



West Ham Lane Office
29-35 West Ham Lane
London E15 4PH
Tel: 0300 456 9998
Email: info@lqgroup.org.uk
Website: www.lqgroup.org.uk

Confidential

Miss [REDACTED]
7 Tenneyson Close,
Enfield, London,
EN34SN

21 October 2019

Dear Miss DB

Medical Assessment - Priority Awarded

Following your recent medical assessment, I can confirm that medical priority has been awarded and the recommendations are:

Bed Size - According to L&Q Policy
Max Floor Level with a lift - 4th Floor or Above
Max Floor Level without a lift - 2nd Floor
Gas Central Heating - Desirable
Garden - No Special Requirement.

Please note, as L&Q operate a Choice Based Lettings System you are able to place on bids on properties that you deem as suitable for your household needs. If there are any concerns regarding the suitability of a property, a Lettings officer will discuss this with you during the Lettings process.

Your transfer application is now in Band 3 - All priority cases.

It is recommended that you also register with your local authority as you have a medical reason for moving homes. To do this, you will need to complete an application form and submit any supporting documents. Details can be obtained from each council website.

Yours sincerely

Lettings Team

If you have any safety concerns While you want to be rehoused, please contact your Neighborhood Housing Lead and/or the allocated ASB Case Worker as they remain your point of contact.

All rehousing cases are placed in date order of approval and will be renewed every 3-6 months Should your circumstance's chance, it is imperative to keep us updated.

The Rehousing Team will only contact you once a suitable property is available.

Please rest assured that every effort will be made to rehouse you.

Yours sincerely
Priority needs panel



Dear Miss DB

Re: Priority Needs Panel - Rehousing Approval

In line with our new criteria for rehousing your case was presented to our Priority Needs Panel and I am pleased to inform that it has been agreed that you will be given one direct offer of a suitable accommodation

What are the next steps?

- You have been placed on our Rehousing List for urgent rehousing.
- The property offered will have the same number of bedrooms as your current home. Our Rehousing Service is not able to resolve issues of overcrowding, and the priority is to move you to an area of safety
- You will be rehoused outside of the risk areas as identified by your Neighborhood Housing Lead and/or ASB Case Worker.
- You will only be made one offer of accommodation. If you choose not to accept the offer made, you will have the option to appeal by submitting in writing the reasons for the refusal within 5 days. The property will be held pending the outcome of the appeal which will be represented to an independent panel for consideration.
- You will be expected to sign a new tenancy. As part of this process, you will be required to complete a new housing application form along with providing proof of address for everyone within the original household.

We are not able to give a timescale as to when a suitable property will be located as we are reliant on existing residents moving out of our homes. L&Q has a very small proportion of properties that can be used to rehouse existing residents who urgently need to move, as most properties must be offered to the local authority. It is also heavily dependent on the size of the property and can take up to and beyond two years to be moved.

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

T. 0200 455 9926
E. info@lqgroup.org.uk
lqgroup.org.uk

Registered Office: 29-35 West Ham Lane London E15 4PH
Social Housing Regulator (L4517)
Registered Society (3044176) L&Q is an exempt charity

We believe that on the basis of the above that your authority has reason to believe that our client may be homeless, eligible and in priority need. Therefore, your authority has a duty to provide suitable accommodation pending completion of your enquiries. We would remind you that this duty arises irrespective of the location connected with your authority.

Mis DB is a tenant of London & Quadrant Housing Trust (L&Q, However, due to

- Please see details of case above

This tenant feels It is not safe for them to remain at the property at 7 Tennyson Close, Enfield. London EN341N

Police details
DC Neha Chadda
North Area BCU I
Local Investigations Team 2a
Metropolitan Police Service
North Area BCU (Enfield & Haringey)
*07717850110

For this reason, I am referring them to emergency rehousing as per S188 of the Housing Act 1990 (Homelessness). 'Interim duty to accommodate in case of apparent priority need.'
And also, under section 10 of the Homeless Act 2002, where it is not reasonable for a person to continue to occupy accommodation if it is probable that this will lead to threats of violence from another person.

Details of Miss DB tenancy are as follows:
Tenancy start date 13/08/2011
Date of birth: DB

I would be grateful if you can contact me to confirm receipt of this letter. Please can you also keep me informed of the progress of your enquiries as an authorised representative of our client and provide us with a copy of your decision letter. You can contact me on 0300 456 9995 or via
Thank you for your assistance.
Yours faithfully



MISS DB
7 Tennyson Close,
Enfield,
EN3 4SN

Please reply to : Housing Assessments &
Allocations Team
John Wilkes House
79 High Street
Enfield
EN3 4EN

E-mail : Housing.assessment.team@enfield.gov.uk

Phone : 020 8379 1000 (option 4)

Your Ref : 900700

Date : 27/05/2020

Dear Miss DB,

The Outcome of your Housing Assessment

We have assessed your housing application in line with the Council's Allocation Scheme and with regard to the medical information you provided.

You have been assessed as requiring 1 bedroom your application states that you are currently living in a 1 bedroom council/housing association property. In accordance with our Housing Allocations Scheme, council tenants lacking no bedrooms are assessed as having 0 points.

Your medical information has also been assessed by our Medical Officer in conjunction with details of your accommodation.

It has been concluded by the Medical Officer that a Health and Wellbeing Award will not be given as your current housing situation has no adverse impact on the health issues presented, or a move would offer no improvement; or a solution other than moving into a social rented home.

Therefore, you have not been awarded health and wellbeing points.

A copy of your Health and Well-being outcome form is enclosed for your information.

As your application has been awarded 0 (Nil) points you do not have enough priority for social housing. I am sorry to inform you that based on this assessment you are not eligible to be on the Council's Housing Register.

For more information on the Council's Allocation Scheme, please go to the Council's website on www.enfield.gov.uk.

Sarah Cary
Executive Director Place
Enfield Council
Civic Centre, Silver Street
Enfield EN1 3XY

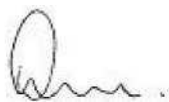
www.enfield.gov.uk

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

You may also wish to consider alternative options such as Homeswapper or Fresh Start. To find out further information to help you to move, please visit the Council's website at www.enfield.gov.uk.

You may request a review of this decision. Any request for a review must be received in writing, within 15 working days of the date of this letter. For further information about your right to request a review, please refer to Enfield's Housing Allocation Scheme at www.enfield.gov.uk.

Yours sincerely,



Assessments and Allocations Officer

IMPORTANT – Enfield residents should register for an online Enfield Connected account. Enfield Connected puts many Council services in one place, speeds up your payments and saves you time – to set up your account today go to www.enfield.gov.uk/connected

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



KATE OSAMOR MP

HOUSE OF COMMONS

LONDON SW1A0AA

Miss DB
7 Tennyson Close
Scotland Green Road
Enfield
Middx
EN3 4SN

12 August 2020

MP Case Ref: CW/ ZA4***

Dear Mis DB

I write further to my previous correspondence and enclose below a copy of the holding reply I have now received from Enfield Council, in response to the enquiries and representations I have been making on your behalf.

I will contact you again as soon as I receive the substantive reply.

Yours sincerely

KATE OSAMOR MP
Member of Parliament for Edmonton

Dear Kate Osamor MP (edm),

We are emailing to confirm we have received your enquiry concerning 7 Tennyson Close, Scotland Green Road, Enfield, Middx EN3 4SN (Case Ref: ZA41051) dated 11/08/2020.

The reference number for your enquiry is MEQ - 0000024808. This issue will be looked into and you should receive a response within 8 working days.

In some instances it may be necessary to contact the constituent to resolve matters with them direct. If this is the case, we will let you know.

An increasing number of environmental service requests/'report it' issues are coming through the MEQ system. This means that it can take longer to deal with the problem and increases the administration costs of dealing with these issues.

We encourage Councillors and MPs to endeavour to use the Council's website <https://new.enfield.gov.uk/report-a-problem/> to report environmental issues as this is the quickest and most efficient way of resolving the issue.

For instance, a fly-tip reported via the website goes straight to the clean-up team and is cleared within 4 hours. An MEQ or an email direct to an officer, can take much longer to get resolved simply because of the admin associated with logging, allocating and transferring to the crews or it may be delayed due an individual officer's leave or diary commitments.

Where matters have been reported but not resolved or there are continual issues, then please continue to use the MEQ system.

Kind regards,

Complaints and Access to Information Team

Enfield Council



KATE OSAMOR MP

HOUSE OF COMMONS

LONDON SW1A0AA

Miss DB
7 Tennyson Close
Scotland Green Road
Enfield
Middx
EN3 4SN

24 August 2020
MP Case Ref: CW/ZA4***

Dear Miss DB

I write further to my previous correspondence and enclose a copy of the reply that I have now received from Enfield Council in response to the enquiries and representations I have been making on your behalf.

You will note from the response that, in order to better assess your case for rehousing following your appeal, Enfield Council require greater medical evidence. Enfield Council has reached out to London and Quadrant to request this information. I note from the response that if you yourself are able to provide medical evidence to support your case this would considerably speed up this process. If you are in a position to do so, I would recommend that you provide this directly to Enfield Council.

Thank you again for approaching me about this issue.

Yours sincerely

KATE OSAMOR MP (Edmonton)

Classification: OFFICIAL

Dear Ms Osamor MP

Thank you for your enquiry on behalf of your constituent Miss [REDACTED]

I'm sorry to hear of the difficulties Ms [REDACTED] is experiencing at 7 Tennyson Close, EN3 4SN. I can confirm we did receive a referral from London & Quadrant on the basis that she suffers from depression and anxiety. As far as I can see, further details were not provided and the referral made no mention of an assault or a risk to Ms [REDACTED]'s safety. Due to the lack of any detailed information we made enquiries of her GP who provided a report that was assessed by the Medical Assessment Officer (MAO). Unfortunately, the MAO concluded that a medical priority should not be awarded.

