

THE ENFIELD COUNCILS



TREASURE



MAP

SUNKEN and BURIED TREASURES

1. Stop Corrupt Officials
2. Get the Neighbourcs & anyone else who hurt me back!
3. Keep Justice in mind
4. Find the money
5. Remember what i set out to get in the begining



ARREST THEM ALL

1. Sort out the Civic Centre
2. Fevo what the police have done illegally
3. Send everyone to prison
4. Have a good life again! life

WE SHOULD ALL RUN

GO AWAY IT WAS YOU AS WELL!



1. Sort out the Civic Centre
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.



HISTORY



BEFORE



TREASURE MAP

SUNKEN and BURIED TREASURES

1. Stop Corrupt Officials
2. Get the Neighbours & anyone else who hurt me back!
3. Keep Justice in mind
4. Find the money
5. Remember what i set out to get in the begining

1. Sort out the Civic Centre
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3. Send everyone to prison
4. Have a good life again

1. Sort out the Civic Centre
2.
3.
4.
5.
6.
7.
8.
9.

DERANGER

English Pistol of 1700

BLACK BEARD

30 POUND SHIP'S GUN

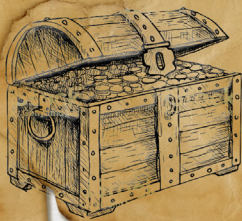
JEAN LAPORTE

BLACK BEARD

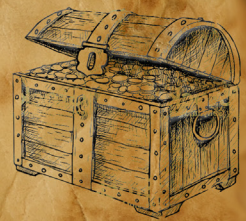
LONDON

LAND AHEAD

I AM HERE



LAND



**Simon Cordell's
INJUNCTION I
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PROTECT: Private and Confidential

Mr S Cordell.
109 Burncroft Avenue
Enfield
EN3 7JQ

Please Benefits reply
to:

London Borough of
Enfield
PO Box 63
Civic Centre
Silver Street
Enfield, EN1 3XW

E-Mail: revs@enfield.gov.uk
Phone: 020 8379 1000

Benefit Ref: 1623514 Date: 2
February 2017

Dear Mr Cordell

Housing Benefit reference: 1623514

Thank you for your recent request.

Please find attached all documents held by London Borough of Enfield in connection with your Housing Benefit and Council Tax Support.

I have also enclosed all notification letters sent to you showing entitlement and breaks in any periods of your claim

I hope this is the information you require but should you require any further information please contact me at the address shown on this letter.

Yours sincerely

Mr P Newton

Benefit Assessment Officer

James Rolfe
Director of Finance, Resources
and Customer Services Enfield
Council Civic Centre, Silver Street
Enfield EN1 3XY



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

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

If your circumstances change, you must tell us in writing immediately. Email is acceptable. If the change means you get more benefit, you must tell us about it within one month. If you do not, the increase will start from the date you tell us of the change. If the change means you get less benefit, it will start from the date of the change. If we pay you too much benefit because you did not tell us about a change, or you told us afterwards, you must pay the money back.

Enfield Council is leading the way in using technology. This is to help meet your changing needs and make Council services and benefits even more accessible.

Applying for and managing benefits you are entitled to can now be done easily and quickly on-line at a time that suits you, by registering for an Enfield Connected account. Enfield Connected will also help you access more council services in one place, speed up your payments and save you time.

Visit www.enfield.gov.uk to set up an Enfield Connected account so you can:

- Make a housing benefit claim
- Check your entitlement and payment history
- Tell us about a change of circumstance, by editing your account profile
- Check and apply for other benefits including Government benefits
- And more

Enfield Council is improving its on-line services so you can access more Council services in one place, speed up your Payments and save you time.

If you do not have access to the internet, or would like help to set up an account, visit Edmonton Green Library, Enfield Town Library, Palmers Green Library, Ordnance Unity Centre Library or the Civic Centre for support and guidance from our Digital Champions.

Please note that any information will be processed in line with the Council's Privacy Notice which is available at www.enfield.gov.uk/privacy.

Mr S Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Revenue Information

CICDWP/4/DJK
55508596 01623514

020 8379 3798
020 8379 5191
020 8379 4998
26 April 2007

Dear Mr Cordell

Housing and Council Tax Benefit

The Department for Work and Pensions has told me that your Income Support ended on 26DEC06. As you have not told me of this change, I have suspended your benefit.

If you are on a low income, you may still be entitled to some benefit. Please use the enclosed form to give details of all the income you and your partner have received since 26DEC06, and enclose the proof requested.

Please supply the information by 10MAY07. You do have up to a month to supply the information, but the longer you leave it, the longer it will be before you receive any more benefit. If you do not return the form and supply the information within one month of the date of this letter, we will have to cancel your claim.

If your circumstances change, you must tell us in writing immediately. If the change means you get more benefit, you must tell us about it within one month. If you do not, the increase will only start from the date you tell us of the change. If the change means you get less benefit, it will start from the date of the change. If we pay you too much benefit because you did not tell us about a change, or told us afterwards, you must pay the money back.

Yours sincerely

Mr Colin Bullworthy Benefit Operations Manager Visits & Interventions

CICS Account and case numbers: 55508596 01623514

Please write in black ink.

Details of income from 26DEC06

Are you working?	Yes	No
If Yes, how much are you paid each week?	£	
Is your partner working?	Yes	No
If Yes, how much is your partner paid?	£	
How many hours do you work?		
You		
Your partner		
You must enclose payslips. We may contact your employer if your payslips do not provide enough information.		
Please write your employer's name and address:		

Did / do you or your partner receive any other income or benefits, such as state retirement pension, tax credits or incapacity benefit?	Yes	No
If Yes, please list them below and provide proof		
	£	
	£	
	£	

Did / do you and your partner have any bank or building society accounts, savings or investment during this period?	Yes No
If Yes, please list them below and provide proof of the amounts held for the above period. Please provide the last two full months statements for every bank or building society for you and your partner	
	£
	£
	£

CICS Account and case numbers: 55508596 01623514

Household details: please list all the people living in your household and provide details of their income.

Name	Date of birth	Did they move in or out? (Please state which)	Date of move	Their relationship to the claimant	Their income £

Signed: _____ **Date:** _____

Please note: we can only accept ORIGINAL documents as proof.

DEPARTMENT OF WORK AND PENSIONS

ADDRESS: 640-656 High Road
Tottenham
London
N17 OAA

IF YOU GET IN TOUCH WITH US
TELL US THIS REF NO
06995/JH653811D TEL: 020
03655200 DATE: 29/04/2007

LA NAME: Enfield 1

COUNCIL TAX IS DECISION

IS DETAILS

CUSTOMER DETAILS:- MR SIMON PAUL CORDELL

START DATE: DOB: 26/01/1981

PARTNER DETAILS:-

NINO: DOB:

START DATE: END DATE:

ADDRESS PREVIOUS ADDRESS

109 BURNCROFT AVENUE
ENFIELD
MIDDLESEX

EN3 7JQ

START DATE: 27/03/2007

START DATE:

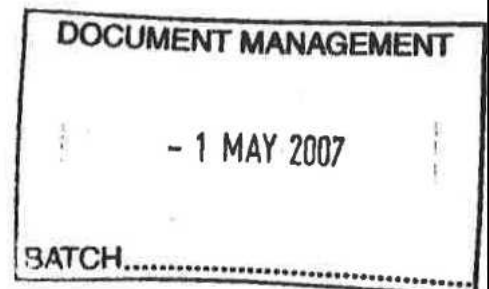
DATE OF IS CLAIM 19/04/2007

DATE OF IS ENT 27/03/2007

NON-DEPS

There are no non-dep details held

:BREAK:



Mr S Cordell
109 Burncroft Avenue
Enfield
EN37JQ

Revenue Information

CICDWP/5/LL/Hwkr
55508596 01623514

020 8379 3798
020 8379 5191
020 8379 4998
14 May 2007

BCON/NINEDAY

Dear Mr Cordell

Housing and Council Tax Benefit

The Department for Work and Pensions has told me that there has been a break in your Income Support from 26.12.06 to 27.3.07. As you have not told me of this change, I have suspended your benefit.

If you were on a low income, you may still be entitled to some benefit. Please use the enclosed form to give details of all the income you have received from 26.12.06 to 26.3.07, and enclose the proof requested.

Please supply the information by 28th May 2007. You do have up to a month to supply the information, but the longer you leave it, the longer it will be before you receive any more benefit. If you do not return the form and supply the information within one month of the date of this letter, we will have to cancel your claim.

If your circumstances change, you must tell us in writing immediately. If the change means you get more benefit, you must tell us about it within one month. If you do not, the increase will only start from the date you tell us of the change. If the change means you get less benefit, it will start from the date of the change. If we pay you too much benefit because you did not tell us about a change, or told us afterwards, you must pay the money back.

Yours sincerely

Nineday Team

BCON/NINEDAY

CICS Account and case numbers: 55508596 01623514

Please write in black ink.

Details of income from 26.12.06 to 26.3.07

Are you working?	Yes	No
If Yes, how much are you paid each week?	£	
Is your partner working?	Yes	No
If Yes, how much is your partner paid?	£	
How many hours do you work?		
You		
Your partner		
You must enclose payslips. We may contact your employer if your payslips do not provide enough information.		
Please write your employer's name and address:		

	Yes	No
Did / do you or your partner receive any other income or benefits, such as state retirement pension, tax credits or incapacity benefit?		
If Yes, please list them below and provide proof		
	£	
	£	
	£	
BCON/NINEDAY		

Did / do you and your partner have any	Yes	No
bank or building society accounts, savings or investment during this		
<p>If Yes, please list them below and provide proof of the amounts held for the above period. Please provide the last two full months statements for every bank or building society for you and your partner</p>		
	£	
	£	
	£	

BCON/NINEDAY

CICS Account and case numbers: 55508596 01623514

Household details: please list all the people living in your household and provide details of their income.

Name	Date of birth	Did they move in or out? (Please state which)	Date of move	Their relationship to the claimant	Their income £

Signed: _____ **Date:** _____

Please note: we can only accept ORIGINAL documents as proof.

Tulip Floating Support Service - Enfield

Fax

First Floor
185 Angel Place
Edmonton London N18 2UD
Tel: 020 8803 1893
Fax: 020 8803 1867

To: NINE DAY TEAM From: Shlgj
Fax: 020 8879 5191 Pages: 6 (to follow)
Phone: Date: 21/05/07
Re: CICS Acc & Case 55508576 CC:
01628514

- Urgent For Review Please Comment Please Reply Please Recycle

Comments:





Enfield Floating Support Service
185 Angel Place, Fore Street, Edmonton, NTA 2UD
Tel: 0208 803 1899 Tax 3208 & C3 1867

Wednesday 16th May 2007

BCONN/NINE DAY Housing
and Council Tax Benefit

Dear Sir/Madam

Re: Mr Simon Cordell - JH 65 38 11 D

My name is Shola Ibrahim, and I am the support worker for the above who was referred to our service by the Estate Officer as someone who may benefit from ongoing support regarding maintenance of his tenancy.

I have attached a copy of a signed letter of consent allowing you to discuss with me Mr Cordell's benefit details.

Mr has a low level of literacy which means that he has difficulty in dealing with his written mail and following up on any action necessary. In the past, this has resulted in the curtailment of benefits, rent arrears and also additional charges being applied to utility accounts.

During the period 26/12/06 - 27/03/07, Mr Cordell encountered particular difficulties associated with his literacy when benefits were stopped, and he had to rely on family and friends to supply him with food (a letter from Simon's mother is enclosed).

Mr Cordell was contacted by the Income Support Department to furnish them with original documentation in order to expedite a claim. He was accompanied to Enfield Jobcentre Plus, where he was handed an addressed envelope and instructed to post



TULIP MENTAL HEALTH GROUP

Enfield Floating Support
service 185 Angel Place,
Fore Street Edmonton
LONDON, N18 2UD Tel:
0208 803 1893 Fax:0203
003 1867

The certificate in the local letter box. Unfortunately, the certificate did not arrive at its destination, and these events were replicated on at least four occasions.

It can be confirmed that Mr Cordell has not been employed since being supported by this service, and presently, he has been hospitalised at North Middlesex Hospital for the last three weeks, receiving treatment for an as yet undiagnosed stomach ailment.

I am enclosing some supporting documentation and if you require any other information, please do not hesitate to contact me.

Yours sincerely

Shola Ibrahim Floating Support Worker

IBCON/NINEDAY
CICS Account and caw numbers: 55508696 01623514

Please write in black ink.
 Details of Income from 26.12.06 to 26.3.07

Are you working?	Yes	<input checked="" type="radio"/> No
If Yes, how much are you paid each Week?	£	
Is your partner working?	Yes	<input checked="" type="radio"/> No
If Yes, how much is your partner paid?	£	
How many hours do you work? You Your partner	NONE	

You must enclose payslips. We may contact your employer if your payslips do not provide enough Information Please write your employer's name and address:		
	Did / do you or your partner receive any other income or benefits, such as state retirement pension, tax credits or incapacity benefit?	(No)
If Yes, please list them below end provide proof		
	£	
	£	
	£	

CHANGE OF ADDRESS



Part 1:

Name: _____

Please give new address: 109 Burncroft Avenue
Enfield
middle

Postcode: EN3 7DQ

Please give old address: 4 Crompton Place
Enfield

Postcode: EN3 6XS

What date did you move into the new address: 14/8/06

At the new address, are you an:

- Owner Occupier
- Council Tenant
- Housing Association Tenant
- Private Tenant
- Boarder
- Other

ALLOCATION SECTION
 11 AUG 2006
 ENFIELD HOUSING SERVICES

DOCUMENT MANAGEMENT
 16 AUG 2006
 BATCH.....

Part 2:

Please give the names, dates of birth, and relationship to you of everyone who lives with you.

Full Name	Date of Birth	Relationship to you

If you are an Owner Occupier, a Council Tenant, A Council Boarder or a Rent Free Tenant, you do not need to complete any more of this form. Please sign and date the declaration at the end of the form - Go to Part 4.

If you are a tenant of a Housing Association please also provide your tenancy agreement. You do not need to complete any more of this form. Please sign and date the declaration at the end of the form - Go to Part 4.

