<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >

Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin

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Dear Andre,

174. We refer to your pre action letter.

175. The Council is still carrying out its enquiries and investigating the safety risk at present and are not in a position, as it stands, to accept a main housing duty towards Ms Benjamin, or end the relief duty.

176. Any legal proceedings will be defended and we will ask for costs and may

177. even consider referring the blatant abuse of process to the relevant regulatory bodies including the legal aid board.

Regards,

Steven

Steven Riding

Senior Adult Social Care Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

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

steven.riding@enfield.gov.uk

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From: Steven Riding

Sent: 15 August 2024 14:20

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

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

<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >

Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin

Dear Andre,

178. We acknowledge receipt.

179. Our position is that the PAL is an abuse of process. The 56 days ended on the 13th of August 2024.

180. The code of guidance states local authorities should aim to complete their inquiries and notify the applicant of their decision within a maximum of 15 working days after 56 days have passed.

Regards,

Steven

Steven Riding
Senior Adult Social Care Lawyer
Safeguarding Team
Legal Services
Enfield Council
Silver Street
Enfield
EN1 3XY
Tel: 020 8132 1084

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

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From: Andre Cummings <AndreC@Duncanlewis.com

<<mailto:AndreC@Duncanlewis.com>> >

Sent: 15 August 2024 14:03

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

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

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

<<mailto:Kordu.Jallow@enfield.gov.uk>> >; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk <<mailto:Innes.Deuchars@enfield.gov.uk>> >

Subject: [B184500003]Urgent Pre Action Deon Benjamin

Dear Sirs

181. Please find attached pre action letter and supportive documents.

182. The 56 Days since the relief duty has been issued has passed and a decision has not been made.

183. Could you provide a response by Thursday 29th August 2024 4pm.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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ORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baAgevnSlg1fkTR-VnqpmHc_JMYNtfBCBrUhg

9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&sessionRedirect=ht

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[B184500002] Appeal Matter

From: Zuhail Saglam <Zuhails@Duncanlewis.com> To: 'deon benjamin' <deonbenjamin@yahoo.com>

Date: Fri, 05 May 2023 10:01:42 +0000

Attachments: Letter to Client about the grant of EPF.pdf

Dear Deon

Hope you are well.

184. Please find attached letter to you regarding your legal aid public funding.

Regards

Zuhal Saglam Bas

Solicitor / Supervisor

DDI: 02079238408

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VnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london>

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RE: [B184500003] RE: [B184500003] Urgent Pre Action Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Thu, 05 Sep 2024 10:54:27 +0100

Dear Lorraine

185. I will discuss with my supervisor and revert back to you in regards to your email.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

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

Sent: 03 September 2024 20:57

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

<deonbenjamin@yahoo.com>

Subject: Re: [B184500003] RE: [B184500003]Urgent Pre Action Deon Benjamin

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Dear Andre

186. I forgot to say Deon wants this taken to court the amount of breaches from

187. Enfield Council I've gone too far it's making her health worse And this is doing her no good.

Regards

Lorraine

Sent from my iPhone

On 3 Sep 2024, at 14:34, Andre Cummings <AndreC@duncanlewis.com>

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

Dear Lorraine

188. The update we have is the email we received by the council stating they are not in a position to accept the main duty yet.

189. We will chase them for an update as it is soon 15 working days since 56 days.

190. Does Deon have any updated medical evidence you wish for me to forward.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

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

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

Sent: 02 September 2024 14:47

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

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

Subject: Re: [B184500003] RE: [B184500003]Urgent Pre Action Deon Benjamin

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Dear Andre

191. Deon still has not had any decision from Enfield Council. Have you had any update?

Regards

Lorraine

Sent from my iPhone

On 15 Aug 2024, at 16:12, Andre Cummings <AndreC@duncanlewis.com

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

Dear Lorraine and Deon

192. Please see the response to our pre action letter.

193. We will give them until 29th August to make a decision then consider our options.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

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

Steven.Riding@Enfield.gov.uk>

Sent: 15 August 2024 14:20

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

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

Kordu.Jallow@enfield.gov.uk>; Innes Deuchars <

<mailto:Innes.Deuchars@enfield.gov.uk> Innes.Deuchars@enfield.gov.uk>

Subject: [B184500003] RE: [B184500003]Urgent Pre Action Deon Benjamin

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Dear Andre,

194. We acknowledge receipt.

195. Our position is that the PAL is an abuse of process. The 56 days ended on the 13th of August 2024.

196. The code of guidance states local authorities should aim to complete their inquiries and notify the applicant of their decision within a maximum of 15 working days after 56 days have passed.

Regards,

Steven
Steven Riding
Senior Adult Social Care Lawyer
Safeguarding Team
Legal Services
Enfield Council
Silver Street
Enfield
EN1 3XY
Tel: 020 8132 1084

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

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

Sent: 15 August 2024 14:03

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

Cc: Kordu Jallow <<mailto:Kordu.Jallow@enfield.gov.uk>>
Kordu.Jallow@enfield.gov.uk>; Innes Deuchars <

<mailto:Innes.Deuchars@enfield.gov.uk>> Innes.Deuchars@enfield.gov.uk>

Subject: [B184500003]Urgent Pre Action Deon Benjamin

Dear Sirs

197. Please find attached pre action letter and supportive documents.

198. The 56 Days since the relief duty has been issued has passed and a decision has not been made.

199. Could you provide a response by Thursday 29th August 2024 4pm.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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RE: Deon Benjamin

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

To: Lorraine Cordell <lorraine32@blueyonder.co.uk>, Complaints & Feedback

<complaints@lqgroup.org.uk>, Nazma Sharif <NSharif@lqgroup.org.uk> Date: Thu, 05 Sep 2024

11:11:05 +0100

Good morning Lorraine,

200. I am sorry that you have received a response and I will chase this up for you today.

Kind regards,

Kelly Thomson

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

Kelly Thomson

Housing Specialisms Assistant

Division

Tel: 0300 456 9996

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

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

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

Sent: Thursday, September 5, 2024 10:01 AM

To: Complaints & Feedback <complaints@lqgroup.org.uk>; Kelly Thomson

<kellythomson@lqgroup.org.uk>; Nazma Sharif <NSharif@lqgroup.org.uk> Subject: RE: Deon Benjamin

Importance: High

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

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To whom it may concern

201. I wrote this email the other day and it has been sent back to me undelivered, could I please get an update regarding the complaint, and if

202. I am sending this to the wrong email could it please be forwarded to complaints, and confirm this has been done.

Regards

Lorraine Cordell on behalf of Deon Benjamin.