Ms [REDACTED] has requested a review of our decision and provided a written statement in support of her case. Unfortunately, no further medical evidence has been provided therefore I have written to London & Quadrant to request that they confirm how they concluded that a referral was warranted, what action they have taken to resolve the matter and what medical evidence they obtained in order to support a transfer request. As soon as the information is provided I should be in a position to issue a review decision.

In the meantime if Ms [REDACTED] is able to provide any documentation from London & Quadrant this should speed up the process.

Yours sincerely

Lisa Colosso

Lisa Colosso

Housing Review Officer

Housing Assessments & Allocations Team

HOUSING & REGENERATION - LONDON BOROUGH OF ENFIELD

Ms DB
7 Tennyson Close
Enfield
EN3 4SN

Please reply to: Lisa Colosso
John Wilkes House
79 High Street
Enfield
EN3 4EN
E-mail: Lisa.colosso@enfield.gov.uk
Phone: 0208 379 1000
Textphone:
Fax: 0208 443 2997
My Ref: LC/****/9007***
Your Ref:
Date: 29 September 2020

Dear Ms DB

Re: Your request for a Review

I write in response to your letter of which requests a review of the Council's decision in respect of your housing register application.

In conducting this appeal, I have had regard to the following information:

- Your Housing Assessment application dated 18 March 2020
- The Medical Assessment Officer's health & wellbeing assessment dated 18 May 2020
- The housing register decision dated 27 May 2020
- GP report dated 11 May 2020
- PIP award letter dated 25 February 2020
- Tenancy report from London & Quadrant dated 31 March 2020
- Transfer information provided by London & Quadrant dated 9 September 2020
- Mental Health Assessment Panel minutes dated 23 September 2020
- The Council's Allocation Scheme
- The Health & Wellbeing Assessment Guidelines

Background

You have confirmed that you currently reside in a one-bedroom London & Quadrant property. You are the sole occupant therefore under the council's Allocations Scheme, you are deemed to have a one bedroom need for housing. As you are not currently lacking any bedrooms, I am satisfied your application was correctly assessed as having no points based on housing need.

Sarah Cary
Executive Director Place
Enfield Council
Civic Centre, Silver Street
Enfield EN1 3XY

www.enfield.gov.uk

In addition to assessing your housing need, I am further obliged to consider whether you are entitled to any medical priority for housing. It should be noted that a medical priority will only be considered where an applicant's living conditions have a negative effect on their or, someone in their family's health and wellbeing.

London & Quadrant referred your application to join the housing register on the basis that you suffer from medical issues that they state renders it unsuitable. They have confirmed you are on their transfer list and are able to bid for alternative accommodation however, you have not yet been successful.

Upon receipt of the referral the Assessment Team wrote to your GP to request confirmation of your diagnosed conditions. In a report dated 11 May 2020 it was confirmed that you suffer from depression and anxiety for which you have been prescribed anti-depressant medication. The report was considered by the Council's Medical Assessment Officer (MAO) who concluded that you do not qualify for a medical priority.

A zero health and wellbeing award is applied when it is determined that-

- An applicant's current situation has no adverse impact on the health issues presented, or a move would offer no improvement, or a solution other than moving into a social rented home is available. e.g. adaption of the current home, a move to a private rented home.

You requested a review of this decision and in a letter dated 8 August 2020 advised that in 2017 you had been subjected to a violent assault which took place at your property. You state you have not felt safe since that time and that this is having a negative impact on your depression. Your low mood has also been affected by some recent issues you experienced with a neighbour who accused you of stealing his keys and attempted to spy on you through your letterbox.

Decision

As part of the review process I discussed your case at the Council's Mental Health Assessment Panel which is attended by myself, the Medical Assessment Officer and a Mental Health Social Worker.

The Panel noted that you had contact with the Community Mental Health Team in 2008 following a GP referral in 2008. You were diagnosed with low mood by the Complex Care Team however as you were not considered to be in a mental health crisis, you were advised to contact MIND for support. In April 2020 you contacted the Mental Health Hub for advice as you were experiencing poor sleep and appetite however, again, you were not assessed as requiring secondary care. Consequently, you were advised to self-refer to IAPT for online therapy tutorials.

The Panel acknowledge that the incidents in 2017 left you shaken, and you continue to be

fearful. Additionally, more recently, you have had difficulties with a neighbour's anti-social behaviour. However, there is no evidence to suggest the incidents have caused your depression to deteriorate to great extent. You do not require the input of the Community Mental Health Team nor have you reported symptoms of Post-Traumatic Stress Disorder. Your low mood is managed with a standard dose of anti-depressant medication and you have been referred for counselling which should assist you in managing your mood and anxiety. As a result, it was concluded that a low medical priority should be awarded, the definition of which is:

- An applicant's living conditions cause difficulty in carrying out daily activities, but this is neither life threatening nor would greater harm or progression of the illness be caused if not moved.

A low medical priority attracts 50 points therefore your case has now been passed to the Housing Assessments Team so that they can process your application.

If you believe that in reaching this decision the council has erred in law, you have the right to seek legal advice to apply to the court by way of Judicial Review.

Yours sincerely

Lisa Colosso

Lisa Colosso
Housing Review Officer
Assessments & Allocations Team
HOUSING & REGENERATION - LONDON BOROUGH OF ENFIELD

IMPORTANT – Enfield residents should register for an online Enfield Connected account. Enfield Connected puts many Council services in one place, speeds up your payments and saves you time – to set up your account today go to www.enfield.gov.uk/connected

**DR D ABIDOYE
DR Y CHONG**

**NIGHTINGALE HOUSE SURGERY
1-3 NIGHTINGALE ROAD
EDMONTON
LONDON N9 8AJ
Tel: 0208 805 9997
www.nightingalehousesurgery.nhs.uk**

19 January 2021

YC/JO

PRIVATE & CONFIDENTIAL
To Whom It May Concern

Dear Sir,

Re: Miss DDB - DOB: ** NHS No: 43****
23 Byron Terrace, Hertford Road, London, N9 7DG
Tel No:**

This is to confirm that the above 31 year old lady is registered with our practice. She has a history of mental health illness including depression and insomnia and anxiety. She currently informs me that she is having serious problems with her neighbours downstairs, which have been banging on the walls, following her around and making her very paranoid this is exacerbating her mental health illness. She is feeling extremely depressed and she has also self-harmed in the process. Even though she is on antidepressants and having counselling, her neighbour issue is seriously exacerbating the situation, and she will need to be moved immediately to a place that is conducive of her mental health.

We would be extremely grateful if this could be facilitated with immediate effect.

Yours sincerely



Dr Yokefah Chong MB BS DRCOG.

Miss DB

7 Tennyson Close Scotland

green Road Enfield

EN3 4SN

25/01/2021

My Ref: 9007****

To whom it may concern

I am writing this letter regarding the points I have been awarded under medical grounds to be moved from the above address.

My health has got worse; therefore, I will be including a letter from my doctor regarding this I am therefore asking for a review of the points that have been awarded to me when it was last reviewed under medical grounds and my health issues.

While I am writing this letter, I would also like to know if there is an error with the new bidding system Enfield Council put in place.

I was placed on Enfield Council bidding system with 50 points that was awarded to me due to medical grounds, and before the system changed to the new bidding system, I could make bids, now the new bidding system has been put in place all it says is I do not have enough points to bid is there an error with the new bidding system?

It does seem maybe I could have been added to the new bidding system incorrectly as it does not say anything about medical needs to be moved. Could this please be looked into and someone get back to me.

If someone can please review my medical health points with the letter from my doctor, I would be grateful as I am not coping.

If I have to do anything else please let me know via my email.

Regards

DB 25/01/2021

MEDICAL ASSESSMENT RECOMMENDATIONS FORM

<u>DETAILS</u>	
HOUSING APP REF NO:	9007***
APPLICANT'S NAME:	Miss DB
ADDRESS:	7 TENNYSON CLOSE. ENFIELD, EN3 4SN

<u>PRIORITY</u>	
MEDICAL GRADE:	Medium health and wellbeing

MEDICAL CONDITIONS:	Depression, anxiety and insomnia
MEDICAL INFORMATION CONSIDERED:	Professionals meeting opinion 17/05/2021 GP letter 19/01/2021 London and Quadrant e-mail 19/04/2021

MEDICAL RECOMMENDATIONS

<u>FLOOR LEVEL</u>	
SPECIAL REQUIREMENT:	No
FLOOR LEVEL UNLIFTED:	Any
FLOOR LEVEL LIFTED:	Any
LEVEL ACCOMMODATION ESSENTIAL:	No

<u>HEATING</u>	
SPECIAL REQUIREMENT :	No
COMMENTS:	

<u>BEDROOM REQUIREMENT</u>	
EXTRA BEDROOM ESSENTIAL	No
BEDSIT SUITABLE	No

Medical Officer

DATE:

25/05/2021



Ms DB
7 TENNYSON CLOSE .
ENFIELD
EN3 4SN

Please reply Ms Alex Cartier

Housing Options & Advice
John Wilkes House
79 High Street
Ponders End
EN3 4EN

E-mail : Alex.cartier@enfield.gov.uk

Phone : 0208 379 1000

Textphone :

Fax : 0208 443 2997

My Ref : 9007****

Your Ref :

Date : 13/09/2021

By email to
DB@yahoo.com

Dear Ms [REDACTED]

Re: Housing Register Review

I am writing in response to your request for a review of the Health & Wellbeing rating awarded on 17 June 2021.

As part of the review I have considered how your application has been assessed in line with Enfield Council's Allocation Scheme and the criteria set by the Council that determines who is eligible to join the Housing Register.