If you are a tenant of a Private Landlord, please provide your tenancy agreement, answer the questions in Part 3 and then sign the declaration at the end of the form.

CHANGE OF ADDRESS



Part 3: For Tenants of Private Landlords Only

Please give the name and address of your Landlord or Agent:

Name: _____

Address: _____

 Post code: _____

Are you, your partner or any of your or your partners children related to your Landlord or Agent, or to your Landlord's partner or the Agent's partner?

Yes No

Is your property furnished Partly furnished Furnished

How much is the full rent for your home? £

How often do you have to pay this? Weekly Fortnightly Monthly

Does anyone share the rent with you? Yes No

If Yes – what is your share? £

Does your rent include money for any of the following:

Meals: Yes No If Yes, which meals are provided?

Please tick appropriate box

	Yes	No	How much each week
Water charges			
Heating			
Lighting			
Hot water			
Fuel for cooking			
Laundry			
Cleaning rooms or windows			
Gardening			
Garage or parking space			
Do you have to rent the garage as part of your tenancy agreement?			
Personal care and support			
Do you pay any service charges separate from your rent?			

CHANGE OF ADDRESS



Both you, your Landlord or Agent will also need to complete Part 5.

Part 4:

Declaration:

Has your income or capital changed in any way since you last made a claim?

Yes

No

If Yes, please give details and provide original documents as proof.

- I declare that the information given on this form is correct and complete
- I understand that if I give information that is incorrect or incomplete, you may take action against me. This may include court action.
- I agree that you will use the information I have provided to process my claim for Housing Benefit or Council Tax Benefit or both. You may check some of the information with other sources as allowed by law.
- I understand that you may use any information I have provided in connection with this and any other claim for social security benefits that I have made or may make. You may give some information to other organisations, such as government departments, local authorities and companies such as banks and organisations that may lend me money if the law allows this.
- I know that I must let you know in writing straight away about any change in my circumstances that might affect my claim.

Signature of the person claiming:



Date:

14/8/06

CHANGE OF ADDRESS



What sort of building do you live in?

- | | | | | | |
|---------------------|--------------------------|------------------|--------------------------|-----------------------------------|--------------------------|
| Detached House | <input type="checkbox"/> | Flat in a House | <input type="checkbox"/> | Caravan, Mobile home or Houseboat | <input type="checkbox"/> |
| Semi detached house | <input type="checkbox"/> | Flat in a block | <input type="checkbox"/> | Board and Lodgings | <input type="checkbox"/> |
| Terraced House | <input type="checkbox"/> | Flat over a shop | <input type="checkbox"/> | Hotel | <input type="checkbox"/> |
| Maisonette | <input type="checkbox"/> | Bedsit or Rooms | <input type="checkbox"/> | Residential Nursing Home | <input type="checkbox"/> |
| Bungalow | <input type="checkbox"/> | Hostel | <input type="checkbox"/> | Residential Care Home | <input type="checkbox"/> |

Do you or your household only occupy part of the building you have ticked?

Yes No

Where in the building do you live?

At the front In the middle At the rear

Which floor do you live on?

- | | | |
|---|--------------------------|--------------------------|
| | Yes | No |
| Does your home have central heating? | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your home have a garden? | <input type="checkbox"/> | <input type="checkbox"/> |
| Has your home been adapted or built for people with disabilities? | <input type="checkbox"/> | <input type="checkbox"/> |

How many rooms are there in the building?

	In the whole building?	Just for you and your household	That you share with other people
Living rooms			
Bedsitting rooms			
Bedrooms			
Bathrooms or shower rooms			
Toilets			
Kitchens			
Other rooms			

Do you use your home for business? Yes No

Who should we pay benefit to?

You

Now please sign the declaration in Part 4

Landlord

Agent

Now please sign the declaration in Part 4

CHANGE OF ADDRESS

Part 5:

If you want us to pay your benefit straight to your Landlord or Agent you must sign this declaration. Please pay my Housing benefit straight to my Landlord or Agent.

I understand that:

- I must always tell you about any change in my circumstances;
- If I do not tell you about any change of circumstances and you pay me too much benefit because of this, I will have to pay back the extra benefit; and
- I may be prosecuted if I do not tell you about any change of circumstances.

Claimant Signature:



Date:

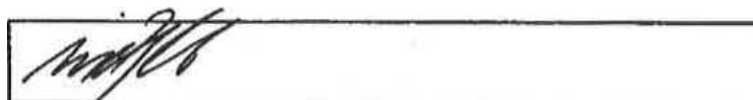
Now ask your Landlord or Agent to sign this agreement.

Landlord or Agents Name:

I agree to accept Housing Benefit payments for the tenant named on this form. I understand that by law:

- i must tell you straight away if I find out about any change in the tenants circumstances;
- You can stop paying benefit to me if I do not tell you about any changes of circumstances;
- I can be prosecuted if I accept Housing Benefit which I know I am not entitled to; and
- If you pay me too much Housing Benefit for any tenant, I must repay it. You can take the amount of overpaid benefit from the benefit I get for any other tenants. This will not affect their rent.

Landlord or Agents
Signature:



Date:

CHANGE OF ADDRESS



Part 6:

Sometimes sharing information with your landlord or agent helps us to deal with your claim quickly and reduces the risk of you falling behind with your rent because of your claim being delayed.

Under the Data Protection Act we need your permission to share information. If you give us permission, we would be able to tell your Landlord or Agent:

- Whether or not you had claimed benefit and if so, whether we have made a decision on your claim or not; and
- If we need further information to make a decision on your claim, what that information is.

There may be other information about your claim that we need to check with your Landlord or Agent, such as the date your tenancy started, before we can make a decision on your claim. If this is the case, we have to ask your Landlord or Agent even if you have not given us permission to discuss your claim with them. Unless you have given us permission by signing this form, we will not discuss anything else with your Landlord or Agent.

We will not give your Landlord or agent any information about:

- Your personal or household circumstances; or
- Your financial circumstances.

If you do not give us permission to discuss your claim with your Landlord or Agent, it will not affect your claim. If you give us permission but then change your mind, we will follow your wishes. Just contact us and let us know. If you want to give us permission to discuss your claim with your Landlord or Agent, please sign below.

I give Enfield Council permission to share information about the progress of my Housing Benefit claim with my Landlord or Agent.

Signature:

Date:

DEPARTMENT OF WORK AND PENSIONS

ADDRESS: 640-656 High Road Tottenham London
N17 0AA

IF YOU GET IN TOUCH WITH US TELL
US THIS REF NO 06995/JH653811D
TEL: 020 83655200 DATE:
06/01/2007

LA NAME: Enfield
o
c

COUNCIL TAX

CUSTOMER DETAILS:- MR SIMON PAUL CORDELL

START DATE: DOB: 26/01/1981

PARTNER DETAILS:-

NINO: DOB:

START DATE: END DATE:

ADDRESS PREVIOUS ADDRESS

109 BURNCROFT AVENUE
ENFIELD
MIDDLESEX

EN3 7JQ

START DATE: 26/12/2006

START DATE:

DATE OF IS CLAIM 09/06/2006

DATE OF IS ENT 16/05/2006

NON-DEPS

There are no non-dep details held

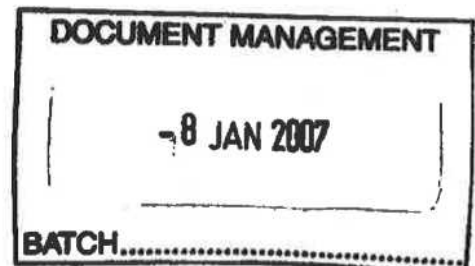
DATE OF IS TERMINATION: DATE IS 26/12/2006

PAID TO:

DATE NOTIFICATION ISSUED: 06/01/2007 The

REASON: claimant has been excluded from receiving Income Support

BREAK:



BCON/NINEDAV CICS Account and case numbers: 55508596 01623514
--

Did / do you and your partner have any bank or building society accounts, savings or investment during this period?	Yes
if Yes, please list them below and provide proof of the amounts held for the above period. provide the last two full months statements for every bank or building society for you and your partner	
	£
	£
	£

BCON/NMEDAY
CIC3 Account and cade numbers: S55G06&6 01623514

Household details; please list all the people living in your household and provide details of their income.

Name	Date of birth	Did they move In or out? (Please state which)	Date of move	Their relationship to the claimant	Their Income £
Mr Simon Curdell	26.01.81			Myself	



Please note: we can only accept ORIGINAL documents as proof.

Miss L Cordell
23 Byron
Terrace
Edmonton
London N9 7DG
Date: 17/05/07

To Whom It May Concern:

I am writing this letter to say that I have been helping my son Mr Simon Cordell with Money to live on for food etc.

This was going on from the last year December 2006 until the end March 2007 as they stopped bis benefits and what else could I do, 1 could not see him suffer with no food etc to live on, 1 am also on benefits and find it hard to live myself let alone trying to support my son. At one time not even, I was getting benefits so my mum was helping both of us out and she does not have a lot of money is old and has a metal heath issues. The reason they stopped my sons' benefit was because they messed his clam up this was sorted in March 2007 so he started to get his benefit back from that date and the backdated clam is still going though.

At this time now my son is in hospital as he is very ill and they are running tests to find out what is wrong with him.

Many Thanks

Miss L Cordell

DEPARTMENT OF WORK AND PENSIONS

ADDRESS: 640-656 High Road
Tottenham
m
London
N17 0AA

IF YOU GET IN TOUCH WITH US
TELL US THIS REF NO
06995/JH65381ID TEL: 020
83655200 DATE: 01/06/2007

LA NAME: Enfield 1

IS DETAILS----- COUNCIL TAX
END OF ENTITLEMENT^

CUSTOMER DETAILS:- MR SIMON PAUL CORDELL

START DATE: DOB: 26/01/1981

PARTNER DETAILS:-

NINO: DOB:

START DATE: END DATE:

ADDRESS PREVIOUS ADDRESS

109 BURNCROFT AVENUE
ENFIELD
MIDDLESEX

EN3 7JQ

START DATE: 27/03/2007

START DATE;

DATE OF IS CLAIM 19/04/2007

DATE OF IS ENT 27/03/2007

NON-DEPS

There are no non-dep details held

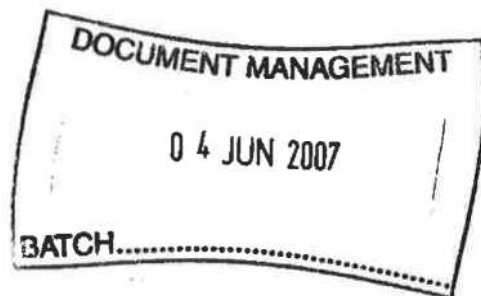
DATE OF IS TERMINATION: 28/04/2007

DATE IS PAID TO:

DATE NOTIFICATION ISSUED: 01/06/2007

REASON: Customer required to be available for work

:BREAK:



Mr Cordell
109 Burncroft Avenue
Enfield
EN37JQ

Revenue Information

CICDWP/6/TMW
01623514 01623514

020 8379 3798
020 8379 5191
020 8379 4998
12 June 2007

BCON/NINEDAY

Dear Mr Cordell

Housing and Council Tax Benefit

The Department for Work and Pensions has told me that your Income Support ended on 28th April 2007. As you have not told me of this change, I have suspended your benefit.

If you are on a low income, you may still be entitled to some benefit. Please use the enclosed form to give details of all the income you and your partner have received since 29th April 2007. Please ensure that all questions are answered. **We cannot pay you any more benefit until this is received.** .

If your circumstances change, you must tell us in writing immediately. If the change means you get more benefit, you must tell us about it within one month. If you do not, the increase will only start from the date you tell us of the change. If the change means you get less benefit, it will start from the date of the change. If we pay you too much benefit because you did not tell us about a change, or told us afterwards, you must pay the money back.

You do have up to a month to supply the information, but the longer you leave it, the longer it will be before you receive any more benefit. If you do not return the form and supply the information within one month of the date of this letter, we will have to cancel your claim.

Yours sincerely

Nineday Team

BCON/NINEDAY

CICS Account and case numbers: 01623514 01623514

Please write in black ink.

1: Details of income from

Are you working?	Yes	No
If Yes, how much are you paid each week?	£	
Is your partner working?	Yes	No
If Yes, how much is your partner paid?	£	
How many hours do you work? You Your partner		
You must enclose your last 5 weeks / two months consecutive payslips. If you have just started work and cannot provide any or not enough of them, please also provide your employment contract or a letter from your employer showing your pay details. We may need to contact your employer if we require further information.		
Can we contact your employer?	Yes	No
If YES, please give their name, address and so we can contact them direct. If you do not give this may delay your assessment. Tel-phone number re us permission		

BCON/NINEDAY

CICS Account and case numbers: 016235.14 01623514

2.

	Yes	No
Did / do you or your partner receive any other income or benefits, such as state retirement pension, tax credits or incapacity benefit?		
If Yes, please list them below and provide proof		
	£	
	£	
	£	
Have you applied for Working Tax Credit? Yes		No
If Yes, when did you apply		

3

Have you/your partner reapplied for		
Income Support	YES	NO
Job Seekers Allowance	YES	NO
If YES, when did you reapply		
If you have reapplied for benefit, it may not be continuous from the date that your previous entitlement ended. Therefore we will not be able to pay you more benefit unless we have proof of your income during these periods.		

BCON/NINEDAY

CICS Account and case numbers: 01623514 01623514

4

If you have answered **NO** to questions 1 & 2, please provide details of how you pay your day to day living needs i.e. food, clothing, heating etc... If you are supported by friends/family we will need to see evidence of this.

5

Did / do you and your partner have any bank or building society accounts, savings or investment during this period?	Yes No
If Yes, please list them below and provide proof of the amounts held for the above period. Please provide the last two full months statements for every bank or building society for you and your partner including the one that your Income Support or Job Seekers Allowance was paid in to.	
	£
	£
	£

BCON/NINEDAY

CICS Account and case numbers: 01623514 01623514

6 Household details: please list all the people living in your household and provide details of their income.

Name	Date of birth	Did they move in or out? (Please state which)	Date of move	Their relationship to the claimant	Their income £

Your Daytime Telephone number

This will help us if we need to contact you to clarify a point that will enable us to deal with your claim more quickly.