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

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

Sent: 03 September 2024 13:02

To: 'Kelly Thomson' <kellythomson@lqgroup.org.uk>

<<mailto:kellythomson@lqgroup.org.uk>>; 'NSharif@lqgroup.org.uk'

<NSharif@lqgroup.org.uk <<mailto:NSharif@lqgroup.org.uk>> >;

'complaints@lqgroup.org.uk' <'complaints@lqgroup.org.uk'; 'deon benjamin'

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

Subject: RE: Deon Benjamin

Importance: High

To whom it may concern

203. I am writing this email as I put this below complaint in some time ago I did get a phone call from complaints and they said they would contact me back once they had gone over everything, yet I have heard nothing regarding my complaint since the phone call.

204. L&Q complaints have had long enough to deal with the issues, yet have done

205. nothing. This is also not the 1st complaint I have put in regarding these matters.

206. I would like a full update as to what is going on regarding Deon's housing and what is being done.

Regards

Lorraine Cordell on behalf of Deon Benjamin.

From: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >
Sent: 26 July 2024 10:16
To: 'Kelly Thomson' <kellythomson@lqgroup.org.uk
<mailto:kellythomson@lqgroup.org.uk> >; 'complaints@lqgroup.org.uk'
<complaints@lqgroup.org.uk <mailto:complaints@lqgroup.org.uk> >;
'NSharif@lqgroup.org.uk' <NSharif@lqgroup.org.uk
<mailto:NSharif@lqgroup.org.uk> >; 'deon benjamin' <deonbenjamin@yahoo.com
<mailto:deonbenjamin@yahoo.com> >
Subject: RE: Deon Benjamin
Importance: High
Complaint 26/07/2024

Dear Kelly Nazma complaints

207. I am writing due to the below emails and complaint and the reply from Kelly on the 23/07/2024,
208. I have emailed Nazma many times and not got a reply because she is not in work, that is why Kelly took over dealing with Nazma work, the only time since 2022 I have had contact with Nazma is the 1st few months when she submitted an application to Enfield council for help after I got attacked, after that she is never in work, is this the reason I have not been moved or heard anything or had any help with Enfield Council?
209. I have also just been given tempo housing from Enfield Council until a full decision is made but it would seem I have to pay the rent and council tax and at this time my housing benefit is paying my L&Q rent and my council tax is also being paid I can not claim two lots for housing, this needs to be addressed and I need help in this matter I am not giving up my social housing to be put in private rented and so far all I can see is that happening.

Regards
Lorraine

From: Kelly Thomson <kellythomson@lqgroup.org.uk
<mailto:kellythomson@lqgroup.org.uk> >
Sent: 23 July 2024 13:19
To: Lorraine Cordell <lorraine32@blueyonder.co.uk
<mailto:lorraine32@blueyonder.co.uk> >; 'deon benjamin'
<deonbenjamin@yahoo.com <mailto:deonbenjamin@yahoo.com> >; Complaints &
Feedback <complaints@lqgroup.org.uk <mailto:complaints@lqgroup.org.uk> >;
Nazma Sharif <NSharif@lqgroup.org.uk <mailto:NSharif@lqgroup.org.uk> >
Subject: RE: Contact Agreement

Good afternoon Lorraine,
Thank you for you email.

210. I am the Housing Specialisms Assistant and I assist the ASB team with maintaining monthly contact with residents that have been approved for rehousing.
211. The ASB case was being managed by <mailto:NSharif@lqgroup.org.uk> @Nazma Sharif. Nazma is currently on annual leave and will return to work next week.
212. I understand the frustration around the length of time it can take for a suitable property to become available and I am sorry for any stress or upset this is causing.
213. I will forward your email with the attachments to the rehousing team and ask them to provide you and Deon with an update.

Kind regards,
Kelly Thomson
<<http://www.lqgroup.org.uk/>>
Kelly Thomson
Housing Specialisms Assistant
Division
Tel: 0300 456 9996
29-35 West Ham Lane, Stratford, London E15 4PH

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

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

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

Sent: Tuesday, July 23, 2024 12:08 PM

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

<<mailto:deonbenjamin@yahoo.com>> >; Kelly Thomson

<kellythomson@lqgroup.org.uk <<mailto:kellythomson@lqgroup.org.uk>> >;

Complaints & Feedback <complaints@lqgroup.org.uk

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

Subject: RE: Contact Agreement

Importance: High

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Complaint Email: 23/07/2024

Dear Kelly Thomson and the complaint team, Lettings team, Priority Needs team

214. I am writing this email to the email below you sent my daughter Deon Benjamin. I did not have the emails addresses for the Lettings team, Priority Needs team and if this email could be sent to them I would be grateful, Also this is a complaint email.
215. Kelly Thomson I don't think you sending emails every now and then to do a welfare check on Deon is good enough you have left a vulnerable person
216. Deon to cope herself with being homeless and are doing nothing to help her with Enfield Council or moving her or anything else.
217. There is issues I feel L&Q has done nothing to help Deon, you know Deon has Priority Needs to be moved this is from 21 October 2019 and then again in 19 April 2023 I will attach the letters, but nothing has been done since Nov 2022 you have known Deon is homeless and just passed it over to Enfield Council and done nothing to help. Yet it seems other people in Deon Block are more at need as people within the block have been moved since 2022 from the block Deon is homeless yet still paying rent each week for a flat she can't live in.
218. We have been to court once within this time due to what Enfield Council is doing she was on the streets for so long, the judge ordered Enfield council to redo her complete application to them this new application has been ongoing since Dec 2023 and we still don't have a decision from them, in all this time L&Q has washed there hands and done nothing to help move Deon. This has had a major impact on Deon's health. I will also include in this email health reports.
219. Enfield Council have now put her in interim housing until a decision is made. But have stated that they will only put Deon into private housing if they deem her as Priority Needs, which I believe that is the cause but we just have not had the letter to confirm this, as of yet.
220. Enfield Council stated they were going to contract L&Q to see what was going on regarding L&Q moving her. Deon is not willing to take private rated as she is already a tenant under social housing. And she would have to give that right up to go private rated which she is unwilling to do, which I agree with social housing is stable which Deon needs for her health whereas private rated is not as a landlord can just server her a section 21 so it is not stable and stable is what Deon needs.
221. You will also note on the Priority Needs letter dated the 19 April 2023, it states (You will be rehoused outside of the risk areas as identified by your Neighbourhood Housing Lead and/or ASB Case Worker.) this can not happen due to Deon's support needs which you will see in the attached letter from Kuntal Mehta.
222. Deon will not cope going out of the area and away from her support she gets. We also don't know who Deon's Neighbourhood Housing Lead and/or ASB Case Worker is and would like to get all the information as to who is dealing in L&Q with moving Deon which we have never been given.
223. The Rehousing Team will only contact you once a suitable property is available. They have not contracted us since 2019 when Deon was 1st deemed Priority Needs, this is nearly 5 years since she was deemed Priority Needs and we would like to know what L&Q are doing to address this. As stated above you are moving people out of that block you are just not dealing with Deon, and I feel have washed your hands of her due to L&Q doing nothing to address my daughter's safety. But you are making sure you got your rent for a flat you know Deon cannot stay in.