In conducting this review, I have had regard to the following information:

- Your housing application
- Housing Register decision letter dated 17 June 2021
- Submissions from you.
- Health & Wellbeing Outcome 2 June 2021
- Letter from Dr Chong Nightingale Surgery dated 19 January 2021
- Equality Act 2010.
- The Allocation Code of Guidance 2012 and Localism Act 2011
- The Mental Health Assessment Panel Minutes dated 17 May 2021

You are currently living a 1 bedroom Housing Association property at the above address alone. Your landlord is London and Quadrant and you require a 1 bedroom property due to the size of your household. Therefore, your currently

Sarah Cary
Executive Director Place
Enfield Council
Civic Centre, Silver Street
Enfield EN1 3XY


EQUALITY
FRAMEWORK
FOR LOCAL
GOVERNMENT
EXCELLENT

Phone: 020 8379 1000
Website: www.enfield.gov.uk

If you need this document in another language or format call Customer Services on 020 8379 1000, or email enfield.council@enfield.gov.uk

accommodation is adequate size for you.

Health & Wellbeing Assessment

In carrying out the review I have noted that you have advised you suffer from Depression, anxiety and insomnia. You provided medical evidence in support of your application. This was a letter from your GP at Nightingale Surgery who confirmed your mental health had deteriorated due to your neighbour and you have self-harmed. Your case was presented to the mental health assessment panel along with all the medical information provided and information from London and Quadrant. This meeting was attended by The Medical Assessment Officer, Mental Health social worker, a review officer and the Customer Contact Team Manager. The considered all the information provided and decided to award you a Medium Health & Wellbeing rating. Their discussion was as follows:-

Miss [REDACTED] is asking for more medical priority, arguing that her mental health is being affected by the behaviour of the tenant below her at 1 Tennyson Close, who has mental health issues. Her situation was presented to a previous meeting of the Panel, where it was felt that although there was no evidence that Miss [REDACTED] mental health had deteriorated, further information was required from London & Quadrant concerning the situation. This has now been received. When London & Quadrant investigated, they were unable to contact the other tenant because he had been sectioned. They had already placed Miss [REDACTED] on their transfer list because of a separate incident, but they are only able to offer her properties outside the borough. The panel noted that there was no record of physical assault from the other tenant, or Police involvement

The panel felt a 'Medium' degree of medical priority might be more appropriate to reflect how the fear of what might happen is affecting her.

The Council's allocations policy Health and Well-being definitions are as follows: -

High Health & Well-being – Where the current living conditions would put the applicant's life at risk* if they do not move or would cause the applicant to be completely housebound, they would regain substantial

independence if an alternative property were available, this includes the need for a level access home because the applicant is wheelchair ambulant.

****risk to life does NOT include terminal illness or illnesses that involve unpredictable crises.***

Medium Health & Well-being - Need to move is less urgent and not life threatening but if left unresolved, their quality of life will deteriorate.

Low Health & Well-being - Living conditions cause difficulty in carrying out daily activities but this is neither life threatening nor would greater harm or progression of the illness be caused if not moved.

Zero Health & Well-being - A move would offer no improvement; or a solution other than moving into a social rented home is available.

Although I accept your medical conditions may fall into the realms of the Equality Act 2010. I am satisfied you do not meet the criteria to be awarded a High Health and Wellbeing rating or be awarded any additional points in accordance with Enfield Councils Allocations Policy.

Considering the Health & Wellbeing definitions I am satisfied you have been awarded the correct rating (medium) and do not fit into any of the other categories.

There is no indication that your current accommodation is causing a threat to your life or that you are completely housebound. I also note you are not currently wheelchair ambulant. Due to this I am satisfied you do not meet the criteria to be awarded a High Health and Wellbeing rating. I note you are currently on the transfer list to be moved to alternative accommodation by London and Quadrant.

You have now been awarded 150 points based on your current circumstances. You are currently live to bid on The Councils Housing register

If you believe that in reaching this decision the council has erred in law you have the right to seek legal advice to apply to the court by way of Judicial Review.

Yours sincerely

Ms Alexandra Cartier
Review Officer
Housing Options & Advice Team
London Borough of Enfield- Place Department

Miss DB

7 Tennyson Close

Scotland Green Road

Enfield

EN3 4SN

14/12/2022

DB@yahoo.com

07868 267755

Complaint regarding help I need

To whom it may concern

This letter is regarding the attack that happened on the 25/11/2022 Crime REF: **523******* to Miss DB DOB **** of address 7 Tennyson Close, Scotland Green Road, Enfield EN3 4SN, regarding housing to keep her safe.

I am doing a full breakdown of all police and housing contract, I am being left to walk the streets every day, and getting maybe somewhere to stay overnight via the emergency out of hours housing team at Enfield Council at around 21:00 hours to midnight which I have to be out of by 09:00 to 12:00 the next day.

I am meant to be resting and dealing with my hand I am on a great deal of pain killers and others medications, I am meant to be doing hand movements every hour to try and get the movement and feeling back in my hand, my hand is meant to be keep warm and walking around the streets in snow and how cold it is my hand is not being kept the way in which it should be which I have been told to do by the hospital. The injuries to my hand are life changing and I am trying to get as much of my hand back as I can. however, dealing with this is not allowing me to do what I need.

I also have mental health and this has got a great deal worse to the point I feel like killing myself, which I have tried to tell the housing how I am feeling but getting nowhere. I feel so unsafe walking the streets I feel people are following me and I could get attacked again at any time.

One of the people who attacked me live on my housing estate and the next live round the corner, and I not sure where the others live, also a stabbing that happened on the 29/11/2022

in my block of flats, so it is not safe for me to be at my flat which the police have already stated in a letter.

London and Quadrant Housing Association and tried to help me but have no housing to place me in, they have called me each day as they are so worried, and cannot believe what Enfield Council are doing. Enfield Council and London and Quadrant Housing Association are meant to work together as a team, London and Quadrant Housing Association has written to Enfield Council with an Application for assistance under section 183 of the Housing Act 1996, including the email from inspector Neha Chadda which inspector Neha Chadda had also sent to Enfield Council Emily Berry. But it seems it is not being taken seriously by Enfield Council. London and Quadrant Housing Association have emailed Enfield Council many times also, so has Samuel Leech MASH team social worker, who also is not getting calls back. And the many other people who has tried to contact Enfield Council not getting calls back.

I feel nothing is being done via Enfield Council, I don't even get calls back and spend most days on the phone to them while walking round the streets, never getting calls backs when I am told every day I will get a call backs, every day someone else is put to dealing with my case and nothing that's gone on they seem to know so I have to go over everything again. Day after day I am having to remember what happened and speak about it again and again this is not helping me and is also making my mental health worse.

Something needs to be done to help me I need somewhere to stay; I can't keep walking around the streets everyday not knowing what is going on if I have somewhere to sleep.

I am already on the bidding system with Enfield Council to move due to an attack at my flat that happened in 2017, and due to my mental health, I have 150 points to bid but this is minimal points to bid and would takes years to get rehoused.

- **Please see below a list of information when I have had contract with the police, London and Quadrant Housing Association, Enfield Council, women's aid, social services mash team, the mult-agency safeguarding team, crisis team, Enfield council out of hours teams, street link and solace women's aid.**
- **Dealing with police regarding this attack.**

On the date of the 25/11/2022 which was when the attack happened someone paid for a mini cab to get to the hospital as I was bleeding so badly and the bleeding could not be stopped.

I got to the hospital and the doctors rushed me in as I had a plastic bag over my hand which was full of my blood. The doctors started to try and stop me bleeding but it would not stop with anything thy were doing. I had to be given blood transfusions due to the amount of blood I had lost, I was put on morphine pain killers for the pain I was in which was very bad.

The police came to the hospital in the early hours of the 26/11/2022 I think around 02:00 hours and I spoke to them as much as I could with my family there who was also telling them

what happened, I give them permission to speak to the doctors as I was not in a great way, and very out of it due to the blood lost and the morphine pain killers I had been given.

A next set of police came back a while later but I was so out of it I could hardly speak to them I was still losing a great deal of blood also as it could not be stopped from bleeding.

DB Crime Ref: 523**** GBH with intent 25/11/2022 date of attack, the injuries to my hand is life changing.

- **Police officers Dealing**

ADS Grant email p207278@met.pol.uk

police sergeant Nowak email p235934@met.pol.uk

- **Updated crime ref 52**** on dates:**

28/11/2022, 29/11/2022, 02/12/2022 and 08/12/2022 emails were sent to the officers in charge of the crime ref **523******* on each update, but I still did not hear anything from the officers in charge of the case.

- **Police Complaints made:**

Police Complaints made: **CAD42******* spoke to police sergeant Hickman on the 05/12/2022 at around 17:15 Regarding nothing being done on the crime ref and no police contract since the 26/11/2022 at the hospital. sergeant Hickman stated she was going to speak to the officers in charge of the crime ref **523******* and get them to contract us.

Police Complaint made: **CAD295******* Spoke to inspector Neha Chadda on the 08/12/2022 at around 17:04. Had a long chat and Neha Chadda agreed to over see the case and speak to the officers dealing with the crime ref **523******* and also write a letter to the housing that it was unsafe to stay at my flat. This letter was sent by inspector Neha Chadda to London and Quadrant Housing Association, and Enfield Council.

Stabbing happened on my block of flats:

Stabbing happened in my block of flats on the 29/11/2022 by 3 masked males. **CAD 28*******, unsure if it relates to the attack on me on the 25/11/2022.