Signed: _____ **Date:** _____

Mr S Cordell
109 BURNCROFT
Avenue
Enfield
EN3 7JQ

Revenue Information

BTERM/1/SO
01623514 01623514

020 8379 3798
020 8379 5191
020 8379 4998
1 August 2007

Dear Mr Cordell

Housing and Council Tax Benefit

We sent you a letter on 12th June 2007 telling you we had suspended your benefit, and asking for information.

As you have not replied within the time limit, I have terminated your benefit under Regulation 14(1) of the Housing and Council Tax Benefit (Decisions and Appeals) Regulations 2001 from 24th April 2007.

If you want to claim benefit again, you must fill in the enclosed form and return it with the information requested.

We can consider paying benefit from the date your benefit was terminated. If you want us to do that, then when you return your application form you must also provide all the information we asked for in our original letter, and tell us why you did not provide it within the time limit. I enclose a copy of that letter.

Please return this letter with your application form and information.

Yours sincerely

Benefits Correspondence Team

S. Cordell
Burncroft
Enfield
7JQ

Revenue Information
Call back/8/MK
01623514 01623514
020 8379 3798
020 8379 5191

5 September 2007

Dear Mr Cordell

Revenue Information Helpline call back service

Thank you for calling the Revenue Information Helpline on 28/08/07 and leaving a message for us to call you back.

Unfortunately, we have been unable to return your call because we tried to call you, but our call wasn't answered. I have enclosed benefit application form for you to complete and return with proof of your current income- this must include proof of your Incapacity Benefit.

If you still have a query, please phone the Helpline again. For Benefit queries, please call 020 8379 3798, or for Council Tax queries please call 020 8379 1000. If you need to leave a message for us to call you, please include the phone number you want us to ring, and your account number if possible.

If you prefer, you may visit us at one of our Helpdesks:

Civic Centre
Silver Street
Enfield EN1

John Wilkes House
79 High Street
Enfield EN3

I am sorry that you have had difficulty in contacting us, and I hope that any future contact you may have with us will be more satisfactory.

Yours sincerely

Revenue Information



**Enfield Floating Support Service
185 Angel Place, Fore Street,
Edmonton, N18 2UD**

**To Whom It May Concern
Community, Housing & Adult Social Services
Enfield Council
P O Box No. 63
Civic Centre
Enfield
EN13BR**

11th September, 2007

Dear Sir/Madam

Re: Simon Cordell - JH 653811D

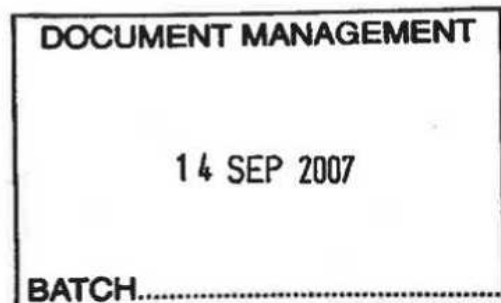
My name is Shola Ibrahim and I am a Floating Support Worker with the above organisation. I have been supporting this gentleman for the last year.

Attached is the form which you sent to the above person regarding his Housing Benefit. It has been completed and I forward it to you with the necessary proof you require.

Also attached is a copy of a consent letter signed by Mr Cordell for further information please do not hesitate to call me - 020 88031893.

Yours sincerely

Shola Ibrahim
Floating Support Worker



TULIP MENTAL HEALTH GROUP 5 RIVER PARK ROAD, LONDON N22 7TB. TEL 020 8889 6921 FAX: 020 8365 7343

e-mail: admin Administrator@tulip.org.uk website: www.tulip.org.uk

Registered in England & Wales as a Limited Company No: 2322355 .

Registered Charity No: 80051





DOCUMENT MANAGEMENT
14 SEP 2007
BATCH.....

Ref No:

Please fill in this form in **black ink**.

Note: You should continue to pay your Council Tax until your benefit is worked out.

Are you an:

Owner Occupier	<input type="checkbox"/>	Council Tenant	<input checked="" type="checkbox"/>
Private Tenant	<input type="checkbox"/>	Housing Association Tenant	<input type="checkbox"/>
Bed & Breakfast Tenant of Enfield Council	<input type="checkbox"/>	Other	<input type="checkbox"/>

If other, please state

Are you or your partner:

You	Under 60 years old	<input checked="" type="checkbox"/>	Your partner	Under 60 years old	<input type="checkbox"/>
	Over 60 years old	<input type="checkbox"/>		Over 60 years old	<input type="checkbox"/>

Do you or your partner receive Income Support?

You	No	<input type="checkbox"/>	Your partner	No	<input type="checkbox"/>
	Yes	<input checked="" type="checkbox"/>		Yes	<input type="checkbox"/>

Do you or your partner receive Job Seekers Allowance (income-based)

You	No	<input type="checkbox"/>	Your partner	No	<input type="checkbox"/>
	Yes	<input type="checkbox"/>		Yes	<input type="checkbox"/>

Customer Receipt

for Housing Benefit and Council Tax Benefit Application Form - FOR OFFICE USE ONLY



Documents Received

<input type="checkbox"/> Benefit Application Form	<input type="checkbox"/> Type of I.D.....	<input type="checkbox"/> Proof of N.I Number
<input type="checkbox"/> Benefit Renewal Form	<input type="checkbox"/> Type of residency	<input type="checkbox"/> Backdate request
<input type="checkbox"/> Tenancy Agreement	<input type="checkbox"/> Proof of state benefit	<input type="checkbox"/> Other
<input type="checkbox"/> Wage slips - number	<input type="checkbox"/> Proof of capital / savings	

Ref No:

Name

Address

office stamp

Receiving Officer Signature

Revenue Information Benefits Helpline: 8.30 - 4.30pm - 020 8379 3798
Revenue Information Helpdesks: 9.00 - 4.30pm - Civic Centre
9.00 - 4.00pm - John WRkes House

A claim form for Housing Benefit and Council Tax Benefit



If you are just claiming Second Adult Rebate*, only fill in Part 1, Part 3 and Part 19 of this form.

*See attached notes for explanation. Please fill in this form using **black ink**.

Part 1 About you and your partner

1. Do you have a partner who normally lives with you?

By partner we mean someone of the opposite sex/same sex you are married to or live with as if you were married.

No

Yes If you have a partner, you must answer all the questions about them, as well as those about yourself.

You

Your partner

2. Last name (Family Name)

CORDELL

3. Other names (first name(s))

SIMON

4. Any other first or last names you have used

/

5. Title (Mr, Mrs, Ms and so on)

MR.

6. Address

Do not tell us your partner's address if it is the same as yours.

109 BURNCROFT AVE
ENFIELD
Postcode EN3 7JQ

Postcode

7. Date of birth

26 / 01 / 1981

/ /

8. National Insurance number You can find this on payslips or letters from social security or the tax office. We cannot decide your claim if we do not have your National Insurance number.

Letters	Numbers	Letter
J H	6 5 3 8 1 1	D

If you do not have a National Insurance number, or cannot find it, tick this box.

Letters	Numbers	Letter

If your partner does not have a National Insurance number, or cannot find it, tick this box.

Part 1 About you and your partner - continued

You

Your partner

9. Your daytime phone number

You do not have to tell us this, but it may help us to deal with your claim more quickly. If any supporting proof is missing we will try to phone you, asking you to supply more information.

07983150368.

10. Have you or your partner claimed Housing Benefit or Council Tax Benefit before?

No

Yes When did you last claim?

03 / 03 / 07

Which council did you claim from?

EMFIELD COUNCIL

What name did you claim in?

SIMON CORDELL

What address did you claim for?

109 BURMCROFT AVE

EMFIELD

Postcode EM3 7JQ

No

Yes When did they last claim?

/ /

Which council did they claim from?

What name did they claim in?

What address did they claim for?

Postcode

11. Have you told the council that paid your benefit that you have moved?

No

Yes

No

Yes

12. If you have moved home in the last 12 months, tell us your last address.

4 CROMPTON PLACE

EMFIELD

Postcode EM3 6XS

Postcode

13. Were you the home owner, a private tenant, a council tenant or a boarder at this address?

COUNCIL TENANT

14. Have you or your partner come to live in England, Northern Ireland, Scotland, Wales, the Republic of Ireland, the Channel Islands or the Isle of Man in the last 2 years?

No If no go to Q18

Yes We will write to you about this.

No If no go to Q18

Yes We will write to you about this.

15. What is your nationality?

16. If your nationality is not British, on what date did you last enter the UK? The UK is England, Northern Ireland, Scotland and Wales.

/ /

/ /

17. Do you have leave to enter or remain in the UK under a sponsorship?

Yes

No

Part 1 About you and your partner - continued

18. Are you or your partner in hospital at the moment?

You

No
 Yes When did you go in?

____ / ____ / ____

When will you come out
 (if you know this)?

____ / ____ / ____

Your partner

No
 Yes When did they go in?

____ / ____ / ____

When will they come out
 (if they know this)?

____ / ____ / ____

19. Do you or your partner get Disability Living Allowance?

No
 Yes How much?

Care: £ _____

Mobility: £ _____

No
 Yes How much?

Care: £ _____

Mobility: £ _____

20. Do you or your partner get Attendance Allowance?

No
 Yes

No
 Yes

21. How much Attendance Allowance do you receive?

£ _____

£ _____

22. Does anyone get Carer's Allowance for looking after you or your partner?

No
 Yes

No
 Yes

23. Have you or your partner ever claimed Carer's Allowance?

No
 Yes

No
 Yes

Still tick 'Yes' if you were not paid any Carer's Allowance. This could have been because you were better off getting another social security benefit.

24. Do you or your partner pay towards the upkeep of a student?

No
 Yes How much do you pay?

£ _____

How often?

Every _____

No
 Yes How much do they pay?

£ _____

How often?

Every _____

25. Are you or your partner student?

No
 Yes
 Do you study full time or part time?

Full time Part time

How much of your income is taken into account when working out your grant?

£ _____ a year

No
 Yes
 Do they study full time or part time?

Full time Part time

How much of their income is taken into account when working out their grant?

£ _____ a year

26. Do you or your partner have a vehicle from a Mobility scheme?

No
 Yes

No
 Yes

Part 1 About you and your partner - continued

27. Please tick if you or your partner are:
- | | You | Your partner |
|------------------------------|-------------------------------------|--------------------------|
| • an apprentice | <input type="checkbox"/> | <input type="checkbox"/> |
| • on youth training | <input type="checkbox"/> | <input type="checkbox"/> |
| • in legal custody | <input type="checkbox"/> | <input type="checkbox"/> |
| • severely mentally impaired | <input type="checkbox"/> | <input type="checkbox"/> |
| • registered blind | <input type="checkbox"/> | <input type="checkbox"/> |
| • long-term sick or disabled | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

We will contact you if we need any more information.

Part 2 About children

You may be able to get more benefit if there are children in your household and they are:

- under 16;
- aged 16 or 17 and registered for work or youth training; or
- aged 16, 17 or 18 and in education doing a course not higher than GCE A-level, SCE Higher level or GNVQ (advanced).

28. Are there any children in your household?
- No Go to Part 3.
- Yes Give details below

If you have more than three children please use the space provided on the next two pages

	First child	Second child	Third child
29. Last name (family name)			
30. Other names			
31. Date of birth	//	//	//
32. What is the child's sex?			
33. The child's relationship to you			
34. The child's relationship to your partner			
35. Usual address if different from yours			
36. Child Benefit number			
37. Who gets the Child Benefit for them?			

We need to see proof of this.

38. Does the child have any savings?

- | | | |
|--|--|--|
| No <input type="checkbox"/> | No <input type="checkbox"/> | No <input type="checkbox"/> |
| Yes <input type="checkbox"/> How much are their savings? | Yes <input type="checkbox"/> How much are their savings? | Yes <input type="checkbox"/> How much are their savings? |

£

We need to see proof of this.

£

We need to see proof of this.

£

We need to see proof of this.

part 2 About children - continued

	First child	Second child	Third child
39. Is the child registered blind?	No <input type="checkbox"/> Yes <input type="checkbox"/> We need to see proof of this.	No <input type="checkbox"/> Yes <input type="checkbox"/> We need to see proof of this.	No <input type="checkbox"/> Yes <input type="checkbox"/> We need to see proof of this.
40. Does the child get Disability Living Allowance?	No <input type="checkbox"/> Yes <input type="checkbox"/> How much? Care: £ <input type="text"/> Mobility: £ <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> How much? Care: £ <input type="text"/> Mobility: £ <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> How much? Care: £ <input type="text"/> Mobility: £ <input type="text"/>
41. Do you pay any childminding costs for this child to a registered childminder, nursery or after-school club?	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us the name and registration number of the minder.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us the name and registration number of the minder.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us the name and registration number of the minder.
	<input type="text"/>	<input type="text"/>	<input type="text"/>
	How much do you pay a week? £ <input type="text"/>	How much do you pay a week? £ <input type="text"/>	How much do you pay a week? £ <input type="text"/>
	We need to see proof of this.	We need to see proof of this.	We need to see proof of this.
	Fourth child	Fifth child	Sixth child
42. Last name (family name)	<input type="text"/>	<input type="text"/>	<input type="text"/>
43. Other names	<input type="text"/>	<input type="text"/>	<input type="text"/>
44. Date of birth	//	//	//
45. What is the child's sex?	<input type="text"/>	<input type="text"/>	<input type="text"/>
46. The child's relationship to you	<input type="text"/>	<input type="text"/>	<input type="text"/>
47. The child's relationship to your partner	<input type="text"/>	<input type="text"/>	<input type="text"/>
46. Usual address if different from yours	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>
49. Child Benefit number	<input type="text"/>	<input type="text"/>	<input type="text"/>
50. Who gets the Child Benefit for them? We need to see proof of this.	<input type="text"/>	<input type="text"/>	<input type="text"/>

Part 2 About children - continued

	Fourth child	Fifth child	Sixth child
51. Does the child have any savings?	No <input type="checkbox"/> Yes <input type="checkbox"/> How much are their savings?	No <input type="checkbox"/> Yes <input type="checkbox"/> How much are their savings?	No <input type="checkbox"/> Yes <input type="checkbox"/> How much are their savings?
	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
	We need to see proof of this.	We need to see proof of this.	We need to see proof of this.
52. Is the child registered blind?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
	We need to see proof of this.	We need to see proof of this.	We need to see proof of this.
53. Does the child get Disability Living Allowance?	No <input type="checkbox"/> Yes <input type="checkbox"/> How much?	No <input type="checkbox"/> Yes <input type="checkbox"/> How much?	No <input type="checkbox"/> Yes <input type="checkbox"/> How much?
	Care: £ <input type="text"/>	Care: £ <input type="text"/>	Care: £ <input type="text"/>
	Mobility: £ <input type="text"/>	Mobility: £ <input type="text"/>	Mobility: £ <input type="text"/>
54. Do you pay any child minding costs for this child to a registered childminder, nursery or after-school club?	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us the name and registration number of the minder.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us the name and registration number of the minder.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us the name and registration number of the minder.
	<input type="text"/>	<input type="text"/>	<input type="text"/>
	How much do you pay a week?	How much do you pay a week?	How much do you pay a week?
	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
	We need to see proof of this.	We need to see proof of this.	We need to see proof of this.

