

Miss DB
7 Tennyson Close Scotland
green Road Enfield
EN3 4SN

08/08/2020

- My Ref: 9007***

Dear Lisa Colosso,

Thank you for giving me more time to complete the information I wanted to submit for my appeal in this matter.

As you know due to COVID-19 it is very hard to get to see anyone, even with the government opening up there is still a great deal of services that you cannot get to access, so doing this appeal even with the time that was allowed I have not been able to collect the information I would have wished.

I have had mental health issues from childhood and been under a number of services as a child and adult.

I have been on IAPT services online Cognitive Behaviour Therapy (CBT), but due to COVID-19 it was done within an online portal which I find very hard due to my learning disabilities (I also have dyslexia and reading and writing issues) which I found the online portal very hard to use, I am now waiting for face to face therapy but have not been given a date as yet due to COVID-19 My Psychological advised this due to me not being able to use the online portal service.

I had been waiting for IAPT since 2017 due to a referral from my GP and a place only came up when COVID-19 had started that is why I was put on the online portal version, which I could not do, but did try to do as I feel I needed help.

I know you have stated you have refused the decision on medical grounds, to add me to the Enfield bidding system, but I also believe there is issue that are impacting my medical conditions that you are unaware of which I am going to lay out in this letter.

As Enfield Council will be aware, I was placed on the bidding system of Enfield council when I was around 16 years of age, this is how I got the flat I am in now 7 Tennyson Close, Scotland green Road, Enfield, EN3 4SN, it will also be noted from back then I had mental health issues.

On the 17/07/2017 I was the victim of an attack at my flat by 3 males with knives and machetes, the police were informed and there is a crime reference 5216092/17, the police stated it was a risk for me to return to the flat. The officer in charge of the case name was DC Yianni MICHAEL.

There were witnesses to the attack on myself one neighbour saw everything as he was sitting on the stairs in the block smoking, but did not call the police, other neighbours heard me screaming and calls for help but not one person called the police for me to get help I could have been killed and yet not one person called the police. The police were in shock so many heard and one person saw what went on yet no one called them.

A case was opened with L&Q due to the attack to do a management transfer, the case handler name was Danielle Clarke Case Work Team, but the case handler was then changed to Aurelie Burmann. L&Q put it before the panel. But the panel did not accept the transfer management as they need further details about the incident from police.

What in fact L&Q was asking from the police was all witness statements and everything else, which the police cannot give out under law, so by L&Q asking for this information they knew the application would be refused. But why would L&Q need witness statements the fact is everything that happened was said by police including the risk of me returning to the flat.

L&Q had been given all information the police could give them; it showed the risk to myself and that it would be a risk for me to go back to the flat. But nothing happened. The impact of the attack on myself had put my mental health in crisis and I was not coping and did not feel safe. I was at this point staying with my family and was told by police if I needed anything from the flat, I had to call 101 and the police would attend with me.

I still do not feel safe and this has had a continued impact on my mental health being in a flat I am meant to feel safe in yet do not. I am a victim yet I feel I was let down badly and still am being let down.

I do not know why I was attacked I keep myself to myself and do not cause any problems with anyone, it is noted around 3 months after the attack on myself, the neighbour who lives next to me had the same thing happen to him.

I do have most of the documents regarding this and if needed can be supplied L&Q also have the documents most likely more than I have.

There is also a neighbour who lives at 1 Tennyson Close, Scotland green Road, Enfield, EN3 4SN, who for a long time I feel has been infatuated with me, he lived on the ground floor I live on the 1st floor. He seems to know when I am going to take my little dog for a walk outside, I have a little dog as it helps me, or I would just stay in the flat full time and not go out at all my family through it was a good idea as it would be company for me and also it would make me go outside at least once or twice a day to walk him my family do support me.

But the neighbour always seems to know when I go out and comes out. When COVID-19 was ongoing things with him was getting worse, he started blaming me for stealing his keys to his flat, which I had not, things over days was getting worse he would come to my flat, he would spy through my letter box on me, I am scared very badly and made many calls to L&Q and police, the police did come out but done nothing, the neighbour was banging 24/7 and screaming, L&Q I believe in the end called his family and police who attended his flat, they had to break in, where they find he had tried to saw his leg off, the flat was covered in blood and trashed. The neighbour was taken to hospital, were he still is, but I believe due to be let out soon as his family are doing his flat up. L&Q have told me they will call me and tell me when he is due to come home.

But this has done very little for my health and has only made things worse I do not feel safe in my home and live on edge all the time, I have been told by mental health that this is not doing me any good.

I cannot understand why I am being put though this and no one is willing to help all that has been asked is that I am placed on the bidding system so I can move somewhere where I feel

safe. The fact is I won't just be taking a new flat away from someone in need, as there will be the flat, I live in now that someone else can move into.

I am on a system with L&Q but the only places that come up nearest to where I am now are East London, I need to be near to my family as they support me so moving that far away is not practicable.

I am asking for help to feel safe and my mental health is not impacted the way in which it is at this time. I have done nothing wrong I am the victim here of something I have no control over, but I don't feel I am being treated fairly, I feel that everyone has just brushed me aside and do not care the outcome if I live or die.

My mental health is getting worse and I feel like not one person is willing to help me. I just want to feel safe in my own home. And at this time, I don't. I am scared all the time and this is not helping me.

I have been told I should have submitted subject access requests for my medical records so I could have submitted them with this appeal, but I have only just been told this, I will be requesting them all but I will not have them for the time this letter needs to be submitted, I would like you to keep this in mind when dealing with this appeal, and the reason why I am not submitting medical information which I would have liked to submit. COVID-19 has played a big part in this not being with this appeal letter.

Someone has written this for me as I would not be able to have done this myself.

Regards

DB – 08-08-2020