- **Housing ETC**

Main Full Enfield Housing REF: 90*** for DB**

02038211769 homeless

Alexandre house emergency team: 02083791000 Time: 14:32 Date: 06.12.22

Emily Berry from homeless team 02081320542 Time: 15.54 Date: 07.12.22

Chinebu at house emergency team Time: 17.02 Date: 07.12.22

Enfield Council Ref: for temp housing 194830

Iyabo - out off hours sever Time: 17:55 Date: 07.12.22

Lindsey -out of hours severs Time: 19:02 Date: 07.12.22

London and quadrant, housing officer - Joel Prospere

Monina - London and quarantine - assessment team

Nazma Sharis - London and quarantine new case officer

David tenancy team Time: 10.22 Date: 8.11.22

HPU Letter sent to Enfield Council by London and Quadrant Housing

advice@enfield.org.uk

Nuakma - home prevention team points Date: 08/12/2022 or the 09/12/2022 Time: 12.04

Emergency housing can take up to 3 years from London and Quadrant Housing
Nsharif@IQgroup.org.uk

Michael- home out of hours team Time: 17:05 Date: 09.12.22

Ref number 195412 for Emergency housing Date: 09.12.22

Jannie - emergency duty team number: 020 8379 1000

Samuel Leech MASH team social worker Time: 20:25 Date: 12.12.22, Numbers 07929 076972 or 0204 5267062

Street Link: 03005000914

Angie advice service: 020 3821 1769

Michaela - duty manager Enfield Council

Sharon homeless out of hours Date: 12.12.22 Ref: 197320

07773 112865 home emergency team Sam: out of hour

o

Women's aid: advice@solacewomensaid.org Solace and Dave helping me as much as they can.

advice@wgn.org.uk

08088004444 street link

Holly out of hours team on the Time: 17:23 Date: 13.12.22

Ref: 197575 Enfield Council

Chinedu emergency out of hours team Time: 19:53 Date: 13.12. 22

Andrea - emergency duty social worker 13/12/2022 Time: 20:58

emergency duty social worker

N9 0tw

1557747231

Joy Women's Aid Date: 14.12.22 Time: 11.13

Victim Support Enfield 0207 336 1775 or 0808 1689111

Many emails have also been sent from my email and to my email address [DI\[REDACTED\]@yahoo.com](mailto:DI[REDACTED]@yahoo.com) but I will include in this letter the email from London and Quarantine and the police inspector.

Something does need to be done as I can not carry on this way any longer.

Kate Osamor Case Ref: KO41051 when she was helping me with the attack in 2017 at my flat and also my medical issues with Enfield Council. But I believe my new MP is now Feryal Clark who I am asking to help in this matter.

Could any replies please be sent to [DB\[REDACTED\]@yahoo.com](mailto:DB[REDACTED]@yahoo.com)

Regards

DB.

14/12/2022

Valerie Opara

From: Neha.Chadda@met.police.uk
Sent: 08 December 2022 17:55
To: RROteam
Cc: emily.berryi@emfield.gov.uk: Nazma Shanf
Subject: 52****

Follow Up Flag: Follow up
Flag Status: Flagged

Good evening,

I am emailing in relation to the above crime report. This a GBH with intent investigation where the victim was assaulted in a pub which resulted in life changing injuries to her hand.

The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022.

The victim's name is DB she currently resides at 7 TENNYSON CLOSE, SCOTLAND GREEN ROAD, ENFIELD. EN3 4SN.

We would recommend a move due to the proximity of the suspects of this investigation and the mental/physical toll this incident has been on Ms [REDACTED]

Kind Regards,



DC Neha Chadda
North Area BCU
Local investigations Team 2a
Metropolitan Police Service
North Area BCU (*Enfield & Haringey*)
*07717850110
^V.v. *: • ■ 25 Neha.ChaOda&met. oclice.uk



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L&Q DIRECT
PO Box 194
Sidcup DA15 OAJ
Tel +44 456 9995

09th December 2022

URGENT - For the attention of the Duty Homeless Persons Unit Officer, Homelessness Section

Dear Sir/Madam,

Application for assistance under section 183 of the Housing Act 1990

Please treat this letter as an application for assistance under section 183, Housing Act 1990.

Homelessness or threatened with homelessness (Section 175 Housing Act 1990)

We believe that our client should be treated as homeless or threatened with homelessness. This is because:

Please see summary notes for the case below

Ms. DB contacted L&Q and has reported that on 25th November she was stabbed outside a pub by two unknown persons. She was hospitalized and needed surgery after sustaining life-changing injuries.

Ms. DB has seen both of the perpetrators on her estate when walking her dog and believes they live on the estate and know where she lives. She has not stayed in her property due to fear for her life. While she was in hospital, she has received a call from an unknown number telling her to drop the charges. She has stayed in the hospital for the last few nights as she has nowhere else to stay. Police are investigating her case. Case ref 523*****22.

I have received an email from the police officer stating: 'The victim currently resides at an address where both suspects live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 23/11/2022'. They advised that it is not safe for

Ms. DB to remain at her property and she should be moved.

Advised resident to approach the local authority, explain her situation regarding the incident and that she wants to make a homeless application.

Ms. DB has requested urgent re-housing.

- It is of the recommendation of L&Q that accommodation is considered to ensure the safety and wellbeing of [REDACTED]

Interim accommodation duty (Section 188 Housing Act 1990)

From: DB <DBDB@yahoo.com>
Sent: 14 December 2022 13:51
To: Lorraine Cordell
Subject: Fw: DB
Attachments: Untitled (41.7 KB); HPU letter - DB 09122022 PDF.pdf

Forwarded message

From: Nazma Sharif <nsharif@lqgroup.org.uk>
To: adviceservice@enfield.org.com <adviceservice@enfield.org.com>
Cc: Emily Berry <emily.berry@enfield.gov.uk>; DB <DBDB@yahoo.com>
Sent: Wednesday, 14 December 2022 at 13:43:03 GMT
Subject: DB

To whom it may concern

Please see the attached email from the police in regards to DB's case.

I also attach the supporting letter I have provided to DB.

DB has been staying in emergency accommodations provided by Enfield council for past two nights. She left this morning and is trying to speak with someone to arrange accommodation as she doesn't have anywhere to go.

She is vulnerable and is recovering from her stab wounds, however this is proving difficult and has been told the wound is infected. She told me this is because she is not in a good mental state due to her current situation of not having anywhere to stay and is not able to take her medication on time and when she does, she forgets and double doses.

She told me that she is on the streets, and she has been approached by men, and they have harassed her for her number. She does not feel safe.

I will be referring DB's case to our high-harm panel to consider a priority move for her long term (this can take longer than 6 months due to the extensive waiting list), however we do not have any temporary or emergency accommodation to place her in.

I would urge that her case is looked at and provide her with temporary accommodation.

Regards
Nazma

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Good evening,

I am emailing in relation to the above crime report. This is a GBH with intent investigation where the victim

was assaulted in a pub which resulted in life changing injuries to her hand.

The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022.

The victim's name is DB Shantel DB she currently resides at 7 TENNYSON CLOSE, SCOTLAND GREEN ROAD, ENFIELD, EN3 4SN.

We would recommend a move due to the proximity of the suspects of this investigation and the mental/physical toll this incident has been on Ms DB.

Kind Regards,

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DC Neha Chadda
North Area BCU

Local Investigations Team 2a
Metropolitan Police Service
North Area BCU (Enfield & Haringey)
*07717850110
www.met.police.uk Neha.Chadda@met.police.uk
Enfield Haringey
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L&Q Direct

PO Box 194

Sidcup DA15 0AJ

Tel: +44 (0)300 456 9998

09th December 2022

URGENT – For the attention of the Duty Homeless Persons Unit Officer, Homelessness Section

Dear Sir/Madam,

Application for assistance under section 183 of the Housing Act 1996

Please treat this letter as an application for assistance under section 183, Housing Act 1996.

Homelessness or threatened with homelessness (Section 175 Housing Act 1996)

We believe that our client should be treated as homeless or threatened with homelessness. This is because:

Please see summary notes for the case below

Ms DB contacted L&Q and has reported that on 25th November she was stabbed outside a pub by two unknown persons. She was hospitalised and needed surgery after sustaining life-changing injuries. Ms DB has seen both of the perpetrators on her estate while walking her dog and believes they live on the estate and know where she lives. She has not stayed in her property due to fear for her life. While she was in hospital, she has received a call from an unknown number telling her to drop the charges. She has stayed in the hospital last few nights as she has nowhere else to stay. Police are investigating her case crime ref: 5232489/22. I have received an email from the police officer stating, ***'The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022'***. They advised that it is not safe for Ms DB to remain at her property and she should be moved.

Advised resident to approach the local authority explain her situation regarding the incident and that she wants to make a homeless application.

Ms DB has requested urgent re-housing.

It is of the recommendation of L&Q that accommodation is considered to ensure the safety and wellbeing of DB.

Interim accommodation duty (section 188 Housing Act 1996)

BECAUSE HOMES MATTER

We believe that on the basis of the above that your authority has reason to believe that our client may be homeless, eligible and in priority need. Therefore, your authority has a duty to provide suitable accommodation pending completion of your enquiries. We would remind you that this duty arises irrespective of location connection with your authority.

Ms DB is a tenant of **London & Quadrant Housing Trust (L&Q)**. However, due to:

- **Please see details of case above**

This tenant feels it is not safe for them to remain at their property at 7 Tenneyson Close, Enfield, London EN3 4SN.

Police details

DC Neha Chadda
North Area BCU
Local Investigations Team 2a
Metropolitan Police Service
North Area BCU (Enfield & Haringey)
07717850110

For this reason, I am referring them for emergency re-housing as per s188 of the Housing Act 1996 (Homelessness). "Interim duty to accommodate in case of apparent priority need." And also, under section 10 of the Homeless Act 2002, where it is not reasonable for a person to continue to occupy accommodation if it is probable that this will lead to threats of violence from another person.

Details of Ms DB, tenancy are as follows:
Tenancy start date with L&Q – 15/08/2011

Date of birth: *****

I would be grateful if you can contact me to confirm receipt of this letter. Please can you also keep me informed of the progress of your enquiries as an authorised representative of our client and provide us with a copy of your decision letter. You can contact me on 0300 456 9996 or via email to nsharif@lqgroup.org.uk Thank you for your assistance.

Yours faithfully

Nazma Sharif
ASB Case worker

Yours



Nazma Sharif

Fw: DB->Untitled (41.7 KB).msg

From: Neha.Chadda@met.police.uk [Neha.Chadda@met.police.uk]

To: RROteam@enfield.gov.uk

Sent: 08 December 2022 17:54:56

Subject: 5232489/22

Attachments: image001.png (11 KB); image002.png (1 KB); image003.png (1 KB); image004.jpg (1 KB); image005.gif (1 KB); image006.gif (1 KB);

Good evening,

I am emailing in relation to the above crime report. This a GBH with intent investigation where the victim was assaulted in a pub which resulted in life changing injuries to her hand.