Part 3 About other people who live with you

Now tell us about all the people who usually live with you and your partner. Do not tell us about people who just share your hall, bathroom or toilet. If you need to tell us about more than three people, Go to Part 4.

55. Do any adults usually live with you and your partner? Give details below.

By adults we mean people over 16 who nobody gets Child Benefit for

If you are sending a separate sheet of paper, tick this box. •

Part 3 About other people who live with you - continued

First person Second person Third person

56. Last name (family name)

57. Other names

58. Date of birth / / / / / /

59. Their relationship to you or your partner

Some examples are aunt, brother, daughter, father, grandson, grandmother, stepdaughter, friend,

Please also state if they are joint tenant, joint owner, subtenant or boarder. - see Notes for further explanation of these terms

60. Do they get Income Support or income-based Jobseeker's Allowance? No Yes No Yes No Yes

61. Do they get Disability Living Allowance or Attendance Allowance? No Yes How much? No Yes How much? No Yes How much?
 £ a week £ a week £ a week

62. Are they registered blind? No Yes No Yes No Yes

63. Are they a full-time student, a student nurse, a care worker, an apprentice or on youth Training? No Yes Tell us which. No Yes Tell us which. No Yes Tell us which.

64. Do they pay rent or money for board and lodgings to you or your partner? No Yes How much? No Yes How much? No Yes How much?
 £ a week £ a week £ a week

65. Are they severely mentally impaired? No Yes No Yes No Yes

66. Are they in legal custody at the moment? No Yes When are they expected to come out? No Yes When are they expected to come out? No Yes When are they expected to come out?
 / / / / / /

67. Are they in hospital at the moment? No Yes When did they go in? No Yes When did they go in? No Yes When did they go in?
 / / / / / /

Part 3 About other people who live with you - continued

First person **Second person** **Third person**

When will they come out
know this?

(if you know this?)

When will they come out (if you
know this?)

68. Do they normally work for
16 hours or more a week?

No

No

No

Yes Tell us their
earnings before
any deductions.

Yes Tell us their
earnings before
any deductions.

Yes Tell us their
earnings before
any deductions.

£

£

£

We need to see proof of
their earnings.

We need to see proof of
their earnings.

We need to see proof of
their earnings.

69. Do they have any other
income at all?

This includes any benefits or
allowances you have not told
us about on this form and
interest from savings and
investments.

No

No

No

Yes Name of first
other income

Yes Name of first
other income

Yes Name of first
other income

How much is it before
deductions?

How much is it before
deductions?

How much is it before
deductions?

£ a week

£ a week

£ a week

Name of second
other income

Name of second
other income

Name of second
other income

How much is it before
deductions?

How much is it before
deductions?

How much is it before
deductions?

£ a week

£ a week

£ a week

Name of third
other income

Name of third
other income

Name of third
other income

How much is it before
deductions?

How much is it before
deductions?

How much is it before
deductions?

£ a week

£ a week

£ a week

We need to see proof
of other incomes.

We need to see proof
of other incomes.

We need to see proof
of other incomes.

70. Are any of the people
who normally live with you
married to each other or
living together as if they
were married (same
sex/opposite sex)?

No

Yes Tell us their names.

And

is the partner of

is the partner of

Part 4 About rent

71. Do you pay rent for your home? Tick 'Yes' if you would pay rent but you already get Housing Benefit.

No Go to Part 6.
Yes

72. When did you start Renting your home?

 / /

73. When did you move to this address?
If you have not moved in yet, tell us when you expect to move in, then tell us when you have actually moved in.

 / /

74. Do you pay rent to the council?

No
Yes Go to Part 6.

75. What is your landlord's name and business address? By landlord we mean the person or organisation who owns the property you live in.

Postcode

76. If your landlord has an agent, tell us their full name and address.
By agent we mean the person or organisation you actually pay your rent to.

Postcode

77. Are you, your partner, or any of your or your partner's children related to your landlord or agent, or to your landlord's partner or the agent's partner?
Related includes related through marriage, even if the marriage has ended. Some examples are ex-wife, ex-husband, aunt, brother, daughter, father, grandson, grandmother, son-in-law or stepdaughter.

No
Yes What is the relationship?

	is my landlord's or agent's	
--	-----------------------------	--

78. What sort of tenancy do you have?

For example, short hold, assured tied rent or something like this.

- see Notes for further guidance on this

79. How long is the tenancy for?

//	to	//
----	----	----

Part 4 About rent - continued

80. Please tick to show if the property is let as:

furnished

partly furnished

mostly unfurnished

completely unfurnished

81. How much is the full rent for your home?

£ every

(For example, every week/fortnight/4 weeks/month.)

82. Does anyone else share the rent with you and your partner?

No

Yes Tell us their names and their relationship to you and your partner.

How much of the rent do you pay?

£ every

(For example, every week/fortnight/4 weeks/month.)

83. Has your rent changed in the last 12 months?

No

Yes Send us proof of the date it changed, and how much it changed.

84. When is the next rent increase due?

85. Has your rent been registered as a fair rent by a rent officer?

No

Yes Please send us the notice of registration (RO5).

86. Do you have any weeks when you do not have to pay rent?

No

Yes How many in a year?

87. Are you behind with your rent?

No

Yes By how many weeks?

88. Who receives the Council Tax bill for your home?

You or your partner

Your landlord

Someone else

Tell us who receives the Council Tax bill.

Part 4 About rent - continued

89. Does your rent include money for the following?

Meals

No

Yes

How much?

£ every

Which-meals-are included?

Water authority charges

No

Yes

How much?

£ every

Heating

No

Yes

How much?

£ every

Lighting

No

Yes

How much?

£ every

Hot water

No

Yes

How much?

£ every

Fuel for cooking

No

Yes

How much?

£ every

Laundry

No

Yes

How much?

£ every

Cleaning rooms or windows

No

Yes

How much?

£ every

Gardening

No

Yes

How much?

£ every

Parking Space

Yes

No

How much?

£ every

Garage

No

Yes

How much?

£ every

Do you have to rent the garage as No part of

your tenancy agreement?

Yes

No

Personal care and support

Yes

No

How much?

£ every

90. Do you pay any service charges separate from your rent?

Yes

No

How much?

£ every

For example, for cleaning or lighting in shared areas, an alarm system, a warden, general counselling or support, meals, or lift maintenance.

What for?

We must see proof of your rent and tenancy before we can decide how much benefit you can get. Read the checklist at Part 17 to see what you can use as proof.

Part 4 About rent - continued

Living away from home

91. Are you living away from home at the moment?

No Q

Yes, Q Tell us why you are not living at home

When did you last live at home?

When do you expect to go back home?

Tell us where you are living at the moment.

Postcode

If your home has been sublet, tell us who lives there now.

Support charges declaration only complete if you are liable to pay support charges

I confirm that I am liable to pay support charges as well as my rent and understand that I may receive help with these charges.

I understand that the amount I am required to pay can vary and may be reduced if I receive housing benefit or a fairer charging assessment.

I authorise the Council's Housing Benefits Office to work with the Supporting People Team and the Fairer Charging Section and to exchange information about me in order to work out whether I can receive additional help with my support charges.

I confirm that I have been informed that from 1 April 2003 any help towards my support charges will be paid direct to my landlord or support provider, and that I agree to the Supporting People Team liaising with my landlord or support provider in relation to these payments.

I understand that I may withdraw my consent to this arrangement at any time by notifying the Supporting People Team in writing of my decision. I further understand that if I decide to take this course of action then I will become responsible for notifying the Housing Benefit Office, the Fairer Charging Section and the Supporting People Team separately in writing of any change in my circumstances.

Signature of Claimant

Date

only complete if you are liable to pay support charges

Part 5 About where you live

92. What sort of building do you live in? Tick one box only.

Detached house	
Semi-detached house	
Terraced house	
Maisonette	
Bungalow	
Other	

Flat in a house	
Flat in a block	
Flat over a shop	
Bedsit or rooms	
Hostel	

Caravan, mobile home or houseboat	
Board and lodgings	
Hotel	
Residential nursing home	
Residential care home Q	

93. Do you and your household occupy only part of the building you have ticked? ^{^es}

No
Yes

Where in the building do you live?

At the front

In the middle

At the back

94. Which floors do you live on?

95. Does your home have central heating?

No
Yes

96. Does your home have a garden?

No
Yes

97. Has your home been built or adapted for people with disabilities?

No
Yes

98. How many rooms are there in the building?

In the whole building?

Just for you and your household?

That you share with other people?

Living rooms

Bedsitting rooms

Bedrooms

Bathrooms or shower rooms

Toilets

Kitchens

Other rooms

99. Do you use your home for business?

No
Yes

Part 5 About where you live - continued

100. Do you have a main home somewhere else?
If your main home is somewhere else in the UK or abroad, tick 'Yes', even if you do not pay rent for it.

No

Yes What is the address?

Postcode

How much do you pay for this home? £

Part 6 About Income Support, income-based Jobseeker's Allowance and Guarantee Credit

101. Are you or your partner getting or waiting to hear about a claim for Income Support, income-based Jobseeker's Allowance or Pension credits (Including Guaranteed Credit or Savings Credit)?

No Go to Part 7.

Yes Answer both the questions in this part.

102. Are you or your partner already getting Income Support, income-based Jobseeker's Allowance or Pension Credits at the moment?

No

Yes When did you start getting it?

Your partner

No

Yes When did they start getting it?

103. Are you or your partner still waiting to hear about a claim for Income Support, income-based Jobseeker's Allowance or Pension Credits?

No

Yes When did you claim?

No

Yes When did they claim?

Note: Minimum Income Guarantee has been replaced by Guarantee Credit. This is part of the new Pension Credits introduced in October 2003.

Part 7 About being self-employed

104. Are you or your partner self-employed?

No Go to Part 8.

Yes Answer the questions on this page.

You

Your partner

105. What kind of work do you do?

--

--

106. When did the business start?

//	
----	--

//	
----	--

107. What is the business address?

--

--

Postcode

Postcode

108. Are there any other partners in the business?

No •
Yes n Tell us their name and address.

No •
Yes n Tell us their name and address.

--

--

Postcode

Postcode

What is the percentage of their share of the business? %
eg. half = 50

What is the percentage of their share of the business? %
eg. half = 50%

109. How many hours a week do you usually work?

--	--

110. Do you get a Business Start-up Allowance?

No •
Yes n How much?

£	
---	--

How often?

Every	
-------	--

No •

No •
Yes Q How much?

£	
---	--

How often?

Every	
-------	--

No •

111. Do you pay into a private pension scheme?

Yes How much?

£	
---	--

How often?

Every	
-------	--

Yes O How much?

£	
---	--

How often?

Every	
-------	--

We must see proof of your earnings before we can decide how much benefit you can get. Read the checklist at Part 17 to see what you can use as proof.

Part 8 About working for an employer

112. Do you or your partner work for an employer?

- No Go to Part 9.
 Yes Answer the questions on this page. If you work for more than one employer, tell us about all the other employers in part 9.

You

Your partner

113. What kind of work do you do?

114. What is your employer's name and address?

 Postcode

 Postcode

115. When did you start this job?

 / /
 / /

116. Is this your own company?

- No
 Yes

- No
 Yes

117. What is your payroll, employee or staff number?

118. Are you employed for a limited period?

- No When will you finish?
 Yes

- No When will they finish?
 Yes

 / /
 / /

119. How often do you get paid?

 Every

 Every

120. How much do you get paid before tax and National Insurance are taken off?

 £

 £

121. How are you paid?
 For example, in cash, by cheque or straight into a bank or building society account.

122. When was your last pay rise?

 / /
 / /

123. When will your next pay rise be?

 / /
 / /

124. How many hours a week do you usually work?

125. Give details of any regular overtime, bonuses or commission.

126. Are you getting Statutory Sick Pay (SSP) or Statutory Maternity Pay (SMP) from your employer at the moment?

- No
 Yes

- No
 Yes

Part 8 About working for an employer - continued

	You	Your partner
127. Are you getting any other sick pay or maternity pay from your employer at the moment?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
128. Do you pay into a private or company pension scheme?	No <input type="checkbox"/> Yes <input type="checkbox"/> How much? £ <input style="width: 150px;" type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> How much? £ <input style="width: 150px;" type="text"/>
	How often? Every <input style="width: 150px;" type="text"/>	How often? Every <input style="width: 150px;" type="text"/>

We must see proof of any earnings before we can decide how much benefit you can get. Read the checklist at Part 17 to see what you can use as proof, if you get tips or bonuses, tell us about these in Part 16.

Part 9 About any other work

129. Do you or your partner do any other work at all?
This could be voluntary work or any other work, even if it is not paid work.

No **Go to Part 10.**
Yes Answer the questions on this page.

