

From: DB <DBDB@yahoo.com>
Sent: 10 August 2024 06:51
To: Lorraine Cordell
Subject: Fw: Case: 915**** DB
Attachments: 43. Relief Duty Acceptance & Plan Letter v1 JD. Case ref_91****.pdf; Personalised housing plan HRA. Case ref_91**** (1).pdf

[Sent from Yahoo Mail for iPhone](#)

Begin forwarded message:

On Friday, August 9, 2024, 10:14 AM, Gulhan Tankisi <Gulhan.Tankisi@enfield.gov.uk> wrote:

Dear DB,

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: Gulhan.tankisi@enfield.gov.uk

Website: www.enfield.gov.uk





Campaign

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DB
7 TENNYSON CLOSE ENFIELD
ENFIELD, EN3 4SN

Please reply to: Gulhan Tankisi
Housing Advisory Service
Civic Centre Silver Street
Enfield
London
EN1 3XA
E-mail: Gulhan.tankisi@Enfield.gov.uk
Phone: 02081320432
Textphone:
Fax:
My Ref:
Your Ref: 915267
Date: 18th June 2024

Dear DB

**S184(3) DECISION RESULT
& S189A(3) ASSESSMENT & PERSONALISED PLAN
(Housing Act 1996 as amended)**

You applied to this Council on the 15th December 2023. Having assessed your initial application I am satisfied that you are:

- (a) homeless,
- (b) eligible for assistance and
- (c) that you have a local connection with this Council.

This now places a duty on this Council to try and relieve your homelessness (Relief duty) and before doing so to complete an Assessment and Personalised Housing Plan. I completed this Plan on 18th June 2024 in line with the Homelessness Code of Guidance 2018 as amended. I have attached the Plan to this letter.

The Plan details the steps that you must take to secure suitable accommodation. The Plan also details the steps that the Council will take to help you to secure suitable accommodation.

The Plan will remain in place until you are owed no further duty by the Council.

Joanne Drew
Strategic Director of Housing and Regeneration
Enfield Council
Civic Centre, Silver Street
Enfield EN1 3XY

www.enfield.gov.uk

® If you need this document in another language or format contact the service using the details above.

Please be aware that the Relief duty may be brought to an end if any of the following occurs:

S189B(7)

- (a) you have suitable accommodation available to you for at least 6 months and a reasonable prospect of having suitable accommodation available for occupation for at least 6 months, or such longer period not exceeding 12 months as may be prescribed, from the date of the notice*
- (b) the Council has complied with its duty to take reasonable steps to help you secure that accommodation and the period of 56 days since accepting the prevention duty has ended*
- (c) you have refused an offer of suitable accommodation and, on the date of refusal, there was a reasonable prospect that suitable accommodation would be available for occupation by you for at least 6 months or such longer period not exceeding 12 months as may be prescribed,*
- (d) you have become homeless intentionally from any accommodation that has been made available to bring the relief duty to an end*
- (e) you are no longer eligible for assistance, or*
- (f) you have withdrawn your homeless application*

S189B(9)

- a) you refuse a final accommodation offer or final Part 6 offer at the initial relief stage*
- b) you deliberately and unreasonably refuse to take any step that is detailed in your personalised plan, irrespective of whether this has been agreed or not.*

It is very important that you keep the Council informed of any changes in your circumstances. This will ensure that the Council is able to maintain an up to date and relevant Assessment and Personalised Housing Plan for you.

I trust that this letter is clear and I look forward to helping you to relieve your homelessness.

Request for a Review

You can request a review of the Council's decision that the Relief duty is owed to you. You can also request a review of the steps the authority has stated that it will take to try and relieve your homelessness. You can request a review of these two decisions under Section 202 of the Housing Act 1996 as amended within 21 days of being notified of this letter. Please note that review requests made outside of the time limited may not be considered.

Yours sincerely,

Gulhan Tankisi
Housing Coordinator,

Enfield Council has launched a series of 14 e-newsletters covering a range of topics that provide residents with more frequent Council news and service updates. More than 40,000 people have already signed up, make sure you're one of them. You can register at **www.enfield.gov.uk/enewsletters**

Personal Housing Plan

Title	First name	Surname	DOB	Gender	Relationship to customer	NI number	Customer id
Miss	DB	DB	GB	Female		not provided	DB

Dear **DB**

You attended the local authority and a personal assessment of your current housing circumstances was undertaken by **Gulhan Tankisi** on the **14 June 2024** because you have a housing need and approached the authority for assistance. As part of the assessment the local authority has taken into account:

- The circumstances causing your homelessness
- The housing needs of you and your household
- The type of accommodation your household requires
- Any support needs you or your household need to secure and retain accommodation

Set out below is the Personalised Housing Plan detailing the outcome of the assessment including steps that we discussed and the actions you and the Housing team of the Local Authority will take in order to address your housing situation.

