

Miss Lorraine Cordell
23 Byron Terrace
Edmonton
London
N9 7DG

Please reply to : Toni Georgiou
: Income Manager
: Enfield Homes Limited
: 36-44 South Mall
: London
Email : N9 0TN
: feedback@enfieldhomes.org
: 020 8375 8062
Textphone : 0208 375 8217
Date :

18th February 2015

Dear Miss Cordell,

Re: 841/0 - Stage 0

Thank you for your Email received in this office on 09 February 2015 regarding the following concerns:

1. You are concerned that you had been advised to attend court, in regards to rent arrears, when you state that you are no longer in arrears. You state that Enfield Homes were aware of arrangements made to pay off the rent arrears, prior to court proceedings, and state that you were advised by Enfield Homes that it would "be fine" once the arrears were cleared.
2. As such, you have requested a copy of your rent statement.
3. You are also concerned about the bedroom tax, which you state you should not pay. You are concerned that there has been a lack of communication in regards to this.

Upon investigating the above, these are my findings:

Point 1- You have stated that your rent account was cleared on the day of the court hearing, 7 September 2010, and we should not have requested a Possession order against you. I can confirm, upon checking your rent statement, it was indeed cleared on the day. There is a note on our system that

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Paul Davey

Joint Chief Operating Officer, Enfield Homes Limited

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you had phoned on the day of the hearing to advise that you had cleared any arrears owed. In these cases, the advice you should have been given was to attend the Court hearing or if unable to do so, send a representative to the Court with written authority to act on your behalf, to show the Judge the receipts. The judge would have either withdrawn the case or allowed London Borough of Enfield to adjourn with liberty to restore. We did make attempts to contact the officer, who was already in Court, but we were unable to as, quite rightly, their mobile phone was turned off.

Although you did clear your arrears on the day of the hearing, the account went back in to arrears the following week. They continued to accumulate until 28 February 2011, when the Revenues and Benefits (Revs & Bens) department reviewed your application for Housing Benefit and a lump sum was credited to your account. You have remained in receipt of Housing Benefit ever since. However, due to the under-occupancy charge, your entitlement had been reduced by 14%. The credit that was on your account has been gradually decreasing, and now you are in arrears.

The possession order remains live for 6 years, and will remain enforceable until 07 September 2016. As long as the terms are adhered to, we will not be taking any further action against you.

Point 2 – I have enclosed a rent statement going back to 2 August 2010.

Point 3 – At our interview on 9 February 2015, we also discussed the under-occupancy charge, which has reduced your current Housing Benefit award by 14%. In order to assist you, I submitted on your behalf, an application to the Revs & Bens Department for Discretionary Housing Payment (DHP). Upon checking our systems, I can advise you, that your application for Discretionary Housing Payment has been successful and you will be awarded £15.46 per week, back dated to 7th April 2014, the award will be for 52 weeks.

The backdated benefit will be credited to your rent account shortly. This will reduce your current arrears quite considerably and you will no longer be in breach of the original court order. You had also advised that you will be submitting an overnight carers application to Revs & Bens, to exempt you from the under occupancy charge in the future. I can see on our systems, your application is with Revs & Bens and is waiting to be processed, you should be hearing from them shortly.

At the meeting, we also discussed that due to your mobility and medical conditions, it may be beneficial for you to be moved to a more suitable accommodation on one level. You said you did not wish to move and had already sought an Occupational Health assessment to make sure any adaptations can be put in place, to allow you to remain in your current

accommodation. You also said you required a 2 bed as you have overnight carers. If this situation changes and you would like to move, please do not hesitate to contact us so we can assist you in applying for a transfer.

I hope that this satisfies your enquiry, if however you have additional queries or concerns please do not hesitate to contact me.

Yours sincerely,

Toni Georgiou
Income Manager