	You	Your partner
130. What other work do you do?	<input style="width: 250px; height: 50px;" type="text"/>	<input style="width: 250px; height: 50px;" type="text"/>
131. What is the name and address of the person you do this work for?	<input style="width: 250px;" type="text"/> <input style="width: 250px;" type="text"/> <input style="width: 250px;" type="text"/> <input style="width: 250px;" type="text"/> Postcode <input style="width: 100px;" type="text"/>	<input style="width: 250px;" type="text"/> <input style="width: 250px;" type="text"/> <input style="width: 250px;" type="text"/> <input style="width: 250px;" type="text"/> Postcode <input style="width: 100px;" type="text"/>
132. When did you start this work?	<input style="width: 150px;" type="text"/> / <input style="width: 50px;" type="text"/> / <input style="width: 50px;" type="text"/>	<input style="width: 150px;" type="text"/> / <input style="width: 50px;" type="text"/> / <input style="width: 50px;" type="text"/>
133. How many hours a week do you usually work?	<input style="width: 150px;" type="text"/>	<input style="width: 150px;" type="text"/>
134. Do you get paid? If you only get expenses or tips, still tick 'Yes' and give details.	No <input type="checkbox"/> How much do you get before any deductions? Yes <input type="checkbox"/> £ <input style="width: 150px;" type="text"/> How often? Every <input style="width: 150px;" type="text"/>	No <input type="checkbox"/> How much do they get before any deductions? Yes <input type="checkbox"/> £ <input style="width: 150px;" type="text"/> How often? Every <input style="width: 150px;" type="text"/>

We must see proof of any earnings before we can decide how much benefit you can get. Read the checklist at Part 17 to see what you can use as proof.

Part 10 About benefits and pensions

135. Are you or your partner or any children you are claiming for getting any benefits or waiting to hear about benefits you have claimed? No Go to Part 11.

Read the list of benefits below and tell us about any you or your partner are getting now or have claimed. Yes

Tell us about the benefits below. Tell us the full rate of the benefits before any deductions.

Adoption Pay

- Bereavement Allowance
- Carer's Allowance
- Child Benefit
- Children's Tax Credit
- Contribution - Based Job Seekers Allowance
- Disabled Person's Tax Credit
- Fostering Allowance
- Guardian's Allowance
- Incapacity Benefit
- Industrial Injuries Disablement Benefit
- Industrial Death Benefit
- Invalid Care Allowance

Maternity Allowance

- NASS Payments
- Pension Credit (including savings credit)
- Retirement Pension
- Severe Disablement Allowance
- Social Service Subsistence Allowance
- Statutory Paternity Pay
- Statutory Sick Pay or Statutory Maternity Pay
- War Disablement Benefit, War Pension or War Widow's Pension
- Widow's or Widower's Benefits
- Working Tax Credit
- Any other Benefit

If you are getting or have claimed any benefit that is not listed or there is insufficient space below, tell us about it on a separate sheet of paper and send it with the form.

If you are sending a separate sheet of paper, tick this box.

136. The name of the benefit your child is claiming			
Child's name			
Waiting to hear	•		<input type="checkbox"/>
Getting now	How much?		• How much?
	£		£
	How often?		How often?
	Every		Every
	You		Your partner
137. The name of the benefit or pension			
Waiting to hear	<input type="checkbox"/>		<input type="checkbox"/>
Getting now • How much?			• How much?
	£		£
	How often?		How often?
	Every		Every
138. The name of the benefit or pension			
Waiting to hear	<input type="checkbox"/>		<input type="checkbox"/>
Getting now	• How much?		• How much?
	£		£
	How often?		How often?
	Every		Every

Part 10 About benefits and pensions - continued

	You	Your partner
139. The name of the benefit or pension		
Waiting to hear	<input type="checkbox"/>	<input type="checkbox"/>
Getting now	D How much? _____ EEH How much?	
	£ <input type="text"/>	£ <input type="text"/>
	How often? <input type="text"/>	How often? <input type="text"/>
	Every	Every
140. If you have no income from work or benefits, please state what you are living on, such as savings etc.	<input type="text"/>	<input type="text"/>

Part 11 About other money coming in

141. Do you or your partner, or any children you are claiming for, have any money coming in (or expect to have some money coming in) that you have not already told us about on this form?

No
Yes

- Go to Part 12.**
 Answer the questions on this page.

This includes occupational pensions; maintenance or child support for you, your partner or any of the children you have told us about on this form; money from a trust fund; training allowances; a student grant or loan; any income from an equity release scheme; and any cash payments. Also tell us about any money you get from people living in your house as boarders or subtenants. Tell us about proceeds from the sale of a house, money received from charity or any other income. You do not need to tell us about payments from the Independent Living Fund, the Eileen Trust or the MacFarlane Trust.

Other money 1

- 142. What is the money for?**
- 143. Who gets it?**
- 144. How much do they get?**
- 145. How often?**
- 146. When did they start getting this income?**
- 147. When is the income likely to go up?**

	£ <input type="text"/>	
	Every <input type="text"/>	
	<input type="text"/>	
	////	

Other money 2

- 148. What is the money for?**
- 149. Who gets it?**
- 150. How much do they get?**
- 151. How often?**
- 152. When did they start getting this income?**
- 153. When is the income likely to go up?**

	£ <input type="text"/>	
	Every <input type="text"/>	
	<input type="text"/>	
	//	
	<input type="text"/>	
	//	

Part 11 About other money coming in - continued

Other money 3

154. What is the money for?

155. Who gets it?

156. How much do they get?

157. How often?

158. When did they start getting this income?

159. When is the income likely to go up?

160. Does anyone owe money to you, your partner, or any children you are claiming for?

No

Yes What for?

How much?

161. Are you expecting to get any money in the next 12 months?

No

Yes What for?

For example, a redundancy payment or a payment instead of notice or holiday.

How much?

We must see proof of any money coming in before we can decide how much benefit you can get. Read the checklist at Part 17 to see what you can use as proof.

Part 12 About capital, savings and investments

162. Do you, your partner, or any children you are claiming for have any capital, savings or investments in the UK or abroad?

This includes cash, current accounts and savings accounts with a bank or building society, post office accounts, premium bonds, National Savings Certificates, and stocks and shares.

No

We must see proof of all the capital, savings and investments.

Yes

Read the checklist at Part 17 to see what you can use as proof, and see page 4 of notes for further information.

Part 12 About capital, savings and investments - continued

163. Do you, your partner, or any children you are claiming for have any bank accounts?

No

Yes

Tell us about all your bank accounts, even empty or overdrawn ones or joint accounts. If there are more than two bank accounts, tell us about the others on a separate sheet of paper and send it with this form _____

If you are sending a separate sheet of paper, tick this box.

Name of bank

Account number

Whose name is the account in?

How much is in the account?

£

Name of bank

Account number

Whose name is the account in?

How much is in the account?

£

164. Do you, your partner, or any children you are claiming for have any building society accounts?

No

Yes

Tell us about building society accounts, even if you do not use them regularly. If you have more than 2 building society accounts, tell us about the others on a separate sheet of paper and send it with this form.

If you are sending a separate sheet of paper, tick this box

Name of building society Account number

Whose name is the account in?

How much is in the account

£

Name of building society

Account number

Whose name is the account in?

How much is in the account?

£

Part 12 About capital, savings and investments - continued

165. Do you, your partner, or any children you are claiming for have any post office accounts? This includes savings accounts and Girobank accounts.

No

Yes Tell us about post office accounts. If you have more than two post office accounts, tell us about the others on a separate sheet of paper and send it with this form

If you are sending a separate sheet of paper, tick this box.

Type of account

POST OFFICE ACCOUNT

Account number

61455834

Whose name is the account in?

MR SIMON CORDELL

How much is in the account?

£16.00

Type of account

Account number

Whose name is the account in?

How much is in the account?

£

166. Do you, your partner, or any children you are claiming for have any premium bonds?

No

Yes Value

£

167. Do you, your partner, or any children you are claiming for have any National Savings Certificates?

No

Yes Issue number

Value

£

How many?

Issue number

Value

£

How many?

168. Do you, your partner, or any children you are claiming for have any stocks, shares, bonds or unit trusts?

No

Yes Company name

How many?

Company name

How many?

169. Do you, your partner, or any children you are claiming for have any other capital, savings or investments?

No

Yes Tell us about this.

For example, cash, TESSAs, ISAs, TOISAs, compensation, or any other money you have not told us about on this form.

Part 14 Paying benefit to your landlord or agent

If you want us to pay your benefit straight to your landlord or agent you must sign this declaration.

Please pay my Housing Benefit straight to my landlord or agent. I understand that:

- I must always tell you about any change in my circumstances;
- if I do not tell you about any change of circumstances and you pay me too much benefit because of this, I will have to pay back the extra benefit; and
- I may be prosecuted if I do not tell you about any change of circumstances.

Signature

Miranda

Date

11 / 09 / 07

Now ask your landlord or agent to sign this agreement.

Landlord's name
or agent

I agree to accept Housing Benefit payments for the tenant named in this form.

I understand that by law:

- I must tell you straight away if I find out about any change in the tenant's circumstances;
- * you can stop paying benefit to me if I do not tell you about any change of circumstances;
- I can be prosecuted if I accept Housing Benefit which I know I am not entitled to; and
- * if you pay me too much Housing Benefit for any tenant, I must repay it. You can take the amount of overpaid benefit from the benefit I get for any other tenants.

Signature

Date

11

Part 15 Sharing information with your landlord or agent

Sometimes, sharing information with your landlord helps us to deal with your claim quickly and reduces the risk of you falling behind with your rent because of your claim being delayed. We can only share information with your landlord or agent if you give permission.

Under the Data Protection Act we need your permission to share information. If you give us permission, we would be able to tell your landlord or agent:

- whether or not you had claimed or renewed your claim for Housing Benefit and, if so, whether we have made a decision on your claim or not; and
- »if we need further information to make a decision on your claim, and if so what information this is.

There may be other information about your claim that we need to check with your landlord or agent, such as the date your tenancy started, before we can make a decision on your claim. If this is the case, we have to ask your landlord or agent even if you have not given us permission to discuss your claim with them. But unless you have given us permission by signing this form, we will not discuss anything else with your landlord or agent.

We will not give your landlord or agent any information about:

- your personal or household circumstances; or
- your financial circumstances.

If you do not give us permission to discuss your claim with your landlord or agent, it will not affect your claim. And if you give us permission but then change your mind, we will follow your wishes. Just contact us and let us know. If you want to give us permission to discuss your claim with your landlord or agent, please sign below.

I give Enfield Council permission to share information about the progress of my Housing Benefit claim with my landlord or their agent.

Signature

Date

11

Address

Postcode

Part 16 Anything else you need to tell us

Use the box below to tell us anything else you think we should know about. Use a separate sheet of paper and attach it to this form if you need to.

If you are sending separate sheets of paper with this form, tell us how many.

Part 17 Checklist

Please tick to tell us what proof you are sending with this form. We must see original documents, not copies. Please do not send valuable items through the post. If you can, bring them into our reception. We will take the details we need and give you the documents back straightaway. If you cannot get into the office, phone us for more advice.

If you do not provide all the proof we need, we might not be able to pay you any benefit. We need the same proof for your partner, if you have one, and for any other adults living in your home.

If you cannot send the proof we need at the moment, send the form back to us now and send the proof later. We can start to process your claim, but we will not be able to pay you any benefit until we have all the proof. Please see accompanying notes for minimum amount of proof required to process your claim.

Proof of identity - claimant and partner only - (one proof should include Date of Birth)

Such as a birth certificate, marriage certificate, passport, medical card, driving licence, UK residence permit, EEC identity card or recent paid gas or electricity bill. We may need to see several of these documents for each person (minimum of 2 per person).

Proof of National Insurance number

Such as a National Insurance number card, payslips or letters from social security or the tax office.

Proof of capital, savings and investments

Such as all your bank, building society or post office books, full bank statements, or certificates for premium bonds, National Savings Certificates, ISAs, stocks, shares and unit trusts. We need to see proof of any interest or dividends you get on investments and savings. We need to see this proof for children in your household as well. The proof you send must show details for at least the last 2 months.

Proof of earnings - we also need this for any other adult living in your home

This means your last 5 payslips if you are paid every week, your last 3 payslips if you are paid every 2 weeks, or your last 2 payslips if you are paid every month. We will contact your employer if you do not have these payslips. If you or your partner are self-employed, we need to see your accounts for the last financial year or, if you have been trading for less than 6 months, a summary of your trading records so far.

Proof of other income - we also need this for any other adult living in your home

Such as pension slips from a former employer or a letter from the court showing how much maintenance you are getting. We need to see proof of any money people pay you for board and lodgings.

Proof of benefits, allowances or pensions - we also need this for any other adult living in your home

Such as current award notices or letters from social security confirming how much you get. If you do not have proof, let us know straight away. Please do not send order books through the post.

Proof of private rent and tenancy

Such as a rent book, rent receipts, a tenancy agreement or a letter from your landlord. If owner occupier last two paid domestic bills or proof of mortgage payment.

Proof of other money paid out

Such as letters about student grants or maintenance, agreements or receipts from registered child carers.

Part 18 Backdating

We can usually award benefit from the Monday after the day we receive your claim. If you want us to consider paying your benefit from an earlier date, tell us the date that you want benefit from and why you feel you had good reason for not claiming earlier.

Date you want to claim benefit from

01 / 08 / 07

Part 19 Declaration

Even if someone else has filled in this form for you, you must sign this declaration if you can. If you have a partner, getting them to sign this form should allow us to process your claim more quickly, but they do not have to sign. Please read this declaration carefully before you sign and date it.

I declare that the information I have given on this form is correct and complete.

I understand that if I give information that is incorrect or incomplete, you may take action against me. This may include court action.

I agree that you will use the information I have provided to process my claim for Housing Benefit or Council Tax Benefit, or both. You may check some of the information with other sources as allowed by the law.

I understand that you may use any information I have provided in connection with this and any other claim for social security benefits that I have made or may make. You may give some information to other organisations, such as government departments, local authorities and companies such as banks and organisations that may lend me money, if the law allows this.

I know that I must let you know in writing straight away about any change in my circumstances which might affect my claim.

Signature of person claiming

[Handwritten Signature]

Date

11 / 09 / 2007

Partner's signature

[Blank Signature Box]

Date

/ /

If this form has been filled in by someone other than the person claiming
Please tell us why you are filling in this form for the person claiming.