224. What does L&Q standing on Priority Needs and what does it mean to them as to me it means nothing as you just leave a vulnerable homeless and that's good enough for L&Q its not good enough.
225. Then we go on to the other issue, as you are aware Deon got a call from one of her Neighbours to state they could smell burning coming from her flat, when we went to the flat to check it we were shocked to see the state of the flat everything was covered in mould all her belonging damaged, I put a complaint in which was upheld, since then Deon has had 5 surveyors to the flat, it would seem to me that you kept getting surveyors to the flat in order to get the report you wanted written, we have only ever seen 1 report which blamed it all on Deon not opening the windows, but L&Q know Deon was not living in the flat she could not live there due to her safety, this was stated by the police which you will have this on record, you was meant to be moving her, but where is the other 4 reports they have never been given to Deon solicitor's you just given the one that is best for L&Q.
226. L&Q have known for years that block has major issues with mould yet does nothing to correct the issues correctly it is not just Deon flat that has mould issues its most of the people living in the block. All L&Q does is a mould wash which last a few months and then the mould is back again.
227. There is also the issue that when work needs to be done to the flat Deon has to go there and it sends her mental health through the roof due to feeling unsafe. Then people don't turn up to do the work and just keep rebooking we have had so many rebooking for windows ETC and nothing has been done to the flat just a mould wash so far.
228. But regarding the mould issues Deon Does have a solicitor dealing with this, it just needs to be dealt with faster and the works that needs to be done completed not just rebooking over and over again. Deon is meant to get a call before anyone just turns up at the flat so we can arrange someone is there, but also that never happens. And I would like the other 4 surveyors reports sent to Deon's solicitors who is dealing with the mould issues.
229. But I want to know what L&Q are doing to move Deon I know L&Q are building many new flats and homes and I think it is time the issues with this are dealt with seriously which so far they have not. L&Q needs to work along side Enfield Council in addressing this not just leaving it down to us.
230. I want a full update regarding what is being done to move Deon to a stable place for her safety and I want it dealt with asap it's been long enough already.

Regards

Lorraine Mother of Deon Benjamin.

From: deon benjamin <deonbenjamin@yahoo.com

<mailto:deonbenjamin@yahoo.com> >

Sent: 22 July 2024 15:55

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

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

Subject: Fw: Contact Agreement

<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

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Begin forwarded message:

On Monday, July 22, 2024, 3:52 PM, Kelly Thomson

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

Good afternoon Deon,

231. I hope you are well.

232. I am contacting you today to see how you are and ask if you have any

233. updates that you would like to report.

Kind regards,

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

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RE: [B184500003] RE: [B184500003] Urgent Pre Action Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Thu, 05 Sep 2024 11:23:39 +0100

Dear Lorraine

234. Thank you for your email, no the council have not stated they do not believe as they previously withdrew their decision.
235. As deon is in interim accommodation it means the council have reason to believe she may be in priority, however they still have not made a decision despite the evidence provided.
236. The council stated in email below The Council is still carrying out its enquiries and investigating the safety risk at present and are not in a position, as it stands, to accept a main housing duty towards Ms Benjamin, or end the relief duty.
237. In regards to next steps I will email you again.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

Sent: 05 September 2024 11:17

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: Re: [B184500003] RE: [B184500003] Urgent Pre Action Deon Benjamin

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Dear Andre

238. Thank you for the emails have they said they do t think Deon's not priority
239. Need or do you think they think that?
240. Enfield council since dec 2023 has not done what they are meant to do, and it's always a waiting game with them and don't get a decision in writing.
241. What will happen next?

Regards

Lorraine

Sent from my iPhone

On 5 Sep 2024, at 10:53, Andre Cummings <AndreC@duncanlewis.com>

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

Dear Deon and Lorraine

242. The legal team have informed me that they will be seeking instruction from the housing team and will get back to us.
243. When I received a update I will update you, the housing team seem to not be convinced deon is of priority need.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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<image003.jpg>

<image004.jpg>

From: Innes Deuchars <Innes.Deuchars@enfield.gov.uk

<<mailto:Innes.Deuchars@enfield.gov.uk>> >

Sent: 04 September 2024 09:00

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

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

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

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

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

Subject: [B184500003] RE: [B184500003]Urgent Pre Action Deon Benjamin

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Dear Andre,

244. We are seeking instructions.

Mr Innes Deuchars | Assistant Principal Lawyer, Safeguarding Team | London

Borough of Enfield

Telephone: 020 8132 1203

Legal Services, B Block South, Silver Street, Enfield EN1 3XA

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

Sent: Tuesday, September 3, 2024 6:06 PM

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

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

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

<<mailto:Kordu.Jallow@enfield.gov.uk>> >; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk> <<mailto:Innes.Deuchars@enfield.gov.uk>> >

Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin

Dear Steven

245. We are instructed to ask for an update in regards to our client matter. The 56 days expired on 13th August 2024 and our client would like to know when a decision would be made as we believe they are in priority need.

Kind regards
Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trklInfo=AQH09ZGdLI8UgAAAWQnl0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>
<[https://www.linkedin.com/authwall?
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%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trklInfo=AQH09ZGdLI8UgAAAWQnl0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>
<image003.jpg>
<image004.jpg>

From: Steven Riding <Steven.Riding@Enfield.gov.uk>
<<mailto:Steven.Riding@Enfield.gov.uk>> >
Sent: 16 August 2024 10:56
To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >
Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk>
<<mailto:Kordu.Jallow@enfield.gov.uk>> >; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk> <<mailto:Innes.Deuchars@enfield.gov.uk>> >
Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin
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,
Thank you for your email.

If you want to know something, contact legal services.

Regards,
Steven
Steven Riding
Senior Adult Social Care Lawyer
Safeguarding Team
Legal Services

Enfield Council
Silver Street
Enfield
EN1 3XY
Tel: 020 8132 1084

E-mail: <<mailto:steven.riding@enfield.gov.uk>> steven.riding@enfield.gov.uk
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From: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >

Sent: 16 August 2024 10:51

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

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

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

<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >

Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin

Dear Steven

Thank you for the response and update.

Please note that the original application was put forward in December following a court hearing that took place in which it was agreed the client would make a new application.

Since then I have found it difficult to communicate with the housing team despite my emails the homelessness application was re started after my colleague issued a pre action previously as it seem all the documents that were sent to the council were not on the system.

At present we are still encountering the same problems with the new case worker as the previous one, which is I have emailed the current case worker numerous times for updates in regards to the matter and our client has instructed them to communicate with our self and they still do not respond.