The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022.

The victim's name is DB Shantel DB she currently resides at 7 TENNYSON CLOSE, SCOTLAND GREEN ROAD,

ENFIELD, EN3 4SN.

We would recommend a move due to the proximity of the suspects of this investigation and the mental/physical toll this incident has been on Ms DB.

Kind Regards,



DC Neha Chadda
North Area BCU
Local Investigations Team 2a
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North Area BCU (Enfield & Haringey)
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We would recommend a move due to the proximity of the suspects of this investigation and the mental/physical toll this incident has been on Ms DB

Kind Regards,



DC Neha Chadda
North Area BCU
Local Investigations Team 2a
Metropolitan Police Service
North Area BCU (*Enfield & Haringey*)
k07717850110

www.met.police.uk 3: Neha.Chadda@met.police.uk

Enfield Haringey

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Miss DB

7 Tennyson Close

Scotland Green Road

Enfield

EN3 4SN

14/12/2022

DB@yahoo.com

07868 2*****

Complaint regarding help I need

To whom it may concern

This letter is regarding the attack that happened on the 25/11/2022 Crime REF: **52****/22** to Miss DB DOB **** of address 7 Tennyson Close, Scotland Green Road, Enfield EN3 4SN, regarding housing to keep her safe.

I am doing a full breakdown of all police and housing contract, I am being left to walk the streets every day, and getting maybe somewhere to stay overnight via the emergency out of hours housing team at Enfield Council at around 21:00 hours to midnight which I have to be out of by 09:00 to 12:00 the next day.

I am meant to be resting and dealing with my hand I am on a great deal of pain killers and others medications, I am meant to be doing hand movements every hour to try and get the movement and feeling back in my hand, my hand is meant to be keep warm and walking around the streets in snow and how cold it is my hand is not being kept the way in which it should be which I have been told to do by the hospital. The injuries to my hand are life changing and I am trying to get as much of my hand back as I can. however, dealing with this is not allowing me to do what I need.

I also have mental health and this has got a great deal worse to the point I feel like killing myself, which I have tried to tell the housing how I am feeling but getting nowhere. I feel so unsafe walking the streets I feel people are following me and I could get attacked again at any time.

One of the people who attacked me live on my housing estate and the next live round the corner, and I not sure where the others live, also a stabbing that happened on the 29/11/2022

in my block of flats, so it is not safe for me to be at my flat which the police have already stated in a letter.

London and Quadrant Housing Association and tried to help me but have no housing to place me in, they have called me each day as they are so worried, and cannot believe what Enfield Council are doing. Enfield Council and London and Quadrant Housing Association are meant to work together as a team, London and Quadrant Housing Association has written to Enfield Council with an Application for assistance under section 183 of the Housing Act 1996, including the email from inspector Neha Chadda which inspector Neha Chadda had also sent to Enfield Council Emily Berry. But it seems it is not being taken seriously by Enfield Council. London and Quadrant Housing Association have emailed Enfield Council many times also, so has Samuel Leech MASH team social worker, who also is not getting calls back. And the many other people who has tried to contact Enfield Council not getting calls back.

I feel nothing is being done via Enfield Council, I don't even get calls back and spend most days on the phone to them while walking round the streets, never getting calls backs when I am told every day I will get a call backs, every day someone else is put to dealing with my case and nothing that's gone on they seem to know so I have to go over everything again. Day after day I am having to remember what happened and speak about it again and again this is not helping me and is also making my mental health worse.

Something needs to be done to help me I need somewhere to stay; I can't keep walking around the streets everyday not knowing what is going on if I have somewhere to sleep.

I am already on the bidding system with Enfield Council to move due to an attack at my flat that happened in 2017, and due to my mental health, I have 150 points to bid but this is minimal points to bid and would takes years to get rehoused.

- **Please see below a list of information when I have had contract with the police, London and Quadrant Housing Association, Enfield Council, women's aid, social services mash team, the multi-agency safeguarding team, crisis team, Enfield council out of hours teams, street link and solace women's aid.**

- **Dealing with police regarding this attack.**

On the date of the 25/11/2022 which was when the attack happened someone paid for a mini cab to get to the hospital as I was bleeding so badly and the bleeding could not be stopped.

I got to the hospital and the doctors rushed me in as I had a plastic bag over my hand which was full of my blood. The doctors started to try and stop me bleeding but it would not stop with anything they were doing. I had to be given blood transfusions due to the amount of blood I had lost, I was put on morphine pain killers for the pain I was in which was very bad.

The police came to the hospital in the early hours of the 26/11/2022 I think around 02:00 hours and I spoke to them as much as I could with my family there who was also telling them

what happened, I give them permission to speak to the doctors as I was not in a great way, and very out of it due to the blood lost and the morphine pain killers I had been given.

A next set of police came back a while later but I was so out of it I could hardly speak to them I was still losing a great deal of blood also as it could not be stopped from bleeding.

Crime Ref: 52**9/22** GBH with intent 25/11/2022 date of attack, the injuries to my hand is life changing.

- **Police officers Dealing**

ADS Grant email p207278@met.pol.uk

police sergeant Nowak email p235934@met.pol.uk

- **Updated crime ref 52****/22 on dates:**

28/11/2022, 29/11/2022, 02/12/2022 and 08/12/2022 emails were sent to the officers in charge of the crime ref **52****9/22** on each update, but I still did not hear anything from the officers in charge of the case.

- **Police Complaints made:**

Police Complaints made: **CAD4****6/05/12/2022** spoke to police sergeant Hickman on the 05/12/2022 at around 17:15 Regarding nothing being done on the crime ref and no police contract since the 26/11/2022 at the hospital. sergeant Hickman stated she was going to speak to the officers in charge of the crime ref **52****/22** and get them to contract us.

Police Complaint made: **CAD2****/08/12/2022** Spoke to inspector Neha Chadda on the 08/12/2022 at around 17:04. Had a long chat and Neha Chadda agreed to over see the case and speak to the officers dealing with the crime ref **52****/22** and also write a letter to the housing that it was unsafe to stay at my flat. This letter was sent by inspector Neha Chadda to London and Quadrant Housing Association, and Enfield Council.

Stabbing happened on my block of flats:

Stabbing happened in my block of flats on the 29/11/2022 by 3 masked males. **CAD 2834/29/11/22**, unsure if it relates to the attack on me on the 25/11/2022.

- **Housing ETC**

Main Full Enfield Housing REF: 9007** for DB**

02038211769 homeless

Alexandre house emergency team: 02083791000 Time: 14:32 Date: 06.12.22

Emily Berry from homeless team 02081320542 Time: 15.54 Date: 07.12.22

Chinebu at house emergency team Time: 17.02 Date: 07.12.22

Enfield Council Ref: for temp housing 194830

Iyabo - out off hours sever Time: 17:55 Date: 07.12.22

Lindsey -out of hours severs Time: 19:02 Date: 07.12.22

London and quadrant, housing officer - Joel Prospere

Monina - London and quarantine - assessment team

Nazma Sharis - London and quarantine new case officer

David tenancy team Time: 10.22 Date: 8.11.22

HPU Letter sent to Enfield Council by London and Quadrant Housing

advice@enfield.org.uk

Nuakma - home prevention team points Date: 08/12/2022 or the 09/12/2022 Time: 12.04

Emergency housing can take up to 3 years from London and Quadrant Housing
Nsharif@lqgroup.org.uk

Michael- home out of hours team Time: 17:05 Date: 09.12.22

Ref number 195412 for Emergency housing Date: 09.12.22

Jannie - emergency duty team number: 020 8379 1000

Samuel Leech MASH team social worker Time: 20:25 Date: 12.12.22, Numbers 07929 076972 or 0204 5267062

Street Link: 03005000914

Angie advice service: 020 3821 1769

Michaela - duty manager Enfield Council

Sharon homeless out of hours Date: 12.12.22 Ref: 197320

07773 112865 home emergency team Sam: out of hour o

Women's aid: advice@solacewomensaid.org Solace and Dave helping me as much as they can.

advice@wgn.org.uk

08088004444 street link

Holly out of hours team on the Time: 17:23 Date: 13.12.22

Ref: 197575 Enfield Council

Chinedu emergency out of hours team Time: 19:53 Date: 13.12. 22

Andrea - emergency duty social worker 13/12/2022 Time: 20:58

emergency duty social worker

N9 0tw

1557747231

Joy Women's Aid Date: 14.12.22 Time: 11.13

Victim Support Enfield 0207 336 1775 or 0808 1689111

Many emails have also been sent from my email and to my email address [REDACTED]@yahoo.com but I will include in this letter the email from London and Quarantine and the police inspector.

Something does need to be done as I can not carry on this way any longer.

Kate Osamor Case Ref: KO41051 when she was helping me with the attack in 2017 at my flat and also my medical issues with Enfield Council. But I believe my new MP is now Feryal Clark who I am asking to help in this matter.

Could any replies please be sent to [REDACTED]@[yahoo.com](mailto:[REDACTED]@yahoo.com)

Regards

[REDACTED] DB

14/12/2022

From: Nazma Sharif <nsharif@lqgroup.org.uk>
To: adviceservice@enfield.org.com <adviceservice@enfield.org.com>
Cc: Emily Berry <emily.berry@enfield.gov.uk>; DB <DB@yahoo.com>
Sent: Wednesday, 14 December 2022 at 13:43:03 GMT
Subject: DB

To whom it may concern

Please see the attached email from the police in regards to DB's case.

I also attach the supporting letter I have provided to DB.

DB has been staying in emergency accommodations provided by Enfield council for past two nights. She left this morning and is trying to speak with someone to arrange for accommodation as she doesn't have anywhere to go.