Basic assessment information

From our basic assessment we believe your situation to be as follows:

DB was stabbed in November 2022 by a neighbor who lives in her block of flats and has not been living in the property since. DB stated that the police have since closed the case as she had a piece of glass in her hand during the attack and the police advised that they wouldn't be able to prosecute the perpetrator.

DB stated that she hasn't ended her tenancy as she will be making herself intentionally homeless.

DB has agreed to send all letters from the police as she does not have her crime reference number.

Other agencies

This plan can be shown or shared with any other agencies/relatives/friends who are helping you so they are aware of your housing need and how the local authority is trying to assist you. The details below are the support needs identified as part of your assessment and who is providing support currently.

DB receives Employment and Support Allowance, PIP and serve disability

When is the customer likely to become homeless?

When you think you will become homeless (or threatened with homelessness):

Actions already taken

The action you have already taken to resolve your housing issues is:

DB has been to court, regarding the situation of the stabbing and violence. The judge ordered DB's case goes to review.

Wishes to resolve your housing situation

Your wishes to resolve your housing situation:

DB needs assistance and advice to find a safe place for her to stay.

Actions/reasonable steps

You will need to follow the agreed plan set out within this **Personal Housing Plan (PHP)** to help you remain in your current home or secure alternative accommodation. Please keep your allocated officer updated on what you have done. Your officer will also keep you updated.

What actions/reasonable steps the Housing Options Officer will do next:

Action type	Content	Date to be achieved	Date achieved

What actions/reasonable steps you need to take:

Action type	Content	Date to be achieved	Date achieved	Client accepted	Recommended or required

Leaflets/website information

Details of any leaflets / website information provided to you will be listed here:

www.londonhomelet.com

www.openrent.com

www.moveflat.com

www.findaflat.com

www.Zoopla.co.uk

www.rightmove.co.uk

info@homelink.co.uk

info@uniquepropertyservices.co.uk

propertymanagement@targetproperty.co.uk

admin@easypropertieslondon.co.uk

lettings@thepropertycompany.co.uk

info@uniquepropertyservices.co.uk

stanley@equityestateagents.com

You may wish to contact the following agents who operate in Enfield and surrounding boroughs:

- (1) . Equity estates agency Hertford Road - 0203 234 0067
- (2) . Smart Move Edmonton Green - 0208 345 5444
- (3) . Ellis and Co Edmonton - 0208 804 1874
- (4) . Cottage fields - 020 3621 8621
- (5) . Knights Residential Edmonton - 0203 301 4700
- (6) . Platinum estate agencies - 020 8449 7099

- (7) . King's Group Estate Age - 020 8364 4118
- (8) . Unique Estates Property Services - 02088045050
- (9) . UK Property Agents – 02084555566
- (10) . Coffee & Bagel Estates – 02088043666

Any other information/advice provided

Any other information / advice provided to you will be listed here:

You are entitled to a 1-bedroom. At the moment you are not working, and you do not have any dependency. This means you will be required to look for a 1-bedroom that is suitable and affordable.

You are entitled to a 1-bedroom property but due to affordability. As you are not working, but receiving benefits, it has been advised you look for a 1-bedroom private rented accommodation with the LHA rate in Enfield at £1,146. I have also carried out an affordability assessment and it shows you can only afford a 1-bedroom. But you are also required to expand your search to wider, cheaper areas.

Based on the above assessment, the Local Authority expects you to actively engage in sourcing your own alternative private rented accommodation and to not limit yourself to certain areas.

Your household consist of yourself. You will need to be looking for 1-bedroom property under the LHA rate £1,146.

RECEIVE –

Working – Registered unemployed. You stated you are not working, and you receive Personal Independent Payment and Employment Support Allowance.

You have advised that you do have any mobility issues that would have an impact on the type of accommodation that would be reasonable for you and your household to reside in.

MEDICAL –

You have advised that there are medical issues.

You have advised the Local Authority that you do not require assistance and support to manage your tenancy and your day-to-day activities.

URGENT INFORMATION –

This Local Authority in trying to resolve your homelessness by assisting you have access to private rented properties Nationwide and supporting you into the Private Rented Market Nationwide. This includes properties within or outside London as long as the property is available, suitable and

affordable. We searched for properties within Enfield before making the offer, however due to the acute shortage of properties within the council, we expand our search outside in line with our National Allocation Policy to give the opportunity to both yourself and council to enlarge the scope of property search.

Our new Placement Policy allows us to offer properties in areas outside of London that are deemed

affordable. Only One reasonable offer of affordable rented accommodation will be made. Individual circumstances are considered in making this offer, including time scale, affordability, household preferences and needs. When an offer is made, you will be notified in writing and the Council's statutory duty will be formally ended, whether the offer is accepted or refused. If you refuse a suitable offer, a further offer of accommodation will not be made, and you will have to make your own arrangements.