I emailed twice on 29th July and 8th August and received no response from the housing officer, but the same housing officer emailed our client on 9th August 2024 and has still not responded to any emails I have sent.

Could you please advise them to respond to the emails sent to them and then we would have an update as to what is going on in regards to the council enquiries.

This way we will be informed on our client matter and would make the process smoother as our client has previously informed them to do so.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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<image003.jpg>

<image004.jpg>

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

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

Sent: 16 August 2024 08:55

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

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

<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >

Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin

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 refer to your pre action letter.

The Council is still carrying out its enquiries and investigating the safety risk at present and are not in a position, as it stands, to accept a main housing duty towards Ms Benjamin, or end the relief duty.

Any legal proceedings will be defended and we will ask for costs and may even consider referring the blatant abuse of process to the relevant regulatory bodies including the legal aid board.

Regards,

Steven

Steven Riding

Senior Adult Social Care Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

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

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From: Steven Riding

Sent: 15 August 2024 14:20

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

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

<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >

Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin

Dear Andre,

We acknowledge receipt.

Our position is that the PAL is an abuse of process. The 56 days ended on the 13th of August 2024.

The code of guidance states local authorities should aim to complete their inquiries and notify the applicant of their decision within a maximum of 15 working days after 56 days have passed.

Regards,

Steven

Steven Riding

Senior Adult Social Care Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

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

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

Sent: 15 August 2024 14:03

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

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

<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >

Subject: [B184500003]Urgent Pre Action Deon Benjamin

Dear Sirs

Please find attached pre action letter and supportive documents.

The 56 Days since the relief duty has been issued has passed and a decision has not been made.

Could you provide a response by Thursday 29th August 2024 4pm.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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Fw: Stage One Decision Letter CAS-818413-S8N7Q0 CRM:061490000346

From: deon benjamin <deonbenjamin@yahoo.com>

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

Date: Thu, 05 Sep 2024 11:55:19 +0100

Attachments:

246. deon benjamin stage 1.pdf

Sent from Yahoo Mail for iPhone

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

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Begin forwarded message:

On Thursday, September 5, 2024, 11:48 AM, Rosie Sherry

<rosiesherry@lqgroup.org.uk> wrote:

Hello Deon

247. I understand you have been chasing a decision to your complaint.

248. Please note this was sent to you on 8th august 2024 as per the email below.

Many thanks

Rosie Sherry

Customer Relations Officer, Stage 2 Reviewer

Customer Relations

Cray House, 3 Maidstone Road, Sidcup DA14 5HU <<http://www.lqgroup.org.uk/>> www.lqgroup.org.uk

Please note my working hours are:

Monday to Friday 8.00am - 4.00pm

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

From: Rosie Sherry <rosiesherry@lqgroup.org.uk>

Sent: Thursday, August 8, 2024 11:16 AM

To: DEON BENJAMIN <deonbenjamin@yahoo.com>

Subject: Stage One Decision Letter CAS-818413-S8N7Q0 CRM:061490000346

Good morning,

249. I hope you are well

250. Following your recent correspondence regarding your complaint, please find attached the resolution letter from London and Quadrant Housing Trust.

251. Thank you for contacting us. We look forward to assisting you in the future

252. and I am very sorry for the delay in my response.

Kind regards,

Rosie Sherry

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Enfield Integrated Core Team-4347518617

From: "GENERAL ENQUIRIES (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)"
<beh-tr.generalenquiries@nhs.net>

To: deonbenjamin@yahoo.com, Lorraine32@blueyonder.co.uk

Date: Thu, 05 Sep 2024 13:42:45 +0100

253. Dear Deon,

254. Unfortunately, we did not get a chance to speak on Monday and your mother informed me you had fallen and were hurt. I hope you are recovering and have sought medical help if required. I know that you also had issues with your phone which I hope is now sorted.

255. I wanted to telephone you on Tuesday, 10th September at 2:15pm and check how you are currently doing.

256. I hope that time and date is convenient for you, let me know if the telephone call needs to be rearranged, or if it would be better to meet online.

Kind regards,

Kuntal Mehta

Occupational Therapy Practitioner in Mental Health

Enfield Integrated Core Mental Health Team

Barnet, Enfield and Haringey Mental Health NHS Trust

and Camden and Islington NHS Foundation Trust

The Chase Building | Chase Farm Hospital site | The Ridgeway | Enfield | EN2

8JL

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[B184500003] Housing matter

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Thu, 05 Sep 2024 16:01:42 +0000

Dear Deon and Lorraine

257. Could you please provide proof of means so we can apply for legal aid.

258. We need 3 months bank statements from 5th June 2024- 5th September 2024

259. Recent universal credit statement.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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RE: [B184500003] Housing matter

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

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

Date: Fri, 06 Sep 2024 10:41:50 +0100

Dear Andre

260. We will get the below information for you and send that over, it may take a few days for us to be able to get all the info as we are going to have to go to the bank.

261. I also just had a call from Enfield council how deal with carers plans, Kuntal Mehta who deon is seeing at chase farm has submitted for Deon the get a social worker and carers plan to help her with her daily needs, not sure if this will help Deon case. At this time I don't have more information as I just had to give the person information regarding Deon, and he said it will be put to his team to see what sort of support they can give deon. The person also stated that Kuntal Mehta had stated Deon does have ADHD on top

262. of the other issues.

Regards

Lorraine Cordell

From: Andre Cummings <AndreC@Duncanlewis.com>

Sent: 05 September 2024 17:02

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

<deonbenjamin@yahoo.com>

Subject: [B184500003] Housing matter

Dear Deon and Lorraine

263. Could you please provide proof of means so we can apply for legal aid.

264. We need 3 months bank statements from 5th June 2024- 5th September 2024

265. Recent universal credit statement.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

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RE: [B184500003] Housing matter

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

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

Date: Fri, 06 Sep 2024 11:19:10 +0100

Attachments:

266. Deon ESA-29-08-2024.pdf

Dear Andre

267. We will get the below information for you and send that over, it may take a few days for us to be able to get all the info as we are going to have to go to the bank.

268. I do have this ESA letter dated the 29/08/2024 is this letter ok or will I need to request a new one can you let me know please, please see attached.

269. I also just had a call from Enfield council how deal with carers plans, Kuntal Mehta who deon is seeing at chase farm has submitted for Deon the get a social worker and carers plan to help her with her daily needs, not sure if this will help Deon case. At this time I don't have more information as I just had to give the person information regarding Deon, and he said it will be put to his team to see what sort of support they can give deon. The person also stated that Kuntal Mehta had stated Deon does have ADHD on top of the other issues.

Regards

Lorraine Cordell

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

Sent: 05 September 2024 17:02

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

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

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

Subject: [B184500003]Housing matter

Dear Deon and Lorraine

Could you please provide proof of means so we can apply for legal aid.

