

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Sent: 20 June 2024 12:22
To: 'Lorraine Cordell'; 'Andre Cummings'; 'DB'
Subject: RE: [B18*****]Housing Matter
Attachments: DB_plan-council-18-06-2024.pdf

Importance: High

Dear Andre

DB has been given temp housing by Gulhan Tankisi she had her 1st temp housing on the 19/06/2024 for 1 night and is waiting for a call regarding tonight ATM.

I know the letter before action ends today and I am unsure of what will happen now due to a new case worker taking over DB's case, therefore could you give me an update please, as to how this will carry on.

Also there has been an update on housing jigsaw which I am concerned about it has DB has signed it but she did not sign anything. When DB asked Gulhan Tankisi about it she acted like she did not know what document DB was taking about and its nothing to worry about, maybe its to do with the temp housing. Please see attached.

Regards

Lorraine

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Sent: 18 June 2024 11:14
To: 'Andre Cummings' <AndreC@Duncanlewis.com>
Subject: RE: [B18*****]Housing Matter
Importance: High

Dear Andre

I hope you are feeling better and it is good to have you back.

TBH its one hell of a mess, and I don't think its good enough there is things I want asked and I think we have a right to know what has gone on this has been over 6 months.

- It seems Loren Yusuf no longer works for Enfield Council from what was said to DB, as to the date I am unsure, but I would like to know when she no longer worked there at Enfield Council.
- It seems that when Loren Yusuf stopped working for Enfield Council she never handed over any files to DB's case? So the case has to start again as they don't have any of her files. This is not the 1st time this has happened since Dec 2023 that the case has had to start over.
- The case ref of 948732 for DB under Loren Yusuf has now changed to a new ref number of 915267 under Gulhan Tankisi Gulhan.tankisi@enfield.gov.uk
- I would also like to know who was overseeing Loren Yusuf work and who was her manager is, as clearly they were not doing what they were meant to as it would never have gone this far.
- I would like to know where my daughters files are and has there been any breach in my daughters data, did Loren Yusuf work from home?
- The case manager would have known which cases Loren Yusuf was working on why when she left working there, why was we not informed why did it take a letter before action to find out anything?
- If Loren Yusuf had left working there why was emails not being bounced back?
- I cannot believe they have no data I am sorry do they just keep it in emails? and not on a system sorry that does not work for me at all I know computer systems.

- And Loren Yusuf must have had someone overseeing her work and a manger and was able to have access to the data or how could they be overseeing her work?

I am sorry but this starting over again has really upset us DB has suffered enough, on the call on the 13/06/2024 from Gulhan Tankisi she stated that she was going to look into temp housing, but this should have been done by Loren Yusuf when she was dealing with the case.

A letter before action was sent on the 13/06/2024 via Wais giving them until the 20/06/2024.

DB has had a call from Gulhan Tankisi and the data I sent over today and Gulhan Tankisi has stated she will be getting a call later to tell her if she gets temp housing. So I was going to hold off asking the above until after DB finds out today.

Regards

Lorraine

From: Andre Cummings <AndreC@Duncanlewis.com>
Sent: 18 June 2024 09:55
To: 'Lorraine Cordell' <lorraine32@blueyonder.co.uk>; DB <DBDB@yahoo.com>
Subject: [B18*****]Housing Matter

Dear Lorraine and DB

Hope you are well, I have now returned back to work and will be working Mondays- Wednesdays for the time being.

I have briefly gone through the file and I can see that the council, have claimed they do not have any of the documents that were sent to them previously?

As my colleague is currently on leave until tomorrow I will need to wait for him to give me an update.

Could you let me know the current status of the application as the deadline to make a decision has passed and I can see a pre action letter has been sent.

Kind regards

Andre Cummings
Apprentice Solicitor
DDI: 02072752883

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**Duncan Lewis
Solicitors**

Correspondence Address:
Sackville House
143-149 Fenchurch Street
London
EC3M 6BL

tel: 033 3772 0409
fax: 020 7923 3320
web: www.duncanlewis.com
VAT Reg. No: 71872 9013
DX 1074 CDE
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Personal Housing Plan

Title	First name	Surname	DOB	Gender	Relationship to customer	NI number	Customer id
Miss	DB	DB	****	Female		not provided	769830

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 severe 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

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 £1,146.1 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 04 3 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.sharetobuy.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
6 of 7			

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** 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 stylized lowercase 't'.

Signed and agreed by Housing options officer on this date:

18/06/2024

Ibenfield.housingjigsaw.co.uk