[Blank Text Box]

As far as possible, I have confirmed with the person claiming that the answers I have written on this form are correct.

Name of the person who filled in the form (IN CAPITALS)

[Blank Name Box]

Signature of the person

[Blank Signature Box]

Relationship to the person claiming

[Blank Relationship Box]

Date

/ /

TO The Department of Social
Security the Benefits Agency
Housing Department Housing
Benefits Section

Date 11/09/07

Dear Sir/Madam,

N.I. no JH 653811P

This letter is to inform you that Tulip Floating Support Service - Enfield is currently advocating on my behalf, with respect to welfare benefits/housing benefits.

I Simon Cordell; I am therefore giving my consent for you to discuss any claim I might make with employees of Tulip over the telephone or in writing, and to release to Tulip, information pertaining to any claim at their request.

Yours faithfully

Clients Signature. 

Print name SIMON PAUL CORDELL

Mr Cordell
109 Burncroft Avenue
Enfield
EN37JQ

Revenue Information

CICDWP/7/JM
01623514 01623514

020 8379 3798
020 8379 5191
020 8379 4998
1 July 2008

BCON / NINEDAY Dear Mr Cordell

Housing and Council Tax Benefit

The Department for Work and Pensions has told me that your Jobseekers Allowance or Income Support ended on 05/6/2008. As you have not told me of this change, I have suspended your benefit.

If you are on a low income, you may still be entitled to some benefit. Please use the enclosed form to give details of all the income you and your partner have received since 05/6/2008. Please ensure that all questions are answered. **We cannot pay you any more benefit until this is received..**

If your circumstances change, you must tell us in writing immediately. If the change means you get more benefit, you must tell us about it within one month. If you do not, the increase will only start from the date you tell us of the change. If the change means you get less benefit, it will start from the date of the change. If we pay you too much benefit because you did not tell us about a change, or told us afterwards, you must pay the money back.

You do have up to a month to supply the information, but the longer you leave it, the longer it will be before you receive any more benefit. If you do not respond within a month your benefit will be cancelled from 05/06/2008. If you have been paid benefit after that date, you will have to repay it.

Yours sincerely

Intervention Team

BCON/NINEDAY

CICS Account and case numbers: 01623514 01623514

Please write in black ink.

1: Details of income from 05/06/2008

Are you working?	Yes []	No []
If Yes, how much are you paid each week?	£	
Is your partner working?	Yes []	No []
If Yes, how much is your partner paid?	£	
How many hours do you work? You Your partner		
You must enclose your last 5 weeks / two months consecutive payslips. If you have just started work and cannot provide any or not enough of them, please also provide your employment contract or a letter from your employer showing your pay details. We may need to contact your employer if we require further information.		
Can we contact your employer?	Yes []	No []
If YES, please give their name, address and telephone number so we can contact them direct. If you do not give us permission this may delay your assessment.		

BCON/NINEDAY

CICS Account and case numbers: 01623514 01623514

2.

	Yes	No
Did / do you or your partner receive any other income or benefits, such as state retirement pension, tax credits or incapacity benefit?		
If Yes, please list them below and provide proof		
	£	
	£	
	£	
Have you applied for Working Tax Credit? Yes No		
If Yes, when did you apply		

3

Have you/your partner reapplied for		
Income Support	YES	NO
Job Seekers Allowance	YES	NO
If YES, when did you reapply		
If you have reapplied for benefit, it may not be continuous from the date that your previous entitlement ended. Therefore we will not be able to pay you more benefit unless we have proof of your income during these periods.		

X:\CICDWP.dot

BCON/NINEDAY

CICS Account and case numbers: 01623514 01623514

4

If you have answered **NO** to questions 1 & 2, please provide details of how you pay your day to day living needs IE. food, clothing, heating etc... If you are supported by friends/family we will need to see evidence of this.

5

Did / do you and your partner have any bank or building society accounts, savings or investment during this period?	Yes:	No:
If Yes, please list them below and provide proof of the amounts held for the above period. Please provide the last two full months statements for every bank or building society for you and your partner including the one that your Income Support or Job Seekers Allowance was paid in to.		
	£	
	£	
	£	

BCON/NINEDAY

CICS Account and case numbers: 01623514 01623514

6 Household details: please list all the people living in your household and provide details of their income.

Name	Date of birth	Did they move in or out? (Please state which)	Date of move	Their relationship to the claimant	Their income £

Your Daytime Telephone number

This will help us if we need to contact you to clarify a point that will enable us to deal with your claim more quickly.

Signed: _____

Date: _____

EFS QI 004sj i Fax Header



Enfield Floating Support Service
Floating Support

186 Angel Place, Fore Street, Edmonton, London, N18 2UD
Tel: (020) 8803 1893 / Fax: (020) 8803 1867

FAX MESSAGE

To: Ming Dao Team	From: SWSL
Fax: 020 8379 5191	Pages: 6
Phone:	Date: 08/09/08
Rec: ACC N: 01623514.	CC:

- Urgent
 For Review
 Please Comment
 Please Reply
 Please Recycle

Please confirm Receipt



Reviewed July 2trii

Penned review July 2008



Enfield Floating Support Service
185 Angel Place, Fore Street, Edmonton, N18
2UD
Tel: 02089031893
Fax: 0208803887

BCONN/NINE: DAY

Housing and bound Tax Benefit Tuesday 8th July 2008

Dear Sir/Madam

Re: Mr Simon Paul Cordell

NI - No; JH 653111D

I am the allocated Support Worker to the above; I have attached a copy of a signed letter of consent allowing you to discuss with me Mr Cornell benefit details.

During the period from 05/06/2008 to 30/06/2008 f AS Cordell had been in temporary accommodation due to repairs taking place in his flat

From 01/07/01 was in prison. He was due to be released on the 16/07/08 but due to good behaviour he has released early 03/07/08, as per attached documentation.

I can confirm that Mr Cordell has not at any time been working. His mother and friends have been helping and supporting him during this time.

For any further information please do not hesitate to contact me.

Yours sincere!

Shola Ibrahim | Floating Support Worker

TULIP MENTAL HEALTH GROUP 6 RIVER PARK ROAD, LONDON N22 7TB. TEL: 020 8689 6921 FAX: 020 8365

7343

www.tulip.org.uk

Registered in England & Wales as a Limited Company No: 322355 Registered Charity No. 500558



BCON/NINEDAY		
CICS Account and case numbers: 0162 5(514 01623514		
Please write in black ink.		
1:1 Details of income from 05/06/2008		
Are you working?	Yes [] No []	
, If Yes, how much are you paid a week?	£	
Is you or your partner working?	Yes [] No []	
If yes, how much is your partner paid?	£	
How Many hours do you work?		
<p>You must enclose your last 5 weeks two months consecutive payslips, If you have Just started work and cannot provide any enough of them, please also provide your employment contact or a letter from your employ showing your pay details We may need to contact your employer If we require further Information.</p>		
Can we contact your employer?	Yes	No
<p>If Yes, please give their name, address and telephone number So, can contact them direct. If you do not give us permission this may delay your assessment.</p>		

BCON/NINEDAY
CIC| Account and case numbers: 016213514 01623514

2.

Did you do you or your partner receive any other income or benefits, such as state retirement pension, tax credits or incapacity benefit? Yes

No

If Yes, please list them below and provide proof

Have you applied for Working Tax Credit? No

If Yes, when did you apply: No

3

Have you/your partner reapplied for		
Income Support	YES	(NO;
Job seekers Allowance	YES	
If YES when did you reapply		
If you ave reapplied for benefit, it may not be continuous from the Date till your previous entitlement ended. Therefore, we will not be able to pay you more benefit unless we Have proof of your Income during these periods:		

BCON/NINEDAY

CICS Account and case numbers: 016213514 01623514

If you have answered NO to questions 1 & 2, please provide details of how to pay your day to day living needs i.e. food, clothing, heating etc... If you are supported by friends/family we v rill need to see evidence of this.

I was incarcerated in prison, and have recently been released. Please see attached documents.

Did / you and your partner have any bank or building society accounts, savings or investment during this period?

Yes	<input checked="" type="checkbox"/> No
-----	--

If Yes, please list them below and provide proof of the amounts held for the above period. Please provide the last two full months statements for every bank or building society for you and your partner including the one that your income Support or Job Seekers Allowance was paid Into.

BCON/NINEDAY

CICS Account and case numbers: 01623514 01623514

6 Household details: please list all the people living in your household and provide details of their Income.

Name	Date of birth	Did they move in or out? (please state which)	Date of move	Their relationship to the claimant	Their Income £

Your Daytime Telephone number

07508561361

This will help us if we need to contact you to clarify a point that will enable us to deal with your claim more quickly.

Signature: 

Date: 08/07/08

BARCLAYS

0003131) 3ao98 478to 1264120U 2991

MR S PCORDLL

Name: MR SIMON PAUL CORDELL
Branch: The Enfield Group
Sort Code: 20-29-81
Number: 10895261WAN: 0B2#MRC20ZR811089S2 61
SWIFTBIC BAKCGB22
02 July 2008**The Barclays Bank Account**
Current account statement 3 Jun to
2 Jun 2008**Your account Summary****At a glance**

Start balance	£ 0.22
Money In	£ 345.40
Money out	£ 340.00
End balance	£ 5.62

Your transactions

D'te	Description1	Details	Money out	Money in	Balance
3/un	Start balance I				0.22
9Jun	Received from H65381 Dwp Is	Bank Giro Credit	17.270		172.92
13 Jun	Withdrawal at Barclays, Ponders End TGF * Pizza 12Jun	Cash Machine	110.00		62.92
16 Jun	Withdrawal at Barclays, Ponders End, ATM -Cash Machine Fore Strait		40.00		22.92
20 Jun	Withdrawal at Barclays, Ponders End Timed at 0931 bn 20 Jun	Cash Machine	20.00		2.92
23 Jun	Withdrawal at Tesco Person Finance, Tesco Lea Valley Timed at IMS cxi 22 Jun	Cash Machine	170.00		
	Received from! I6538110 Dwp Is	Bank Giro Credit		17170	5.62
2 Jul	End balance				5.62

Account details _____Correspondence: MKCU
Leicester LE87 2BB I

Tel: 0845-7-555-555 Statement page 17

Barclays Bank PUL Reg. No. 1 26157. Registrar in England. Reg. Office: 1 >face. London E1 * 5HP.

DWP Department for Work and Pensions

**DWP HELPDESK PO
Box 4194 Cardiff Cf14
8BB**

Phone 02920-381111

**S CORDELL
109 BURNCROFT AVENUE
ENFIELD
ESSEX
EN3 7jq**

Remittance Advice

Date 07-Jul-2008

**Details of the payment made by the attached Cheque are shown below.
If you have any queries regarding the items shown please contact the HELPDESK
AT THE Above address and telephone number.**

four reference number is: S63256554. Please tell us this number if get in touch with us.

Your PAYEE REFERENCE Number IS 2323700

Your Reference Subscription	Date	Amount
F6739M0J1	07/07/08	47.12

NO OF CUSTODY LICENCE

08/07/2008 16:33 02088031967

Her Majesty's Prison Service

Form and of Custody Licence (ECL)

Establishment: HMP WOODHILL

Tel: 01906 722000

Licence for adult prisoners serving less than 12 months Prison Number:

WF6739

Surname: CORDELL

Forenames: SIMON PAUL

DOB: 26/01/1981

PNCID/CRO NO: 97/99378V

TERMS AND CONDITIONS OF END OF CUSTODY RELEASE FROM PRISON

01/07/2008 to: 16/07/2008

1. You are to be released from prison on: SGL

Release Address:

109 BURNCROFT AVENUE

ENFIELD LONDON EN3 7DG

2. You may be recalled to prison at any time if you breach any of the conditions of this licence.

3. If you remain fat large after an order recalling you has been made you will be liable for arrest.

4. You must have this form with you throughout your period of ECL and must produce it if requested to do so by a police officer, or a probation officer.

5. You must not change the address to which you have been released without permission from the Governor/ Controller of your releasing prison.

6. Should you need help or advice during the period you are on ECL, you may contact the prison from which you were released. The contact details are below

Prison: HMP WOOD HILL

Address: TATTENHOE STREET MILTON KEYNES BUCKINGHAMSHIRE MK4 4DA

Tel NO: 01908 722000

To:

The Department of Social Security
The Benefits Agency
Housing Department
Housing Benefits Section
N.I, no J1165 3811 D

Date... 08/07/08

Dear Sir/Madam,

This letter is to inform you that Tulip Floating Support Service - Enfield/ Haringey is currently authorising on my behalf with respect to \ welfare benefits/housing benefits.

I SIMON CORDELL I am therefore giving my consent for you to discuss any claims that I might make with employees of Tulip over the telephone or in writing, and to release to Tulip, information pertaining to any claim at their request.

Yours faithfully

Plants Signature 

Print name | Simon Cordell

Bank statement taken out!

Bank statement taken out!

Mr Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Revenue Information

Inclvg/3/AO
01623514 01623514

020 8379 3798
020 8379 5191
020 8379 4998
10 July 2008

BCON

Dear Mr Cordell

Housing Benefit and Council Tax Benefit
01623514 01623514

Thank you for your benefit application. I notice that you are not declaring enough income to be able to meet your day to day living needs. I must therefore ask you to state all income that you use for your daily living expenses, such as food, clothing, and so on.

All Bank / Building Society statements from 5.6.08 to present.

If you are supported entirely by your family or friends, I will need a letter from them stating this, and giving an approximate amount that they contribute towards your living expenses.

If you have no income of your own you may be entitled to Income Support or Job Seekers Allowance and I would strongly advise you to contact your local Benefit Agency for further information and an application form. You will then need to advise Enfield Council Housing Benefit section of the outcome of your claim

BCON / NINEDAY

CICS Account and case numbers: 01623514 01623514

4

If you have answered NO to questions 1 & 2, please provide details of how you pay your day to day living needs i.e. food, clothing, heating etc... If you are supported by friends/family we will need to see evidence of this.

5

Did / do you and your partner have any bank or building society accounts, savings or investment during this period?

No

If Yes, please list them below and provide proof of the amounts held for the above period. Please provide the last two full months statements for every bank or building society for you and your partner including the one that your Income Support or Job Seekers Allowance was paid in to.