We need 3 months bank statements from 5th June 2024- 5th September 2024

Recent universal credit statement.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8ba

VnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&

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RE: [B184500003] Housing matter

From: Lorraine Cordell <lorraine32@blueyonder.co.uk> To: 'Andre Cummings' <AndreC@Duncanlewis.com>

Date: Fri, 06 Sep 2024 11:20:01 +0100

Attachments: Deon_ESA-29-08-2024.pdf

Dear Andre

270. We will get the below information for you and send that over, it may take a few days for us to be able to get all the info as we are going to have to go to the bank.
271. I do have this ESA letter dated the 29/08/2024 is this letter ok or will I need to request a new one can you let me know please, please see attached.
272. I also just had a call from Enfield council how deal with carers plans, Kuntal Mehta who deon is seeing at chase farm has submitted for Deon the get a social worker and carers plan to help her with her daily needs, not sure if this will help Deon case. At this time I don't have more information as I just had to give the person information regarding Deon, and he said it will be put to his team to see what sort of support they can give deon. The person also stated that Kuntal Mehta had stated Deon does have ADHD on top of the other issues.

Regards

Lorraine Cordell

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

Sent: 05 September 2024 17:02

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

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

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

Subject: [B184500003]Housing matter

Dear Deon and Lorraine

Could you please provide proof of means so we can apply for legal aid.

We need 3 months bank statements from 5th June 2024- 5th September 2024

Recent universal credit statement.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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[trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trkInfo=AQH09ZGdLf8UgAAAWQnI0gIORO3toIqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUh9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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RE: Miss D Benjamin 144108401- 21005446

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

To: 'Revenues And Benefits' <Revs@Enfield.gov.uk>, 'Rent Council Housing' <rent.council.housing@enfield.gov.uk>, 'Kelly Thomson' <kellythomson@lqgroup.org.uk>

Date: Fri, 06 Sep 2024 11:57:38 +0100

Attachments: Deon authorisation 2024.pdf

Miss D Benjamin

Claim Reference: 21005446

NI Reference: JH653813B

Rent Reference: 144108401

To whom it may concern

273. I am writing this email due to some letters my daughter Deon Benjamin received regarding her housing benefit.
274. I am unsure why I also did not get a copy of the letters as I am the one who deals with all letters regarding my daughter and this will be on
275. Enfield Council systems. Please see attached authorisation letter.
276. At this time Deon is having a Housing issue where the police have deemed it unsafe for Deon to stay at her L&Q address due to an attack that happened on Deon. This is why Deon is in interim housing placed there by Enfield Council.
277. Her L&Q address in which she still holds a tenancy for and is waiting for L&Q to move her to a new flat, still needs to have the rent paid Enfield Council new this but it seems by your letters this has stopped. Deon housing benefit was meant to cover two addresses.
7 Tenneyson Close
Enfield
London
EN3 4SN
278. At this time this is the address housing benefit is being paid for only this is the interim housing Enfield Council placed her in due to L&Q not having any hosing to move deon to, so L&Q asked Enfield Council for help.
17 St James Court
Fore Street
Enfield
N18 2YJ
279. I know that housing benefit can be paid on two properties in these sort of cases, and this is what I am asking to be done.
280. Please let me know if there is any other things I need to do in order to set this up so both addresses can have hosing benefit and the rent paid for them.
281. I have copied L&Q into this in case they need to do something

Regards

Lorraine Cordell on behalf of Deon Benjamin. 06/09/2024

RE: Miss D Benjamin 144108401- 21005446

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

To: 'Revenues And Benefits' <Revs@Enfield.gov.uk>, 'Rent Council Housing' <rent.council.housing@enfield.gov.uk>, 'Kelly Thomson' <kellythomson@lqgroup.org.uk>

Date: Fri, 06 Sep 2024 11:57:38 +0100

Attachments: Deon authorisation 2024.pdf

Miss D Benjamin

Claim Reference: 21005446

NI Reference: JH653813B

Rent Reference: 144108401

To whom it may concern

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284. Enfield Council systems. Please see attached authorisation letter.
285. At this time Deon is having a Housing issue where the police have deemed it unsafe for Deon to stay at her L&Q address due to an attack that happened on Deon. This is why Deon is in interim housing placed there by Enfield Council.
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7 Tenneyson Close
Enfield
London
EN3 4SN
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17 St James Court
Fore Street
Enfield
N18 2Y
288. I know that housing benefit can be paid on two properties in these sort of cases, and this is what I am asking to be done.
289. Please let me know if there is any other things I need to do in order to set this up so both addresses can have hosing benefit and the rent paid for them.
290. I have copied L&Q into this in case they need to do something

Regards

Lorraine Cordell on behalf of Deon Benjamin. 06/09/2024

06/09/2024

Miss DB
17 St James Court
Fore Street
Enfield
N18 2YJ

Miss DB
7 Tenneyson Close
Enfield
London
EN3 4SN

To whom it may concern

I am writing this letter to give me mother Miss Lorraine Cordell authorisation to speak or write any letters or emails on my behalf.

Regards

Read: RE: [B184500003] Housing matter

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Sat, 07 Sep 2024 03:03:49 +0000

291. Your message

RE: [B184500003] Housing matter

From: Andre Cummings <AndreC@Duncanlewis.com> To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk> Date: Mon, 09 Sep 2024 10:24:55 +0100

Dear Lorraine

292. Thank you for your email, yes this letter should be fine.

293. Is Kuntal Mehta able to provide evidence/ letter to state deon needs supports and has ADHD.

294. If deon is assigned a social worker please let me know so that we can see if they can have letter to support deon is vulnerable.

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>

Sent: 06 September 2024 11:20

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: RE: [B184500003]Housing matter

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

295. We will get the below information for you and send that over, it may take a few days for us to be able to get all the info as we are going to have to go to the bank.

296. I do have this ESA letter dated the 29/08/2024 is this letter ok or will I need to request a new one can you let me know please, please see attached.

297. I also just had a call from Enfield council how deal with carers plans,

298. Kuntal Mehta who deon is seeing at chase farm has submitted for Deon the get a social worker and carers plan to help her with her daily needs, not sure if this will help Deon case. At this time I don't have more information as I just had to give the person information regarding Deon, and he said it will be put to his team to see what sort of support they can give deon. The person also stated that Kuntal Mehta had stated Deon does have ADHD on top of the other issues.