She is vulnerable and is recovering from her stab wounds, however this is proving difficult and has been told the wound is infected. She told me this is because she is not in a good mental state due to her current situation of not having anywhere to stay and is not able to take her medication on time and when she does, she forgets and double doses.

She told me that she is on the streets, and she has been approached by men and they have harassed her for her number. She does not feel safe.

I will be referring DB's case to our high harm panel to consider a priority move for her long term (this can take longer than 6 months due to the extensive waiting list), however we do not have any temporary or emergency accommodation to place her in.

I would urge that her case is looked at and provide her with temporary accommodation.

Regards
Nazma

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Good evening,

I am emailing in relation to the above crime report. This a GBH with intent investigation where the victim was assaulted in a pub which resulted in life changing injuries to her hand.

The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022.

The victim's name is DB [REDACTED] she currently resides at 7 TENNYSON CLOSE, SCOTLAND GREEN ROAD, ENFIELD, EN3 4SN.

We would recommend a move due to the proximity of the suspects of this investigation and the mental/physical toll this incident has been on Ms DB

Kind Regards



DC Neha Chadda

North Area BCU

Local Investigations Team 2a

Metropolitan Police Service

North Area BCU (*Enfield & Haringey*)

***07717850110**

www.met.police.uk **Bi** Neha.Chadda@met.police.uk

Enfield Haringey

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L&Q Direct

PO Box 194

Sidcup DA15 0AJ

Tel: +44 (0)300 456 9998

Email: info@lqgroup.org.uk

Website: www.lqgroup.org.uk

09th December 2022

URGENT – For the attention of the Duty Homeless Persons Unit Officer, Homelessness Section

Dear Sir/Madam,

Application for assistance under section 183 of the Housing Act 1996

Please treat this letter as an application for assistance under section 183, Housing Act 1996.

Homelessness or threatened with homelessness (Section 175 Housing Act 1996)

We believe that our client should be treated as homeless or threatened with homelessness. This is because:

Please see summary notes for the case below

Ms DB contacted L&Q and has reported that on 25th November she was stabbed outside a pub by two unknown persons. She was hospitalised and needed surgery after sustaining life-changing injuries. Ms DB has seen both of the perpetrators on her estate while walking her dog and believes they live on the estate and know where she lives. She has not stayed in her property due to fear for her life. While she was in hospital, she has received a call from an unknown number telling her to drop the charges. She has stayed in the hospital last few nights as she has nowhere else to stay. Police are investigating her case crime ref: 5232489/22. I have received an email from the police officer stating, ***'The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022'***. They advised that it is not safe for Ms DB to remain at her property and she should be moved.

Advised resident to approach the local authority explain her situation regarding the incident and that she wants to make a homeless application.

Ms DB has requested urgent re-housing.

It is of the recommendation of L&Q that accommodation is considered to ensure the safety and wellbeing of DB.

Interim accommodation duty (section 188 Housing Act 1996)

BECAUSE HOMES MATTER

We believe that on the basis of the above that your authority has reason to believe that our client may be homeless, eligible and in priority need. Therefore, your authority has a duty to provide suitable

accommodation pending completion of your enquiries. We would remind you that this duty arises irrespective of location connection with your authority.

Ms DB is a tenant of **London & Quadrant Housing Trust (L&Q)**. However, due to:

- *Please see details of case above*

This tenant feels it is not safe for them to remain at their property at **7 Tenneyson Close, Enfield, London EN3 4SN**.

Police details

DC Neha Chadda
North Area BCU
Local Investigations Team 2a
Metropolitan Police Service
North Area BCU (Enfield & Haringey)
07717850110

For this reason, I am referring them for emergency re-housing as per s188 of the Housing Act 1996 (Homelessness). "Interim duty to accommodate in case of apparent priority need." And also, under section 10 of the Homeless Act 2002, where it is not reasonable for a person to continue to occupy accommodation if it is probable that this will lead to threats of violence from another person.

Details of **Ms DB**, tenancy are as follows:
Tenancy start date with **L&Q** – **15/08/2011**

Date of birth: *********

I would be grateful if you can contact me to confirm receipt of this letter. Please can you also keep me informed of the progress of your enquiries as an authorised representative of our client and provide us with a copy of your decision letter. You can contact me on 0300 456 9996 or via email to nsharif@lqgroup.org.uk Thank you for your assistance.

Yours

Yours faithfully



Nazma Sharif

Nazma Sharif
ASB Case worker

Fw: DB->Untitled (41.7 KB).msg

From: Neha.Chadda@met.police.uk [Neha.Chadda@met.police.uk]

To: RROteam@enfield.gov.uk

Sent: 08 December 2022 17:54:56

Subject: 5232489/22

Attachments: image001.png (11 KB); image002.png (1 KB); image003.png (1 KB); image004.jpg (1 KB); image005.gif (1 KB); image006.gif (1 KB);

Good evening,

I am emailing in relation to the above crime report. This a GBH with intent investigation where the victim was assaulted in a pub which resulted in life changing injuries to her hand.

The victim currently resides at an address where both suspect live within the same estate and there has been escalation of violent behaviour within this estate since the incident on 25/11/2022.

The victim's name is DB Shantel DB she currently resides at 7 TENNYSON CLOSE, SCOTLAND GREEN ROAD, ENFIELD, EN3 4SN.

We would recommend a move due to the proximity of the suspects of this investigation and the mental/physical toll this incident has been on Ms DB.

Kind Regards,



DC Neha Chadda
North Area BCU
Local Investigations Team 2a
Metropolitan Police Service
North Area BCU (Enfield & Haringey)
k07717850110
www.met.police.uk K Neha.Chadda@met.police.uk
Enfield Haringey
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Miss DB
7 Tennyson Close
Scotland Green Road
Enfield
EN3 4SN
14/12/2022
DB@yahoo.com
078*****

Complaint regarding URGENT Application for assistance under section 183 of the Housing Act 1996

To who it may concern

I am writing this email as again I have many issues which I will list below.

After my last complaint dated the 14/12/2022 which I have yet not heard anything and I will include again in this email, I find myself having to write again a new complaint.

I have taken legal advice and at this time I am waiting to be allocated a solicitor that will help me address these issues I am having.

On the 09 December 2022 London and Quadrant Housing Association submitted an URGENT Application for assistance under section 183 of the Housing Act 1996, AS they did not have any housing to place her in and the police had stated in an email to London and Quadrant Housing Association and Enfield Council it was unsafe for her to stay in her flat due to the attack that happened on the 25/11/2022. This URGENT Application for assistance under section 183 of the Housing Act 1996 that London and Quadrant Housing Association submitted to Enfield Council included within its Interim accommodation duty (section 188 Housing Act 1996) as well as other sections.

Under the law Enfield Council has a right to fully assess a person needs and their priority need, and under section 188 Housing Act 1996 Enfield Council would have 56 days to do such an assessment and notify all parties to their decision.

On the 16/12/2022 I received a phone call from Mr Chris Farrell from Sustainable Housing Pathway Manager – Resettlement Team at 17:00 hours, stating he had just been given my case file under 30 mins before, so I would stay not enough time to do an assessment under the law, he stated that it was down to London and Quadrant Housing Association, and there was nothing he or Enfield Council was willing to do to help, it was stated this call was made at 17:00 hours when he and Enfield council would know nowhere would be open within Enfield Council or London and Quadrant Housing Association. We were given no decision regarding the URGENT Application for assistance under section 183 of the Housing Act 1996, London and Quadrant Housing Association had submitted on the 09/12/2022 and when we tried to talk to him about it all he would say was Enfield Council could not do anything it was down to London and Quadrant Housing Association and to call them for help. This is unacceptable and a breach of the law.

Under the law when London and Quadrant Housing Association submitted their URGENT Application for assistance, until a decision is made within the 56 days and the parties are told of such a decision which has been made Enfield Council can't just wash their hands of a person, which they are doing.

If a decision has been made, regarding the URGENT Application for assistance and the Application for assistance has been refused, I would like full written confirmation including all laws which have been used sent to [REDACTED]@yahoo.com by today. So, I can take it forward.

If a decision has not been made then Enfield Council has a duty to house me until such decision is made.

I would like a reply today as right now I am being bushed off and have no where to stay. I will take this as high as I can, as I have been treated unfairly and not within the law.

I await to hear from you today so I know where I stand.

Regards

DB 20/12/2022

Information for persons applying to Enfield Council as Homeless / or for inclusion on Enfield's Housing Register

Who We Are?

We are Enfield Council and we are the Data Controller for data you provide as part of your application. You can contact us in the following ways:

Email: Housing.Needs@enfield.gov.uk

Telephone: 020 8379 1000

Post: Housing Department, Enfield Council, Civic Offices, Enfield, EN1 3XA

Why We Are Processing Your Data

We will use your personal details to progress your application. The information you give us will be used for making enquiries and assessments so that we can make decisions required to process your application under Part 6 and / or Part 7 of the Housing Act 1996 as amended.

Information can also be used for the prevention and detection of fraud.

Who We Obtain Data From and Who We Share Data With?

To process your application, we may need to get more information from third parties including:

- a) Your doctor/GP and other healthcare professionals;**
- b) Other Enfield Council departments and other Local Authorities;**
- c) Government Agencies including:**
 - i) Department of Work and Pensions;**
 - ii) Home Office;**
- d) Your current landlord and / or their agent;**
- e) Previous landlords and / or their agents you have had in the past 5 years;**

Sarah Cary
Executive Director Place
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.

- f) Friends or family members;**
- g) HMRC;**
- h) Credit reference agencies;**
- i) Your employer;**
- j) Land Registry;**
- k) Police;**
- l) Relevant landlords and estate agents who may be able to offer you accommodation;**
- m) Fraud Prevention agencies.**

Personal information may be shared with any of the above, other Council services and data processors acting on behalf of the Council, as well as where the law allows, third parties such as banks or building societies and fraud prevention agencies. If fraud is detected as part of this information sharing process, you may be refused certain services, finance or employment. We always share the minimum information required for our enquiries. You may object to this sharing below and we will not then share data *unless required by law*, but this may reduce your opportunity to obtain housing or prevent your application from proceeding.