£

£

£

BOON / NINEDAY

CICS Account and case numbers: 01623514 01623514

2.

Did / do you or your partner receive any other income or benefits, such as state retirement pension, tax-credits or incapacity benefit? .	Yes	
If Yes, please list them below and provide proof		
Income Support	£	120.00
	£	
	£	
Have you applied for Working Tax Credit?		
If Yes, when did you apply		
3		
Have you/your partner reapplied for		
Income Support	YES	
If YES, when did you reapply	16 July 2008	
If you have reapplied for benefit, it may not be continuous from the date that your previous entitlement ended. Therefore, we will not be able to pay you more benefit unless we have proof of your income during these periods.		

every 2 weeks from 16/7/08 still waiting to here about basic Dated

BCON / NINEDAY

CICS Account and case numbers: 01623514 01623514

6 Household details: please list all the people living in your household and provide details of their income.

Name	Date of birth	Did they move in or out? (Please state which)	Date of move	Their relationship to the claimant	Their Income £

0208 245 7454

Your Daytime Telephone number

This will help us if we need to contact you to clarify a point that will enable us to deal with your claim more quickly.

Signed: S Cardell

Date: 1/9/08

Mr Cordell
109 Burncroft Avenue
Enfield
EN37JQ

Revenue Information

14dinfo2/6/eh
01623514 01623514

020 8379 3798
020 8379 5191
020 8379 4998
12 September
2008

CICS / NINEDAY Dear Mr Cordell

Housing and Council Tax Benefit 01623514 01623514

We asked you to provide further information to support your Benefit claim. We have not received the information.

Please provide full details and evidence of all income for the period 4/6/08 to 31/7/08 when Income Support was not in pay, and details how you meet your day to day living needs.

We also require bank statements for all accounts held to cover this period.

If we do not receive the original documents, we asked for by 25/9/08, we will close your claim, and we will not pay you benefit. This means that you will have to pay your full rent and Council Tax, including any arrears that have built up.

If you are unable to supply the information we have requested by the above date, you must let us know so that the time limit may be extended.

Please return this letter with your reply.

If you cannot supply the information we have asked for, then you must tell us **in writing** why it is not available.

How to get the information to us

You can post information to us in the prepaid envelope, but if they are personal documents, it is better to bring them to us. You can bring the proof we need to one of our offices between 9-4.30. These are:

Civic Centre, Silver Street, Enfield.

John Wilkes House, 79 High Street, Ponders End.

If you need help, please come and see one of our advisors, or phone our helpline on 020 8379 3798

If your circumstances change, you must tell us in writing immediately. If the change means you get more benefit, you must tell us about it within one month. If you do not, the increase will start from the date you tell us of the change. If the change means you get less benefit, it will start from the date of the change. If we pay you too much benefit because you did not tell us about a change, or you told us afterwards, you must pay the money back.

Yours sincerely

Colin Bullworthy Benefits Manager

Warning: To knowingly give false information may result in court action (Social Security Administration Act 1992 / Theft Act 1968).

Mr Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Revenue Information

14dinfo2/6/eh 01623514
01623514

020 8379 3798

020 8379 5191

020 8379 4998 25

September 2008

CICS / NINEDAY Dear Mr Cordell

**Housing and Council Tax Benefit 01623514
01623514**

We asked you to provide further information to support your Benefit claim. We have not received the information.

If we do not receive the original documents, we asked for by 12/10/2008, we will close your claim, and we will not pay you benefit. This means that you will have to pay your full rent and Council Tax, including any arrears that have built up.

If you are unable to supply the information we have requested by the above date, you must let us know so that the time limit may be extended.

Please return this letter with your reply.

If you cannot supply the information we have asked for, then you must tell us **in writing** why it is not available.

How to get the information to us

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John Wilkes House, 79 High Street, Ponders End.

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Yours sincerely

Colin Bullworthy Benefits Manager

Warning: To knowingly give false information may result in court action (Social Security Administration Act 1992 / Theft Act 1968).

N COR (NOW CLAIM)

Mr Simon Cordell
109 BURNCROFT
Avenue
Enfield
Middlesex
EN3 7JQ

~~Date: 31/09/08~~

14/10/08

To Whom It May Concern:

I am writing this letter as you have asked me for some information for my clam for housing benefit and council Tax.

From the 05/06/08 to the 18/07/08 I was sent to prison by Hertford Court they give me 12 weeks but I got early release from prison for being good, so was released on the 18/07/08 at this time I re applied for income support and housing benefit and council tax. At that time my mum was helping me live until my benefit was sorted and I started to get it again as I did not have any money to live on.

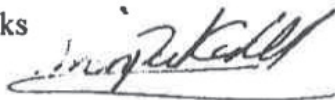
When I was in prison, I never needed money to live as they supplied all I needed when I was there.

It was only after my release I needed help from my mum until my benefit was sorted out,

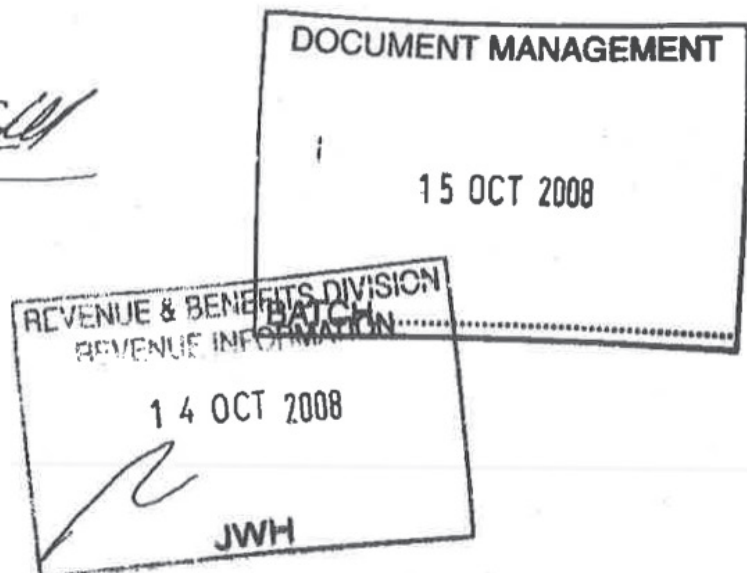
Right now, you are paying no benefit for me and because I cannot pay all my rent it has gone up to over £1000 I owe so they are taking me to court to take my home away from me.

I have sent letters into you explaining this to you already along with a form you asked me to fill in but have had no reply from you as of yet. Would it please be possible to sort this matter out as fast as possible so I wont lose my flat and also would it be possible for you to send me some sort of letter that I can show the housing that things are being dealt with.

Many Thanks



Simon Cordell



You must supply the above details by 20.7.08. If you do not, you will delay your award of benefit. You do have until 10.8.08 to supply the information, but the longer you delay, the longer it takes us to award you benefit. After that we would cancel your claim.

Please return this letter with your reply.

If your circumstances change, you must tell us in writing immediately. If the change means you get more benefit, you must tell us about it within one month. If you do not, the increase will start from the date you tell us of the change. If the change means you get less benefit, it will start from the date of the change. If we pay you too much benefit because you did not tell us about a change, or you told us afterwards, you must pay the money back.

Thank you for your assistance.

Yours sincerely

Benefits Change of Circumstance Team

Warning: To knowingly give false information may result in prosecution (Social Security Administration Act 1992/Theft Act 1968).

Mr Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Revenue Information

CICDWP/7/
01623514 01623514

020 8379 3798
020 8379 5191
020 8379 4998
15 August 2008

BCON / NINEDAY

Dear Mr Cordell

Housing and Council Tax Benefit

The Department for Work and Pensions has told me that your Jobseekers Allowance or Income Support ended on 5th June to 31st July 2008. As you have not told me of this change, I have suspended your benefit.

If you are on a low income, you may still be entitled to some benefit. Please use the enclosed form to give details of all the income you and your partner have received since 5th June to 31st July 2008. Please ensure that all questions are answered. **We cannot pay you any more benefit until this is received.**

If your circumstances change, you must tell us in writing immediately. If the change means you get more benefit, you must tell us about it within one month. If you do not, the increase will only start from the date you tell us of the change. If the change means you get less benefit, it will start from the date of the change. If we pay you too much benefit because you did not tell us about a change, or told us afterwards, you must pay the money back.

You do have up to a month to supply the information, but the longer you leave it, the longer it will be before you receive any more benefit. **If you do not respond within a month your benefit will be canceled from 5th June 2008. If you have been paid benefit after that date, you will have to repay it.**

Yours sincerely

Interventions Team

BCON / NINEDAY

CICS Account and case numbers: 01623514 01623514

Please write in black ink.

1: Details of income from 5th June to 31st July 2008

Are you working?	Yes	No
If Yes, how much are you paid each week?	£	
Is your partner working?	Yes	No
If Yes, how much is your partner paid?	£	
How many hours do you work? You Your partner		
You must enclose your last 5 weeks / two months consecutive payslips. If you have just started work and cannot provide any or not enough of them, please also provide your employment contract or a letter from your employer showing your pay details. We may need to contact your employer if we require further information.		
Can we contact your employer?	Yes	No
If YES, please give their name, address and telephone number so we can contact them direct. If you do not give us permission this may delay your assessment.		

2.

Did / do you or your partner receive any other income or benefits, such as state retirement pension, tax credits or incapacity benefit?	Yes	No
---	-----	----

If Yes, please list them below and provide proof

	£
	£
	£

Have you applied for Working Tax Credit? Yes	No
--	----

If Yes, when did you apply

3

Have you/your partner reapplied for

Income Support	YES	NO
Job Seekers Allowance	YES	NO

If YES, when did you reapply

If you have reapplied for benefit, it may not be continuous from the date that your previous entitlement ended. Therefore, we will not be able to pay you more benefit unless we have proof of your income

BOON / NINEDAY

CICS Account and case numbers: 01623514 01623514

4

If you have answered NO to questions 1 & 2, please provide details of how you pay your day to day living needs i.e. food, clothing, heating etc... If you are supported by friends/family we will need to see evidence of this.

5

Did / do you and your partner have any bank or building society accounts, savings or investment during this period?	Yes No
If Yes, please list them below and provide proof of the amounts held for the above period. Please provide the last two full months statements for every bank or building society for you and your partner including the one that your Income Support or Job Seekers Allowance was paid in to.	
	£
	£
	£

BCON / NINEDAY

CICS Account and case numbers: 01623514 01623514

6 Household details: please list all the people living in your household and provide details of their income.

Name	Date of birth	Did they move in or out? (Please state which)	Date of move	Their relationship to the claimant	Their income £

Your Daytime Telephone number

This will help us if we need to contact you to clarify a point that will enable us to deal with your claim more quickly.

Signed: _____

Date: _____

BOON / NINEDAY

CICS Account and case numbers: 01623514 01623514

Please write in black ink.

1: Details of income from 5th June to 31st July 2008

Are you working?	NO	
If Yes, how much are you paid each week?	£	
Is your partner working?	No	
If Yes, how much is your partner paid?	£	
How many hours do you work? You		
Your partner		
You must enclose your last 5 weeks / two months consecutive payslips. If you have just started work and cannot provide any or not enough of them, please also provide your employment contract or a letter from your employer showing your pay details. We may need to contact your employer if we require further information.		
Can we contact your employer?	Yes	No
If YES, please give their name, address and telephone number so we can contact them direct. If you do not give us permission this may delay your assessment.		



Enfield homes

www.enfieldhomes.org

Mr S Cordell
109 Burncroft Avenue
Enfield
Middlesex
EN3 7JQ

Please reply to:

Mrs J Reader Income Team
The Edmonton Centre.36-44 South Mall
Email: London, N9 OTN Janet. Reader@enfield
Tel gov.uk 020 8375 8064
Telephone 020 8375 8018
Telephone 020 8375 8010
Date 22nd September 2008

Dear Mr S Cordell

Rent Arrears - Possession Order Account Number: 497630

Following the Court Order made on 20th November 2007, i am writing to inform you that twenty-one days from the date of this letter, I intend to apply for an order to fix the date upon which you will be required to give up possession of your property.

The arrears at the date of the Postponed Possession Order were £124.43. The current arrears are £1081.90. This makes a shortfall of £1081.90. You have therefore failed to comply with the terms of the Order. This is shown in the enclosed rent statement.

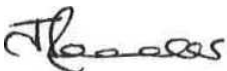
I urge you to take this letter seriously, and contact me in writing, within ten working days of the date of this letter, either agreeing to the arrears, or disputing the stated arrears incurred since the Order was granted.

If you dispute the arrears, you must provide us with details of payments and credits made.

If you agree to the arrears, you must explain why payments have not been made since the Order was granted.

You have the right to apply to Court for a further postponement of the date for possession, or to 'stay' or suspend the enforcement of the Order.

Yours sincerely
Mrs J Reader
Income Officer



quality homes excellent services successful communities

Stewart Holton

Interim Chief Executive, Enfield Homes

The Edmonton Centre, 36-44 South Mall, Edmonton Green, London N9 OTN Company registration: 05789112 © 0800 40 80

160 - 020 8375 8016 Textphone 020 8375 8011 VAT registered: 928 3822 03

RNID typetalk

OCCUPATION INFO FOR 24 HOUR MEMOS ONLY

Property reference: 03000010900108

Full Name(s) of ALL liable applicants (including titles):

Name: Mr Simon Cordell

Date of birth: 26/01/1981 NINO:

JH653811D Telephone: 07961/822246

Mailing address: 109 BURNCROFT Avenue, Enfield, EN3 7JQ
Cases

Address: 109 Burncroft Avenue, Enfield, EN3 7JQ

Date customer moved in:

Previous address and account number (if in the borough): Address:

Account number:

Is the property:

Owned Rented

Furnished Unfurnished

How many adults live in the property?

If rented

Details of landlord / owner / agents from Benapp / tenancy agreement

Name:

Address:

Single person discount required? YES / NO

Any other relevant information:

We have just been informed that sole resident was in jail between the period 5/6/08 to 18/7/08.