Regards

Lorraine Cordell

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

Sent: 05 September 2024 17:02

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

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

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

Subject: [B184500003]Housing matter

Dear Deon and Lorraine

299. Could you please provide proof of means so we can apply for legal aid.

300. We need 3 months bank statements from 5th June 2024- 5th September 204

301. Recent universal credit statement.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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

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Banks statements Deon 2024

From: deon benjamin <deonbenjamin@yahoo.com> To: Lorraine Cordell
<lorraine32@blueyonder.co.uk> Date: Tue, 10 Sep 2024 12:11:37 +0100

Attachments:

- 302. [Statement 20-JUN-24 AC 00935867 22043542.pdf,](#)
- 303. [Statement 06-JUN-24 AC 00935867 08043524.pdf,](#)
- 304. [Statement 30-MAY-24 AC 00935867 01043521.pdf,](#)
- 305. [Statement 25-JUL-24 AC 00935867 27043629.pdf,](#)
- 306. [Statement of Fees07-JUN-24 AC 00935867 09105957.pdf,](#)
- 307. [Statement 05-SEP-24 AC 00935867 07043454.pdf,](#)
- 308. [TXN 10062024 10092024 10092024 NatWest.pdf,](#)
- 309. [Statement 22-AUG-24 AC 00935867 24043644.pdf,](#)
- 310. [Statement 01-AUG-24 AC 00935867 03180849.pdf,](#)
- 311. [Statement 08-AUG-24 AC 00935867 10043651.pdf,](#)
- 312. [Statement 11-JUL-24 AC 00935867 13043626.pdf,](#)
- 313. [TXN 10062024 10092024 10092024 NatWest.pdf,](#)
- 314. [Statement 18-JUL-24 AC 00935867 20043619.pdf,](#)
- 315. [Statement 12-AUG-24 AC 60930695 14122249.pdf,](#)
- 316. [Statement 15-AUG-24 AC 00935867 19032745.pdf,](#)
- 317. [Statement 12-JUL-24 AC 60930695 14045540.pdf,](#)
- 318. [Statement 04-JUL-24 AC 00935867 06043622.pdf,](#)
- 319. [Statement 12-JUN-24 AC 60930695 14143314.pdf,](#)
- 320. [Statement 27-JUN-24 AC 00935867 29071554.pdf,](#)
- 321. [Statement 29-AUG-24 AC 00935867 31043813.pdf,](#)
- 322. [Statement 13-JUN-24 AC 00935867 15085702.pdf,](#)
- 323. [Statement of Fees Covering Letter 07-JUN-24 09105957.pdf](#)
- 324. These are all my bank statements, Barclays every day and savings And NatWest everyday in savings

Sent from Yahoo Mail for iPhone

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

pid=nativeplacement&c=Global_Acquisition_YMktg_315_Internal_EmailSignature&af_sub1=Acqui

Fw: PROPERTY VIEWINGS - THURSDAY 12/09 - SMARTLET ESTATES

From: deon benjamin <deonbenjamin@yahoo.com>

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

Date: Wed, 11 Sep 2024 12:05:29 +0100

Attachments: 12-09-2024 - Thursday Viewing Schedule.pdf

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 Wednesday, September 11, 2024, 11:32 AM, Pamela Ugulu

<Pamela.Ugulu@enfield.gov.uk> wrote:

Kind Regards

Pamela Ugulu (she/her)

Housing Coordinator

Housing Advisory Service

Housing, Regeneration & Development Department

Tel: 020 8132 2274

Email: <<mailto:Pamela.Ugulu@enfield.gov.uk>> Pamela.Ugulu@enfield.gov.uk

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

<<https://www.enfield.gov.uk/services/housing/homelessness>> Homelessness |

Enfield Council

From: Gary Bird <Gary.Bird@enfield.gov.uk>

Sent: Wednesday, September 11, 2024 10:55 AM

To: Adaia Bwoga <Adaia.Bwoga@enfield.gov.uk>; Adel Ali

<Adel.Ali@enfield.gov.uk>; Adebukola Oloko <Adebukola.Oloko@enfield.gov.uk>;

William Oteng <William.Oteng@enfield.gov.uk>; Martin Mutandawari

<Martin.Mutandawari@enfield.gov.uk>; Tony Hendricks

<Tony.Hendricks@enfield.gov.uk>

Cc: Jodie Rudgley <Jodie.Rudgley@enfield.gov.uk>; Boma Fiberesima

<Boma.Fiberesima@Enfield.gov.uk>; Pamela Ugulu <Pamela.Ugulu@enfield.gov.uk>

Subject: FW: PROPERTY VIEWINGS - THURSDAY 12/09 - SMARTLET ESTATES

FYI

From: SmartLet Estates Lettings <info@smartletestates.co.uk

<<mailto:info@smartletestates.co.uk>> >

Sent: Wednesday, September 11, 2024 10:03 AM

Subject: PROPERTY VIEWINGS - THURSDAY 12/09 - SMARTLET ESTATES

Good Morning,

1. Please see our Viewings Schedule attached (2 pages) & below for THURSDAY
2. September 12th.
3. Please forward us Contact Details for Clients suitable for any of these viewings.
4. Please note, all viewings run for 20 Mins only, are pre-scheduled and cannot
5. be extended or changed.

Please notify your clients of the viewing.

1. Time
2. Address
3. Click on any address to view photos
4. Location
5. Property
6. Price
7. Details

8. 11:00am
<https://photos.app.goo.gl/6ka5VpYcbc9THhfWA> 48 Foxhays Road
<https://photos.app.goo.gl/6ka5VpYcbc9THhfWA> RG2 8NW

1. Reading
2. NEW Large
3. Studio
4. Bed LHA Rate or Capped Rate
5. (£850.00)
1. Flat on Ground floor
2. Communal kitchen on ground floor
3. 12:00pm

<https://photos.app.goo.gl/cA3v3MehLUuePJ1x6> 80 Gunton Road
<https://photos.app.goo.gl/cA3v3MehLUuePJ1x6> E5 9JS

1. Upper Clapton
2. Hackney
3. 2 Studios
4. Bed LHA Uncapped Rate (£1,439.97)
1. 1 Flat on Ground floor 1 on 1st floor
2. Communal Kitchen on Ground floor
3. 1:15pm

<https://photos.app.goo.gl/PyBfizvcXMaPPvCD7> 91 Somerton Road
<https://photos.app.goo.gl/PyBfizvcXMaPPvCD7> NW2 1RU

1. Cricklewood
2. Barnet
3. Studio
4. Bed LHA Uncapped Rate (£1,439.97)
1. Flat on 1st floor
2. Communal kitchen on ground floor
3. 1:15pm

<https://photos.app.goo.gl/KrRWpB18Yc4FcTVZA> 30 Avington Grove
<https://photos.app.goo.gl/KrRWpB18Yc4FcTVZA> SE20 8RY

1. Crystal Palace
2. Penge
3. Bromley
4. Studio
5. Bed LHA Rate or Capped Rate (£1,050.00)
1. Flat on first floor
2. Communal kitchen on first floor
3. 2:00pm

