

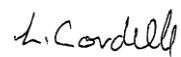
Miss Lorraine Cordell
23 Byron Terrace,
Edmonton,
London
N9 7DG
14/08/2013

To Whom It May Concern:

I wrote a letter to you on the 05/05/2013 about the bedroom tax I still have not heard anything and ATM I am paying the bedroom tax please can someone get back to me.

I am enclosing a copy of letter I wrote on the 05/05/2013.

Regards

A handwritten signature in black ink, appearing to read 'L. Cordell'.

Lorraine Cordell

Overnight carers

- Do you or your partner have a carer or carers who stay overnight in your home?
- Do you rent your home from a private landlord?
- Is the overnight care provided by a carer or carers who do not live in your home?
- Do you have a room that your carer or carers use to sleep in overnight?

If the answer to all these questions is yes, then from April 2011, in some cases, this could result in an increase in the Housing Benefit that you receive.

However, there are other changes to the Housing Benefit rules coming into effect that may change the amount we can pay. This means that all of your circumstances will need to be considered under the new rules to decide whether you can get more money.

Even if your Housing Benefit doesn't increase as a result, it is still in your interest to tell us if you have an overnight carer. Therefore please fill in and return this form.

For further information and an explanation of all the changes to Housing benefits from April 2011, and frequently asked questions that you may find useful, visit our website: www.enfield.gov.uk/benefits

How to contact us

You can contact us by phone:

Benefits helpline	020 8379 3798
Textphone Service	020 8379 4998
Complaints Line	020 8379 4629

Phonelines open
Monday to Friday 8.30am to 4.30pm

Contact us by e-mail: revs@enfield.gov.uk

You can also **visit one of our helpdesks**, which provide a professional and friendly one-stop service, at the following offices:

Main helpdesk:

John Wilkes House

79 High Street, Ponders End, Enfield, EN3 4EN
Open Monday to Friday 9.00am to 4.00pm

Other helpdesk:

Civic Centre (Ground Floor),
Silver Street, Enfield, EN1 3XW

Open Monday to Friday 9.00am to 4.00pm
Late afternoon appointments available at the Civic Centre - Tuesday and Thursday late afternoons (by appointment only)
Appointment Line 020 8379 4992

For picking up forms and handing in documents, plus an appointment service:

Edmonton Centre (1st floor above library),
36-44 South Mall, Edmonton, London N9 0TN
Open Monday to Friday 8.30am to 5.00pm

To arrange a Home Visit: 020 8379 4779
(for those who are unable to visit a Helpdesk)

For information about housing benefit and council tax visit our website:
www.enfield.gov.uk/benefits

housing benefit

www.enfield.gov.uk/benefits

Extra bedroom for overnight carers

Changes from April 2011

Do you or your partner have an overnight carer?



www.enfield.gov.uk/benefits

Extra bedroom for overnight carers

Housing Benefit Claimant's Details

Name: Lorraine Cordell
Address: 23 Byron Terrace
Edmonton
London
Post code: N9 7DG

Details of the person receiving care

Name: Lorraine Cordell
Date of birth: 03 / 10 / 1963
When did the carer/s start to stay overnight?
for many years now
Date: / /
Is the person who is receiving care getting :
Attendance Allowance? yes no
Disability Living Allowance, Care component
at the middle or higher rate?
yes no

BCOR

Evidence of your care arrangements

If your overnight care arrangements can be confirmed by Enfield Council's Adult Social Care department you can use the Consent form on this leaflet. This will help the Benefits Service to get the necessary information to support the change to your housing benefit.

Or

You may supply other evidence you may have, for example a medical letter. If so, please state what evidence to support your claim you will be providing:
You May contact my GP and doctors at the hospitals
Dr Warren 1 Nightingale house road
Edmonton London, N9 7DG
Pain Management Dr Das North Middlesex Hospital
Dr Young, teatment for my bladder North Middlesex

Low rate Care
Mobility Rate High

Consent form

This consent form authorises Enfield Council's Adult Social Services to disclose relevant information about my care arrangements to the Benefits Service for the purpose of assessing the Housing Benefit claim.

I understand that I may withdraw my consent to the disclosure of such information at any time by writing to:
The Benefits Service, PO Box 63, Civic Centre, Silver Street, Enfield, EN1 3XW.

Name:

Signed:
(claimant/partner of claimant/appointee/ legal representative - delete as appropriate)

*

* If the information required relates to care arrangements for the customer's partner, the partner (or their legal representative) should sign this form.

Date: / /

Please return this form to:
Revenues and Benefits, Enfield Council
PO Box 63, Civic Centre, Silver Street,
Enfield, EN1 3XW

From: Revenues And Benefits [Revs@enfield.gov.uk]

Sent: 22 May 2014 11:05

To: Lorraine Cordell

Subject: Auto reply

Thank you for contacting Revenue Information. Your email will be forwarded to the specialised team who will deal with your query and you should receive a response within 10 working days.



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

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From: Revenues And Benefits [Revs@enfield.gov.uk]

Sent: 22 May 2014 13:28

To: Lorraine Cordell

Subject: Auto reply

Thank you for contacting Revenue Information. Your email will be forwarded to the specialised team who will deal with your query and you should receive a response within 10 working days.



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Miss Lorraine Cordell
23 Byron Terrace,
Edmonton,
London
N9 7DG
05/05/2013

To Whom It May Concern:

I am writing this letter due to the bedroom tax that came into force in April 2013.

I believe you will try to charge me bedroom Tax, but this should not be the case as I need someone to look after me and they use the bedroom I have.

I have my family who take it in turns to help me and stay overnight the reason is due to my illnesses.

The problems I have are

Osteoarthritis of the lower spine
Disc Degeneration of the spine
Sciatica both legs are included.
Spine nerve damage
Severe pain.
Hip problems in both Hip and Severe pain.
Narrowing of the spinal canal, compression of the spinal cord
My movement is now severely restricted
Overactive bladder syndrome, which was cause due to an operation that went really wrong.
Bowel problems due to an operation that went really wrong.
Atopic Keratoconjunctivitis eye disease
Suffered DVT which also included a pulmonary embolism
heart murmur aortic valve
Depression

I do have other things wrong with me, but I do need help from my family at all times.

I there for feel that the bedroom tax should not apply to me as the bedroom is being used to make sure I am safe as I also suffer from falls due to the damage to my spine.

I also find it hard to get up when in bed, due to my bladder and bowel cannot get up fast enough.

If you need any more information from me please let me know.

Yours sincerely



Miss Lorraine Cordell

Miss Lorraine Cordell
23 Byron Terrace,
Edmonton,
London
N9 7DG
22/05/2014

To Whom It May Concern:

I am still trying to get a reply to the pass 2 letters that have been sent to you about the bedroom tax, sorry it has taken me a while to get back to you but I have been very unwell.

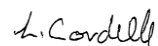
I wrote letters on the 05/05/2013 and again on the 14/08/2013 and have yet to have a reply from my letters I am still paying for the bedroom tax which I should not be due to my illnesses.

Please see attached letters that was sent, can someone please get back to me as soon as possible due to the charge I am being charged is being taken out of the rent that was on my account.

I feel this is very wrong I am an ill person and I feel at this stage nothing is being done to help me I have had not one reply to my letters this is clearly wrong.

This is making my depression and health even worse due to the worry this is causing.

Regards



Lorraine Cordell

From: Revenues And Benefits [Revs@enfield.gov.uk]

Sent: 22 May 2014 13:32

To: Lorraine Cordell

Subject: Auto reply

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From: Revenues And Benefits [Revs@enfield.gov.uk]

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