Your Rights

You have rights in respect of your data, including the right to be supplied information on how we use your data, what data we are holding about you, to request correction or erasure of your data, to object to processing and to complain to the supervisory authority.

You can object to us sharing your data with any of the organisations above and we will not share as you instruct, although this can affect your application or prevent it from being processed. You can object at any time in writing by email, post or in person.

For full details please see our privacy notice at <https://new.enfield.gov.uk/privacy-notice> or ask for an accessible copy if required.

Consent

To reach a decision on your application, we may need to request a medical assessment.

We require your consent to process health information. If you do not give consent, we will not be able to take health information into account which may affect your application.

Medical assessments are often done in-house. The names of the third-party healthcare professionals we may share your information with to obtain a medical assessment are:

- n) Gemar Ltd;**
- o) Now Medical Ltd.**

By ticking the box below on this form, you are giving us your consent to share personal data about health.

Your consent can be withdrawn at any time by contacting us by email, post, telephone or in person although this may affect your application. Our contact details are as above.

Concerns Regarding Our Use of Your Data

If you are not happy with our processing of your data, you should contact us as noted above in the first instance. You also have the right to contact our Data Protection Officer or the Information Commissioner.

Our Data Protection Officer can be contacted at:

Email: Enfield.Data.Protection.Officer@enfield.gov.uk

Post: Data Protection Officer, Complaints & Information, Enfield Council, Silver St., Enfield, EN1 3XA

The Information Commissioner may be contacted via their website
<https://ico.org.uk>

Consents / Objections

☐

I **consent** to the council sharing my medical data for the purposes noted above

Please tick **one** of the boxes below. If you object to data sharing, please ensure you provide the names of the organisations you do not wish us to share information with. Note that in some circumstances we are required to share information by law; your objection is only valid where this does not apply.

☐

I **have no objection** to Enfield Council sharing my data with all the organisations noted in this document and to obtaining information from them in order to process my application.

☐

I **do not** wish Enfield Council to share my data with the organisations listed below. I **have no objection** to Enfield Council sharing my data with the other organisations noted in this document and obtaining information to process my application. I understand that this objection may reduce my opportunity to obtain housing and may prevent my application from proceeding.

Organisation(s) objected to:

(you may use the letters in the document rather than writing full names if you prefer)

DECLARATION

It is an offence to knowingly make a false statement and/ or to omit to provide information with the intention to induce the Council to believe that you or any other persons are entitled to accommodation. If you are found to have provided false information or omitted to provide information in this way the Council may withdraw assistance and/or consider criminal proceedings.

You must also inform the Council immediately of any changes to the information that you provided as part of your housing application, as these may affect the assistance that is provided to you. If you do not tell us of any changes to your circumstances, the Council may withdraw assistance and/or take legal action against you.

Signature of main applicant:
Print full name:
Date:
Signature of co-applicant:
Print full name:

IMPORTANT – Enfield residents should register for an online Enfield Connected account. Enfield Connected puts many Council services in one place, speeds up your payments and saves you time – to set up your account today go to **www.enfield.gov.uk/connected**

Housing Options and Advice Service Health Questionnaire

Name	DB		
Address	7 Tenneyson Close, Scotland Green Road		
	Enfield	Postcode	EN3 4SN
Date	21/12/2022	Reference No.	9007*** i believe

1 Tell us about any medical condition(s) or illness that you or any other member of your household have and how this affects your daily living.

i have mental health issue which Enfield Council is already aware of and do have documents which i will send here also. i was also attacked by 3 masked men in 2017 at my flat this is why i felt so unsafe to stay there, which has made my mental health worse, and why Enfeild council granted me the 150 points to bid.

and now i have been attacked on the 25/11/2022 where now i do not have any use of my main right hand, which i have had to have an operation to try and fix the damage which was done in the attack on me, and am under physiotherapy where they are trying to get some of the use of my hand back i been told it will be minimum of 8 months most likely a great deal longer and the damage is life changing. i have also been ref to the tramor therapy because they believe i got ptsd due to the tramor i have suffered. then 4 days later on the 29/11/2022 3 masked men entered the block of flats i live in and stabbed a young male we are still unsure if this happened due to the attack on me on the 25/11/2022

Ashtma , Learning disability

2 Please provide the details of the doctor's surgery that is supporting you or the unwell person in your household:

GP Name/Surgery	Nightingale House Surgery		
Address	1 Nightingale Road,		
	London	Postcode	N9 8AJ

3 How long have you / they had this medical condition(s)? Months Years

since i have been with them with is years.

4 Have you or any other member of your household ever been kept in hospital due to your medical condition(s)? Yes No

If 'Yes', please let us know when, which hospital and how long you were there?

--

5 Please list any treatment or medication that you or any other member of your household are receiving

Family member	Treatment or medication
[REDACTED]	Physiotherapy Weekly Royal Free Hospital
[REDACTED]	Tramor Therapy Royal Free Hospital waiting for date to start
[REDACTED]	Mind i start in May waiting for the date, Just completed IAPT was refered to mind.
[REDACTED]	
[REDACTED]	Ashtma - Learning disability
[REDACTED]	zopiclone 7.5mg, sertraline this is under review, Oxazepam this is under review, co.codamol 500mg, dihydracodeine 15mg, Amoxicillin 500mg salbutamol inhealer, omeprazole, Peppermint Oil, Glycerol, Phorpain

6 Do you or any other member of your household have a social worker?

Yes

No

If 'Yes', please provide details:

Name Samuel leach Samuel.leach@enfield.gov.uk

Tepehone number 0204 526 7062

7 Are you or any other member of your household registered as having a disability?

Yes X No

If 'Yes', please tell us what type of disability:

☒ Physical

☐ Sensory

☐ ADHD

Other

☒ Mental

☐ Autism

☒ Learning disability

8 Do you or any other member of your household have any difficulty moving around?

Yes X

No

If "Yes", tell us about this

she has to have someone with her when she goes out, and due to her hand she having issues, and she had a broken leg in 2 places which has not healed correctly and it gives way.

9 Do you or any other member of your household have an addiction?

Yes

No X

If 'Yes', please tell us about

None

10 Do you or any other member of your household have a blue badge or freedom pass? Yes No X

Blue badge reference number

Freedom pass reference number

11 Are you or any other member of your household able to independently manage everyday tasks such as washing, bathing, cooking and cleaning? Yes No X

If 'No', who helps you to these tasks?

Name

my family members

Relationship

my family

Contact number

12 Do you or any other member of your household receive any other support from friends and family? Yes X No

If 'Yes', what kind of support do you receive from them?

i have a great deal of support from my family due to my mental health, and other health issues.

13 Do you or any other member of your household work? Yes No X

If 'Yes', please tell us where you work, how many hours per week and whether it is a temporary, permanent or casual arrangement

14 If you or any other adult member of your household are not working please tell us why

i dont work due to my disabilities

15	Are you or any other member of your household pregnant?	Yes	No X
If 'Yes', please provide any documents or letters received from your doctor, midwife, nurse			
16	Do you or any other member of your household have responsibility for looking after children? (this means children in your full-time care, under 16, or under 19 and in full-time education)	Yes	No X
17	Are you or any other member of your household a care leaver aged 18-20 years of age? (i.e. you spent at least 24 hours in care arranged by social services when you were 16-17 years of age)	Yes	No X
18	Do you or any other member of your household receive any benefits related to illness or bad health?	Yes X	No
If 'Yes', please provide your reference number for Employment and Support Allowance, Disability Living Allowance, Personal Independence Payment, other please give details			
JH***** Employment and Support Allowance Personal Independence Payment.			
19	Are you or any other member of your household receiving support from social services, a support group or any other organisations, e.g. Mind, One Support?	Yes X	No
If 'Yes', please give us details			
i have a social worker Samuel leach and i am waiting for a date in May to see Mind after i was referred to them. i am also being reviewed every 2 weeks by the mental health doctor at my GPs.			
20	Help us understand why your household needs the help of the emergency housing service (money, health needs, personal circumstances, other):		
i was attacked on the 25/11/2022 and badly injured which has caused life changing injuries. the police have stated it is unsafe to stay in my flat due to the people who attacked me. i also feel very unsafe i was attacked by 3 masked men at my flat in 2017 which the police Enfield Council and L&Q are aware of. and the stabbing that happened in my block on the 29/11/2022, by 3 masked men. i will include with this emails that have already been sent to Enfield Council. Enfield Council already has a great deal of documents regarding my health, under ref: 900700 and i have already sent all the information regarding the attack on the 25/11/2022 but will try and include everything again.			

Housing Options and Advice Service

Documents Needed

Name	DB		
Address	7 Tenneyson Close, Scotland Green Road		
	Enfield	Postcode	EN3 4SN
Date	21/12/2022	Reference No.	9007***** i believe

If we do not have all the information that we need about you and the individual members of your household, we may not be able to help you properly.

It is your responsibility to provide the information that we have asked for. We will need to see the original documents wherever possible.