<https://photos.app.goo.gl/H6xJFx3b82TbTAbV7> 644 North Circular Road NW27QJ

1. Neasden / Willesden
2. Cricklewood
3. Brent
4. Studio
5. 1 Bed LHA Uncapped Rate
6. (£1,439.97)
1. 1 Flat on First floor
2. Communal kitchen on ground floor

2:00pm

<https://photos.app.goo.gl/2QHpA4N9yb9dcMEm9> 245 Beckenham Rd
<https://photos.app.goo.gl/2QHpA4N9yb9dcMEm9> BR3 4RP

1. Crystal Palace
2. Beckenham
3. Bromley
4. 2 NEW Double Rooms
5. Bed LHA Rate or Capped Rate (£1,050.00)
1. Rooms on 1st floor
2. Communal kitchen and bathroom shared by 2 only
3. 2:45pm

<https://photos.app.goo.gl/NcKftjyxZjzkMp2M6>> 1-3 Ashbourne Parade

<https://photos.app.goo.gl/NcKftjyxZjzkMp2M6>> W5 3QS

1. Acton
2. Ealing
3. Studio
4. Bed LHA Uncapped Rate (£1,350.00)
1. Flat on first floor
2. Communal Kitchen on first floor
3. 3:00pm

<https://photos.app.goo.gl/z5N6oBcTV2AaoGhv5>> 3 Manor Park Parade

<https://photos.app.goo.gl/z5N6oBcTV2AaoGhv5>> SE13 5PB

1. Blackheath
2. Hither Green
3. Lewisham
4. 1 Bed Flat
5. 2 Bed LHA rate (£1,550.00)
1. Flat on Ground Floor
2. Private Garden
3. 3:30pm

<https://photos.app.goo.gl/ES6q2TsBMdLCQKq5>> 2 Layton Road

<https://photos.app.goo.gl/ES6q2TsBMdLCQKq5>> TW8 0QJ

1. Brentford
2. Hounslow
3. Studio
4. Bed LHA Uncapped Rate (£1,350.00)
1. Flat on first floor
2. Communal Kitchen on first floor
3. 4:45pm

<https://photos.app.goo.gl/ZvuAs6ULX9ZPprDz9>> 3 Bettles Close

<https://photos.app.goo.gl/ZvuAs6ULX9ZPprDz9>> UB8 2RG

1. Cowley
2. Uxbridge
3. Hillingdon
4. Self-Contained Studio
5. Bed LHA Rate or Capped Rate (£1,000.00)
6. Flat on ground floor
7. 5:30pm

<https://photos.app.goo.gl/CJ6rnkdJoPhQ1hFk9>> 41 Oak Grove

<https://photos.app.goo.gl/CJ6rnkdJoPhQ1hFk9>> NW2 3LS

8. Cricklewood
9. Barnet
10. Self-Contained Studio
11. 1 Bed LHA Uncapped Rate (£1,439.97)
12. Ground floor Flat with Garden
13. 4 min walk to train station

Best regards,

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T: 020 7846 9181

E: <mailto:info@smartletestates.co.uk> info@smartletestates.co.uk |

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RE: [B192520001] Fwd: Banks statements Deon 2024

From: Andre Cummings AndreC@Duncanlewis.com

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

Date: Thu, 12 Sep 2024 14:50:49 +0100

Dear Lorraine

14. Having review the bank statements we need the following
15. Barclays bank account (00935867) runs till 5th September 2024 - we
16. need the week after that runs till 12th September.
17. Barclays everyday saver (60930695)- is missing September - please
18. provide statement that runs till 12th September
19. NatWest account - we can only see transaction in and out we cannot see the balance. Please
provide bank statement from 5/6/2024 - 12/09/2024 showing transactions and balance.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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[trk=gf&trklInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london](https://www.linkedin.com/authwall?trk=gf&trklInfo=AQH09ZGdLlf8UgAAAWQnI0gIORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baVnqpmHc_JMYNtfBCBrUhg9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-greater-london)>

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

Sent: 10 September 2024 14:11

To: Andre Cummings <AndreC@Duncanlewis.com>

Subject: [B192520001] Fwd: Banks statements Deon 2024

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Dear Andre

20. Please see attached bank info from Deon
21. She can't do anything else with the barcleys
22. Account as they all closed down in the area and she had to do it via online.
23. You should now have everything with the ESA letter I sent the other day

Regards

Lorraine

Sent from my iPhone

Begin forwarded message:

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

Date: 10 September 2024 at 12:28:45 BST

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

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

Subject: Banks statements Deon 2024

24. These are all my bank statements, Barclays every day and savings And NatWest everyday in savings

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)

25. <Statement 20-JUN-24 AC 00935867 22043542.pdf>

- 26. <Statement 06-JUN-24 AC 00935867 08043524.pdf>
- 27. <Statement 30-MAY-24 AC 00935867 01043521.pdf>
- 28. <Statement 25-JUL-24 AC 00935867 27043629.pdf>
- 29. <Statement of Fees 07-JUN-24 AC 00935867 09105957.pdf>
- 30. <Statement 05-SEP-24 AC 00935867 07043454.pdf>
- 31. <TXN 10062024 10092024 10092024 NatWest.pdf>
- 32. <Statement 22-AUG-24 AC 00935867 24043644.pdf>
- 33. <Statement 01-AUG-24 AC 00935867 03180849.pdf>
- 34. <Statement 08-AUG-24 AC 00935867 10043651.pdf>
- 35. <Statement 11-JUL-24 AC 00935867 13043626.pdf>
- 36. <TXN 10062024 10092024 10092024 NatWest.pdf>
- 37. <Statement 18-JUL-24 AC 00935867 20043619.pdf>
- 38. <Statement 12-AUG-24 AC 60930695 14122249.pdf>
- 39. <Statement 15-AUG-24 AC 00935867 19032745.pdf>
- 40. <Statement 12-JUL-24 AC 60930695 14045540.pdf>
- 41. <Statement 04-JUL-24 AC 00935867 06043622.pdf>
- 42. <Statement 12-JUN-24 AC 60930695 14143314.pdf>
- 43. <Statement 27-JUN-24 AC 00935867 29071554.pdf>
- 44. <Statement 29-AUG-24 AC 00935867 31043813.pdf>
- 45. <Statement 13-JUN-24 AC 00935867 15085702.pdf>
- 46. <Statement of Fees Covering Letter 07-JUN-24 09105957.pdf>

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FW: [B184500003] [B184500003] RE: [B184500003] Urgent Pre

Action Deon Benjamin

From: Andre Cummings <AndreC@Duncanlewis.com>

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

Date: Mon, 23 Sep 2024 16:52:30 +0100

Dear Deon and Lorraine

1. Please see email sent to the council.
2. I have not received a response to the previous email I sent you requesting for bank statement.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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ORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baAgevnSlg1fkTR-VnqpmHc_JMYNtfBCBrUhg