Tailored Advice

This is tailored advice to support you.

Money advice

North Enfield Foodbank

North Enfield Foodbank | Helping Local People in Crisis emergency food and support to local people who are referred to us in crisis

Debt and Money Advice

A debt adviser can help prioritize your debts, look at your income and spending, draw up a budget or financial statement or negotiate with landlords, lenders, and companies you owe money to. These charities provide free advice: o Citizens Advice - 0800 240 4420 o National Debt line - 0808 808 4000 o Step Change Debt Charity - 0800 138 1111 o Debt Advice Foundation - 0800 043 40 50

Benefits

You may be entitled to certain benefits to assist you if you are on a low income. You can use a benefits calculator such as entitled to or Turn2us to check your entitlement: <https://www.gov.uk/benefits-calculators>

CAB

You should consider getting independent financial advice before making any decisions about your mortgage. If your lender has started legal action to repossess your home, you should get help from a Citizens Advice Bureau. You might be able to come to an agreement with the lender and get the legal action suspended.

Enfield's Citizens Advice Bureau offer free, accessible, quality advice to anyone that lives in Enfield. They can assist with debt advice, applying for benefits and offer housing advice. They can be contacted via their advice line: 0808 278 7837 which is available Mon - Fri / 10am - 4pm. Their website to get more information is www.citizensadviceenfield.org.uk

Housing options

Low Cost Home Ownership Advice <https://www.shareto-buy.com/>

New LHA Rates

This information is available on Enfield Council's website: <https://www.enfield.gov.uk/services/benefits-and-money-advice/local-housing-allowance> Current

rates for Enfield are: Shared Rate: £136.93 pw / £593.36 pm 1 Bed Rate: £264.66 pw / £1146.86 pm 2 Bed Rate: £322.19 pw / £1396.16 pm 3 Bed Rate: £390.08 pw / £1690.35 pm 4 Bed Rate: £506.30pw / £2193.97 pm 5 Bed is capped at 4-bedroom rate

You can search the LHA rates for other areas via the link: <https://lha-direct.voa.gov.uk/Search.aspx>

Location

PRS Offers

If the main housing duty is accepted towards you, in line with sections 148 and 149 of the Localism Act 2011, the Council can discharge its housing duty by making you an offer of private sector accommodation. Due to the shortage of available social housing, this is the most likely way your duty will end. This remains optional to those whose main housing duty was accepted before November 2012. Any such accommodation will have been assessed as suitable for your needs. The offer will be an assured short-hold tenancy for a period of at least 12 months (“a private rented sector offer”).

Location

The Council will accommodate you in Enfield if a suitable property can be located however, due to an extreme shortage of affordable housing locally and rising rental costs, an increasing number of households are likely to be offered accommodation outside the borough. The Overall Benefit Cap has further restricted the number of properties that are affordable to homeless households, particularly larger families. As a result, our new Placement Policy allows us to offer properties in areas outside of London that are deemed affordable. If you are affected by the Overall Benefit Cap, you may be offered accommodation outside of Enfield, and possibly outside of London in areas where affordable accommodation becomes available.

General

Citizens Advice Enfield

Citizens Advice Enfield – Citizens Advice Enfield Free, independent, confidential and impartial advice to everyone on their rights and responsibilities

Domestic Abuse

Call the Enfield Council Domestic Abuse Hub - You can call the Domestic Abuse Hub on 0800 923 9009 to receive support and advice around domestic abuse. Your caseworker can also call on your behalf and relay the advice to you. *this is only for applicant

Date PHP to be reviewed by Officer and Customer

Location	Date and time	With officer
not provided	Not provided	

Appointments arranged

Any appointments arranged for you will be listed here:

n/a

A checklist of additional information required

Please can you provide documented proof of the following to the Council:

Type

Document

Household member

Provided

Agreement

The Personalised Housing Plan has been drawn up for both you and the council to carry out all the steps that have been agreed on the plan.

You should make sure you attend any appointments that are arranged for you and take any action that you agreed to do on the plan.

If you cannot do something that is on the plan then make sure you tell the council straight away and explain why you cannot do it.

We will review this plan on the **to be confirmed** - in order to evaluate the appropriateness of the plan and any steps recorded.

If your circumstances change, for example you become homeless or your health needs change, then your Personalised Housing Plan must be reviewed. Make sure you inform the council of any changes in your circumstances so that they can look at the plan with you again, agree new actions or add to the existing actions to be taken.

I **DB DB** confirm that this is an accurate summary of my housing options interview and I understand the options available to me.

I agree to the actions set out for both my household and the officer agree to take.

Customer signature

Sign in the box below:



Signed and agreed by customer on this date:

18/06/2024

Housing options officer signature

Sign in the box below:

A handwritten signature in black ink, consisting of a large capital 'G' followed by a lowercase 't'.

Signed and agreed by Housing options officer on this date:

18/06/2024