1. Proof of your identity and your right to claim benefits and live in the UK.

We will also need this information for each member of your household (your partner and any children living with you)

- ☒ Passport
- ☐ Birth certificate
- ☐ Residence Permit
- ☐ Home Office Letters
- ☐ Marriage/Divorce Papers

2. We will need to see proof that your children live with you

- ☐ Child Tax Credit
- ☐ Child Benefit
- ☐ Official document, for example a residency order

3. We would like to talk about to you about the money coming into your household, so please provide the following:

- ☒ Two recent bank statements for all of your accounts e.g. savings accounts, post office accounts
- ☐ Two recent payslips if paid monthly, three recent payslips if paid every two weeks and five recent payslips if paid every week
- ☐ A copy of your recent accounts or tax returns if you work for yourself
- ☒ Proof of any state benefits – you do not have to provide proof of housing benefit claimed from Enfield Council

4. Proof that you are homeless or threatened with homelessness

- ☐ If you are living with friends or family who have asked you to leave, we need a signed and dated letter from them to explain that you cannot live with them. We also need their contact details
- ☐ If you are being evicted from a private rented home, we need to see any written notices that you have received from your landlord asking you to leave
- ☐ Please provide any court documents that you have received i.e. Claim forms for Possession, Order of Possession or Eviction Notice
- ☐ If you are a prison or hospital leaver, we need to see your discharge papers specifying the date you need to leave or left
- ☒ If your safety is at risk, information from support services that have helped you e.g. a police officer contact or police reference number

5. Proof of your tenancy from the address you are leaving or have left:

- ☒ The original tenancy agreement and any replacement tenancy agreements given to you
- ☐ Mortgage deeds/proof of ownership of a home
- ☐ Proof of rent payments made
- ☐ Letter of agreement given to you by a friend or landlord

6. Two proofs of your address from this list:

- ☐ A utility bill either a gas, electric, water or phone bill
- ☒ Bank or credit card statement
- ☒ Letter from professional body, such as the Department of Work and Pensions, probation services, social worker, police, etc.

7. Medical evidence*

- ☐ If you are pregnant – please provide a copy of your expected date of confinement or any maternity notes or hospital letters
- ☒ If you have any medical conditions and/or disabilities, please provide evidence to support this for example: disability benefit letters, medical reports, medication list, proof of treatments you are receiving, GP report about medical conditions you are diagnosed with. Please ensure your letters include your doctor or consultants name and contact information

*We will ask you to complete another form to get more information.

Please note: your case worker may ask for other documents and information if it is needed to investigate your case.

Where have you been living?

Name	DB		
Address	7 Tenneyson Close, Scotland Green Road		
	Enfield	Postcode	EN3 4SN
Date	21/12/2022	Reference No.	900700**** i believe

We need to know where you have been living for the previous five years.

Please write down every address that you have lived or stayed at, starting with the most recent.

Make sure that you are as accurate as possible and do not leave any gaps in your dates, we will be using this information to investigate your request for help with your housing.

Address	Date moved in	Date moved out	Reason for leaving
travel lodge	20/12/2022	23/12/2022	Emergency housing from out of hours i been in so many Emergency housing not 100% sure of dates
travel lodge	16/12/2022	20/12/2022	Emergency housing from out of hours i been in so many Emergency housing not 100% sure of dates
AirBNB bell lane Enfield	for 1 night i think		Emergency housing from out of hours i been in so many Emergency housing t I really can not remember the dates
travel lodge	for 1 night		Emergency housing from out of hours i been in so many Emergency housing I really can not remember the dates
travel lodge	13/12/2022		Emergency housing from out of hours i been in so many Emergency housing not 100% sure of dates
AirBNB bell lane Enfield	09/12/2022	12/12/2022	Emergency housing from out of hours i been in so many Emergency housing not 100% sure of dates
7 Tenneyson Close, Scotland Green Road Enfield EN3 4SN	09/08/2011	i still have the tenancy but its unsafe to stay there which the police have stated	it has been deemed unsafe to stay at the flat by police due to an attack that happened on the 25/11/2022

• **Vulnerability questionnaire for single applicants only**

How is your health at present? very bad right now i have no where to stay no one wants to help me and i feel everyone thinks it my fault i got attacked, my mental health is really bad, i cant move my hand or feel it, i am scared i am in a great deal of pain.

• **Have you been diagnosed with any health issues?**

Yes

• **If yes, please state the health conditions?**

Mental health since child, Ashtma since child, Learning disability since child, Right main hand life changing since attack on the 25/11/2022

• **When were they diagnosed?**

Mental health since child, Ashtma since child , Learning disability since child, Right main hand life changing since attack on the 25/11/2022

• **What treatment or therapy are you receiving for the conditions?**

Mind to start in May, Physiotherapy Weekly Royal Free Hospital, Tramor therapy Royal Free Hospital waiting for date to start, and meds i take for my health issues. and i am being reviwed every 2 weeks by the mental health doctor from my GPs.

• **Are you receiving treatment in a hospital for your health issues?**

yes i am at the Royal Free hospital Physiotherapy and will be Tramor Therapy. and Mind, and i am being reviwed every 2 weeks by the mental health doctor from my GPs.

• **Are you seeing a specialist for any other reasons?**

If you have answered yes, please provide details of this.

• **Do you take medication?**

yes i do zopiclone 7.5mg

• **What medications do you take?**

sertraline 100mg this is under review.

Oxazepam (this is under review)

co.codamol 500mg

dihydrocodeine 15mg

Amoxicillin 500mg

salbutamol inhealer

omeprazole

Peppermint Oil

Glycerol

Phorpain

Sarah Cary

- How often do you take this medication?
every day
- Do you self medicate?
no
- Are you receiving counselling at present?
i am waiting for dates. for Mind and for the royal free Tramor Therapy
- Are you under the care of the Mental Health Team?
If yes, please provide details of this.
I am under a mental health doctor at my GP and being reviewed every 2 weeks.
- How do your health problems affect you?
all my health issues affect me
- What does it stop you from doing?
it stops me doing a great deal,
- Do you have any physical disabilities?
yes my hand its life changing and i do not have any movement or feeling in it thats why i am under Physiotherapy at the royal free hospital. i also broke my leg and it did not heal correctly.
- If yes, please state what they are and how they affect you
- Do you require any assistance with day to day activities? my family help me.
- Are you working?
no
- Are you able to work? If you have answered no, please give reasons why.
due to my health issues,
- Are you looking for work? If yes, what sort of work are you looking for?
no
- Are you claiming benefits?
Yes
- Who filled in the benefits forms?
my family
- What are your hobbies or interests?
i dont have any
- Are you able to do your own shopping, cooking and attend to your personal care?
my family help me with all this.
- Do you independently engage with services?
i need someone with me.
- Do you drive?
No
- Do you use public transport?
No

- **Have you looked for alternative accommodation in the private sector?**

No

- **How has your medical affected you in**

1) Finding accommodation?

very badly i feel like killing myself.

2) Doing your shopping?

my family help me with all this.

3) Cooking and cleaning

i am affected all the time. and since the attack i can no longer use my hand, my family help me with all this.

- **Are you being supported by any organisation?**

social services, mental health doctor at my GP, and i am waiting to be allocated a solicitor, and my Physiotherapy doctor is supporting me a great deal.

- **What is the nature of the support you are receiving from them?**

everything they can do for me they are.

- **Do you support any family or friends?**

- **If so in what capacity?**

no, my family are ones who supports me.

- **If yes, what is the nature of the support you receive from them?**

they help me with everything i need help with cooking food, cleaning, etc.

- **Is this support likely to stop because of your current situation?**

its been a great deal harder for them to help me due to not having anywhere to live.

- **Do you have any alcohol or drug issues?**

No

1) If you have answered yes, please state whether you are receiving any assistance from drug or alcohol services / attending a detox or rehabilitation programme.

- **Do you have a bank account?**

Yes

- **Did you open the bank account by yourself?**

no i needed help to get it opened from my family

- **How do you access your bank account?**

my family set up an app but they have to help me.

- **Do you manage your finances / money by yourself, including paying your bills and budgeting?**

my family help me with all this.

- **Do you need assistance with personal care, e.g., bathing, dressing up, washing your clothes etc.?**

my family help me.

- **Have you had your own accommodation in the past? Did you have any problems maintaining this accommodation?**

yes i did have my own flat and not with the support i get from my family.

- **Do you have problems using a phone?**

at this time yes due to my hand. i have to use my left hand which is a great deal harder to do as my right hand is my main hand and i can't use that any longer or have no feeling.

- **Do you know how to obtain assistance from Housing Benefit to pay your rent?**

my family do this for me.

- **Do you require literacy support?**

yes that's why my family helps do my forms etc.

- **If you were not born in the UK, how long have you lived here?**

- **Why have you not tried renting privately?**

i have a flat i was attacked on the 25/11/2022 and told by the police it's not safe to stay there. i also do not feel safe there as the attack that happened to me in 2017 by 3 masked men, Then the stabbing that happened in the block on the 29/11/2022 by 3 masked men.

- **Are you able to raise the deposit to enable you secure accommodation in the private rented sector?**

i will not be put into private rented sector as my flat is Social housing. but i can't stay there as it is unsafe.

- **Are you able to live in accommodation made available in another borough?**

it would be a major issue due to the support i get from my family.

- **What would you do to find alternative accommodation if this Authority is unable to assist you with housing?**

it would put me on the streets, due to it being unsafe for me to stay in my flat.

- **Please provide any other information that you feel its relevant to your homelessness application.**

i feel as if i am being treated very unfairly by Enfield Council and i dont know why Nsharif has even stated from London & Quadrant Housing that she cannot understand why this has been so hard to be dealt with that she never has had this issue before, that Enfield Council and London & Quadrant Housing work together and they never had such an issue when they have asked for help.

so to me its something to do with me and i dont understand why, which i would love to know why Enfield Council has such an issue with me. i am a victim i did not ask to get stabbed or attacked i did not ask to loss the use of my hand.

yesterday i have been told London & Quadrant Housing will no longer give me any out of hours help Friday is my last day for somewhere to stay they have no funding and do not give this sort of Emergency housing, Managers have told out of hours not to do this any longer for me, and it seems nor will Enfield Council so as of Friday i will be walking the streets.

i feel i would be better of dead the way i am being treated yet i am a victim i was stabbed i cant use my hand i have no feeling and i feel everyone thinks its my fault for being attacked.

Someone has got to do something as from Friday it is Christmas and New Year Enfield Council or London & Quadrant Housing will not be opened and i believe will be happy knowing i am walking the streets not

Name of applicant: DB

Signature:

Date: 21/12/2022