9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&sessionRedirect=ht

tps%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-gr

eater-london>

From: Andre Cummings

Sent: 23 September 2024 16:51

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

<Steven.Riding@Enfield.gov.uk>

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

Subject: RE: [B184500003] [B184500003] RE: [B184500003] Urgent Pre Action

Deon Benjamin

Dear Sirs

3. We are still awaiting a response to our query emailed on 3rd September 2024 asking for an update on our client matter.
4. The 56 days expired on 13th August 2024 and the 15 working days after that have now long expired and we have not been informed of a S184 decision.
5. Can the council provide a response as to if a decision has been made and if not when can we expect a decision considering the 56 days have passed.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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ORO3tolqAyYI0gflWMqXC11x_GaLYoZunVJZ8baAgevnSlg1fkTR-VnqpmHc_JMYNtfBCBrUhg

9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&sessionRedirect=ht

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

From: Innes Deuchars <Innes.Deuchars@enfield.gov.uk>

<<mailto:Innes.Deuchars@enfield.gov.uk>> >

Sent: 04 September 2024 09:00

To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com>
>; Steven Riding <Steven.Riding@Enfield.gov.uk
<mailto:Steven.Riding@Enfield.gov.uk> >
Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk
<mailto:Kordu.Jallow@enfield.gov.uk> >
Subject: [B184500003] [B184500003] RE: [B184500003]Urgent Pre Action Deon Benjamin

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Dear Andre,

6. We are seeking instructions.

Mr Innes Deuchars | Assistant Principal Lawyer, Safeguarding Team | London

Borough of Enfield

Telephone: 020 8132 1203

Legal Services, B Block South, Silver Street, Enfield EN1 3XA

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From: Andre Cummings <AndreC@Duncanlewis.com

<mailto:AndreC@Duncanlewis.com> >

Sent: Tuesday, September 3, 2024 6:06 PM

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

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

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

<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >

Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin

Dear Steven

7. We are instructed to ask for an update in regards to our client matter.

8. The 56 days expired on 13th August 2024 and our client would like to know when a decision would be made as we believe they are in priority need.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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9kwBheb0B8V8QSjNsT8GXoQxE2ksr1dfLMC6Q=&originalReferer=&sessionRedirect=ht

tps%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fduncan-lewis-%26-co-solicitors-gr

eater-london>

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

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

Sent: 16 August 2024 10:56

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

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

<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars
<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >
Subject: RE: [B184500003] Urgent Pre Action Deon Benjamin
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Dear Andre,

9. Thank you for your email.

10. If you want to know something, contact legal services.

Regards,

Steven

Steven Riding

Senior Adult Social Care Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

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

steven.riding@enfield.gov.uk

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From: Andre Cummings <AndreC@Duncanlewis.com

<mailto:AndreC@Duncanlewis.com> >

Sent: 16 August 2024 10:51

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

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

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

<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars

<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >

Subject: RE: [B184500003] Urgent Pre Action Deon Benjamin

Dear Steven

Thank you for the response and update.

11. Please note that the original application was put forward in December following a court hearing that took place in which it was agreed the client would make a new application.
12. Since then I have found it difficult to communicate with the housing team despite my emails the homelessness application was re started after my colleague issued a pre action previously as it seem all the documents that were sent to the council were not on the system.
13. At present we are still encountering the same problems with the new case worker as the previous one, which is I have emailed the current case worker numerous times for updates in regards to the matter and our client has instructed them to communicate with our self and they still do not respond. I emailed twice on 29th July and 8th August and received no response from the housing officer, but the same housing officer emailed our client on 9th August 2024 and has still not responded to any emails I have sent.
14. Could you please advise them to respond to the emails sent to them and then we would have an update as to what is going on in regards to the council enquiries.
15. This way we will be informed on our client matter and would make the process smoother as our client has previously informed them to do so.

Kind regards
Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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From: Steven Riding <Steven.Riding@Enfield.gov.uk>
<<mailto:Steven.Riding@Enfield.gov.uk>> >
Sent: 16 August 2024 08:55
To: Andre Cummings <AndreC@Duncanlewis.com> <<mailto:AndreC@Duncanlewis.com>> >
Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk>
<<mailto:Kordu.Jallow@enfield.gov.uk>> >; Innes Deuchars
<Innes.Deuchars@enfield.gov.uk> <<mailto:Innes.Deuchars@enfield.gov.uk>> >
Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin
Alert: This is an external email received from outside Duncan Lewis.
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Dear Andre,

16. We refer to your pre action letter.
17. The Council is still carrying out its enquiries and investigating the safety risk at present and are not in a position, as it stands, to accept a main housing duty towards Ms Benjamin, or end the relief duty.
18. Any legal proceedings will be defended and we will ask for costs and may even consider referring the blatant abuse of process to the relevant regulatory bodies including the legal aid board.

Regards,

Steven

Steven Riding

Senior Adult Social Care Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

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

steven.riding@enfield.gov.uk

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From: Steven Riding
Sent: 15 August 2024 14:20
To: Andre Cummings <AndreC@Duncanlewis.com <mailto:AndreC@Duncanlewis.com> >
Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk
<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars
<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >
Subject: RE: [B184500003]Urgent Pre Action Deon Benjamin

Dear Andre,

19. We acknowledge receipt.
20. Our position is that the PAL is an abuse of process. The 56 days ended on the 13th of August 2024.
21. The code of guidance states local authorities should aim to complete their inquiries and notify the applicant of their decision within a maximum of 15 working days after 56 days have passed.

Regards,

Steven

Steven Riding

Senior Adult Social Care Lawyer

Safeguarding Team

Legal Services

Enfield Council

Silver Street

Enfield

EN1 3XY

Tel: 020 8132 1084

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

steven.riding@enfield.gov.uk

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From: Andre Cummings <AndreC@Duncanlewis.com
<mailto:AndreC@Duncanlewis.com> >
Sent: 15 August 2024 14:03
To: Steven Riding <Steven.Riding@Enfield.gov.uk
<mailto:Steven.Riding@Enfield.gov.uk> >
Cc: Kordu Jallow <Kordu.Jallow@enfield.gov.uk
<mailto:Kordu.Jallow@enfield.gov.uk> >; Innes Deuchars
<Innes.Deuchars@enfield.gov.uk <mailto:Innes.Deuchars@enfield.gov.uk> >
Subject: [B184500003]Urgent Pre Action Deon Benjamin

Dear Sirs

22. Please find attached pre action letter and supportive documents.
23. The 56 Days since the relief duty has been issued has passed and a decision has not been made.
24. Could you provide a response by Thursday 29th August 2024 4pm.

Kind regards

Andre Cummings

Apprentice Solicitor

DDI: 02072752883

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