Name of Benefit Officer supplying the information:

ET\Temp\7\OCCFM2n.dor ~

OCCUPATION INFO FOR 24 HOUR MEMOS ONLY

Ed. Hilton

Date: 8 December 2008

Iclipse-im527

DEPARTMENT OF SOCIAL SECURITY

ADDRESS 9 Elms Lane
London

SW95 9AB

IF YOU GET IN TOUCH WITH US
TELL US THIS REF NO
09162/1H653811D TEL: 0845
6000148 EXT DATE: 08/12/08

LA NAME: -L B ENFIELD
1
COUNCIL TAX BENEFIT

INCOME SUPPORT DETAILS END OF ENTITLEMENT

CUSTOMER DETAILS; - MR SIMON PAUL CORDELL

DOB 26/01/1981

PARTNER DETAILS
START DATE

END DATE

DOB

ADDRESS

109 BURNCROFT AV
ENFIELD
MIDDX

PREVIOUS ADDRESS

EN3 7JQ

START DATE 01/08/08

START DATE

DATE OF IS CLAIM 04/08/08

DATE OF IS ENT 01/08/08

PRD OF IS ENT 01/08/08 TO

There are no non-dep details held

DATE OF IS TERMINATION: 25/11/2008

DATE NOTIFICATION ISSUED: 08/12/2008 REASON:

Customer required to be available for work

Revenue Information

HMP Woodhill
Tattenhoe Street
Milton Keynes
MK44DA

Drg4con/4/ACE55508
596

0208379 5361
0208379 5191
0208379 4998
8 December
2008

Dear Sir / Madam

Council Tax reduction of bill through discount and/or benefit Persons in Detention

Re: Mr Simon Cordell DOB: 26/1/81

Prison number: WF6739

I have received a claim for the above-named person to be disregarded for the purpose of Council Tax discount and benefit.

I have been advised that they are currently being detained or are serving a sentence in your establishment.

Please complete the details below and return this letter in the prepaid envelope provided.

Yours faithfully

Mrs Y Brown

Council Tax Team

X:\DRG4CON.dot

Account number: 55508596

Re: Mr Simon Cordell DOB: 26/1/81

Prison number: WF6739 **Please**

write in black ink.

1. I certify that the claimant named above *is / is not* currently detained in this establishment (and eligible to be disregarded) for the purpose of the Local Government Finance Act 1992.

2. Is the above named serving a sentence for non-payment of a fine, Community Charge or Council Tax?

YES / NO

3. Please confirm date detention began: / /

4. Please confirm earliest release date: / /

Signature: _____

Full name: _____

Status: _____

Prison stamp:

* delete as applicable

Mr Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Revenue Information

CICDWP/11/SH
55508596 01623514

020 8379 3798
020 8379 5191
020 8379 4998
11 December
2008

BCON / NINEDAY

Dear Mr Cordell

Housing and Council Tax Benefit

The Department for Work and Pensions has told me that your Jobseekers Allowance or Income Support ended on 24th November 2008. As you have not told me of this change, I have suspended your benefit. **If you no longer wish to claim benefit, please complete the form on the next page,**

If you are on a low income, you may still be entitled to some benefit. Please use the enclosed form to give details of all the capital and savings held by you and your partner, plus details of all the income you and your partner have received since 25th November 2008. If you or your partner have a new job that is expected to last for more than 5 weeks and have been on Income Support or JSA Income Based continuously for the last 26 weeks you may be entitled to an extended payment of 4 weeks benefit. Please ensure that all questions are answered. **We cannot pay you any more benefit until this is received.**

If your circumstances change, you must tell us in writing immediately. If the change means you get more benefit, you must tell us about it within one month. If you do not, the increase will only start from the date you tell us of the change. If the change means you get less benefit, it will start from the date of the change. If we pay you too much benefit because you did not tell us about a change, or told us afterwards, you must pay the money back.

You do have up to a month to supply the information, but the longer you leave it, the longer it will be before you receive any more benefit. **If you do not respond within a month your benefit will be cancelled from 24th November 2008. If you have been paid benefit after that date, you will have to repay it.**

Yours sincerely

Change Events Team

Mr Simon Cordell
109 Burncroft Avenue, Enfield, EN3 7JQ
55508596 01623514

I no longer wish to claim Housing or Council Tax Benefit. Please cancel my claim.

Signed:

Date:

BCON / NINEDAY

CICS Account and case numbers: 55508596 01623514

Please write in black ink.

1: Details of income from 25th November 2008

Are you working?	Yes	No
If Yes, how much are you paid each week?	£	
Is your partner working?	Yes	No
If Yes, how much is your partner paid?	£	
How many hours do you work? You Your partner		
You must enclose your last 5 weeks / two months consecutive payslips. If you have just started work and cannot provide any or not enough of them, please also provide your employment contract or a letter from your employer showing your pay details. We may need to contact your employer if we require further information.		
Can we contact your employer?	Yes	No
If YES, please give their name, address and telephone number so we can contact them direct. If you do not give us permission this may delay your assessment.		
Is your or your partner's new Job expected to last for more than 5 weeks?	Yes	No
Have you or your partner been on Income Support or JSA Income Based continuously for the last 26 weeks?	Yes	No

BCON / NINEDAY

CICS Account and case numbers: 55508596 01623514

2.

Did / do you or your partner receive any other income or benefits, such as state retirement pension, tax credits or incapacity benefit?	Yes	No
If Yes, please list them below and provide proof		
	£	
	£	
	£	
Have you applied for Working Tax Credit? Yes	No	
If Yes, when did you apply		

3

Have you/your partner reapplied for		
Income Support	YES	NO
Job Seekers Allowance	YES	NO
If YES, when did you reapply		
If you have reapplied for benefit, it may not be continuous from the date that your previous entitlement ended. Therefore, we will not be able to pay you more benefit unless we have proof of your income during these periods.		

BOON / NINEDAY
 CICS Account and case numbers: 55508596 01623514

4

If you have answered NO to questions 1 & 2, please provide details of how you pay your day to day living needs i.e. food, clothing, heating etc... If you are supported by friends/family we will need to see evidence of this.

5

Did / do you and your partner have any bank or building society accounts, savings or investment during this period?	Yes No
If Yes, please list them below and provide proof of the amounts held for the above period. Please provide the last two full months statements for every bank or building society for you and your partner including the one that your Income Support or Job Seekers Allowance was paid in to.	
	£
	£
	£

BCON / NINEDAY

CICS Account and case numbers: 55508596 01623514

6 Household details: please list all the people living in your household and provide details of their income.

Name	Date of birth	Did they move in or out? (Please state which)	Date of move	Their relationship to the claimant	Their income £

Your Daytime Telephone number

This will help us if we need to contact you to clarify a point that will enable us to deal with your claim more quickly.

Signed: _____ **Date:** _____



' Please reply to; Revenue Information

**HMP Woodhill
Tattenhoe Street
Milton Keynes
MK4 4DA**

: Dra4con/4/ACE55508

: 596

Email: revs@enfield.gov.uk

Phone: 020 8379 5361

fax: 020 8379 5191

Telephone: 020 8379
4998

8 December 2008

Dear Sir / Madam

**Council Tax reduction of bill through discount and/or
benefit Persons in Detention**

Re: Mr Simon Cordell DOB: 26/1/81

Prison number: WF6739

**I have received a claim for the above-named person to be disregarded for
the purpose of Council Tax discount and benefit.**

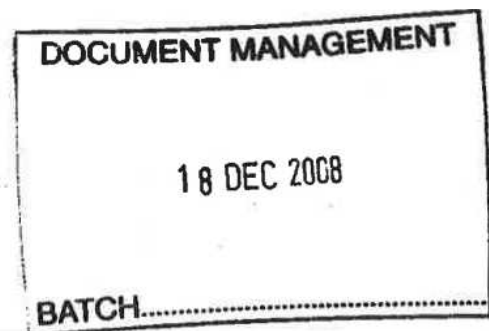
**I have been advised that they are currently being detained or are serving a
sentence in your establishment.**

**Please complete the details below and return this letter in the prepaid
envelope provided.**

Yours faithfully

Mrs Y Brown

Council Tax Team



Revenues and Benefits collecting Council

Director of Finance and Corporate Resources

Phone: 020 8379 1000

London Borough of Enfield
PO Box 43, Civic Centre, Silver Street
Enfield, Middlesex. EN1 JXW

ENFIELD

www.enfield.gov.uk



INVESTOR IN PEOPLE



**RNIO typetalk BT]9
YVJ fit:GT BfoZ 80,**

Account number: 55508596 Re: Mr

Simon Cordell DOB: 26/1/81 Prison

number: WF6739 Please write in

black ink.

1. I certify that the claimant named above ^{WAS} ~~is / is not* currently~~ detained in this establishment (and eligible to be disregarded) for the purpose of the Local Government Finance Act 1992.

2. Is the above named serving a sentence for non-payment of a fine, Community Charge or Council Tax?

YES / (NO)

3. Please confirm date detention began: 05/06/08.

4. Please confirm earliest release date: 16/07/08

Signature: [Signature]

Full name: S. DONN

Status: RELEASED.

Prison stamp:

H.M.P. Woodhill
Tottenham Street

H.M.P. Woodhill
Tottenham Street
Wilton Keynes
S.
WIK 4DA

delete as applicable

H.M.P. Woodhill
Tottenham Street
Wilton Keynes
S.
WIK 4DA

Tulip

Enfield Floating Support Services
Enfield Floating Support
185 Angel Place, Fore Street, Edmonton, London, N18 2UD
Tel: (020) 8803 1893 / Fax: (020) 8803 1867

FAX MESSAGE

To: Revenue & Benefit From: Shola Gordon
 Fax: 020 8879 5191 Pages: - 6 -
 Phone: Date: 23/12/2008
 Re: Mr Simon Cordell CC:

Urgent For Review Please Comment Please Reply Please Recycle

National Insurance Number
: JH 653811D

Please call to confirm receipt of documents

Shola

DOCUMENT MANAGEMENT
29 DEC 2008
BATCH.....



**Enfield Floating Support service
185 Angel Place, Fore Street,
Edmonton, N16 2UD
Tel: 0208 803 1893
Fax: 0208 803 1867**

**Att:
Housing Benefit the Civic Centre Silver Street Enfield
EN1**

14th December, 2008

Dear Sir/Madam,

Re: Simon Cordell - JH653811D

I am the Floating Support Worker for the above-named client.

I have attached a copy of a signed Consent Letter allowing you to discuss Mr Cordell's benefits detail;

I am writing to confirm to you that Mr Cordell has been undergoing intensive tests at both Chase Farm Hospital and North Middlesex Hospital. This was the main reason why he has not been able to attend the Medical Examination which led to Ns Benefits being stopped. As he has been staying mainly with his mother, he did not get the letter, and so has not been able to pick up his post.

Also, you have been informed in the past of his literacy skills, when he did access his post he had to wait until I supported him to understand the contents.
I can confirm to that Mr Cordell is also being supported by his family and has not been working.

In light of the above, Mr Cordell would appreciate it if there can be some consideration regarding his Benefits.
Attached is a consent Letter signed by Mr Cordell.

If you require any other Information, please do not hesitate to contact me. Yours sincere

Shola Ibrahim Floating Support Worker

**Tulip Mental |Health Groups River Park Road, London N22 hb.
tel 020 esra 6921
fax: 020 8365 7343
e-mail: a4ministrator@tulip.org.
website: www.tulip.org.uk**

Registered in England & Wales as 3 Limited Company No; 2322355. Registered Charity No: 800558



Enfield Floating Support Service
185 Angel Place, Fore Street Edmonton, N18 2UD
Tel: 0208 803 1893 Fax: 0208 803 1867

To:

Department of Works and Pensions

Enfield Homes - Income Recovery;
Estate Management; ASB

Revenues and Benefits

Landlord Private /RSL/LA

checkbox

checkbox

checkbox with checkmark

checkbox

Date: 23/12/2008

Dear Sir/ Madam

N. I. umber:

This letter is to JH 653811D re Tulip Floating Support Service in Enfield is currently

advocating on My behalf with respect to welfare benefits / housing benefits.

I am therefore giving my consent for you to discuss any details/claims I might make with employees of Tulip, either over the phone or in writing, and to release to Tulip information pertaining to any claim at their request.

Yours faithfully

Simon Cardwell

Signature of Service User:

Print Name

TULIP MENTAL HEALTH GROUP 5 RIVER PARK ROAD, LONDON N22 7TB. TEL 020 8800 6021 FAX; 020 8365 7343
website; WWW-WIIP Org.Uk
England & Wales as a Limited Company No' 2322365. Registered Charity No; 800558



INVESTING IN PEOPLE

BCON/NINEDAY
C1CS Account and case numbers:
55508596 01623514

Please write in black ink.

1; Details of income from 25th November 2008

Are you working?	Yes [] No [/]	
If Yes, how much are you paid each week?	£	
Is your partner working?	Yes []	No [/]
If yes how much is your partner paid?	£	
How Many hours do you work? You		
<p>You must enclose your last 5 weeks / two months consecutive payslips If you have just started work and cannot provide any or not enough of them, please also provide your employment contact or a letter from your employer showing your pay details We may need to contact your employer if we require further information.</p>		
Can we can contact your employer?	Yes []	No []
<p>If yes, please give their name, address and telephone number so we can contact them direct. If you do not give us permission this may delay your assessment.</p>		
Is your or your partner's new Job expected to last for more than 5 weeks?	Yes []	No []
Have you or your partner been on Income Support or JSA Income Based continuously for the last 26 weeks?	Yes []	No []

© Tully & Wyle

BCOM/NINHDAY

Cicall Account and case numbers: 55508590 01623514

2.

Did / do you or your partner receive any other income or benefits, such as state retirement pension, tax credits or incapacity benefit?		No
If Yes, please list them below and provide proof		
	£	
	£	
	£	
Have you applied for Working Tax Credit?		
If Yes when did you apply		

3

Have you / your partner reapplied for.	
Income Support	YES
Jobseekers Allowance	
If YES, when did you reapply	
If you have reapplied for benefit, it may not be continuous from the date your previous entitlement ended. Therefore, we will not be able to pay you more benefit unless we have proof of your income during these periods.	

	BCOM/NINEDAY CICS Account and case numbers: 55508596 01623514	
4	if you have answered NO to questions 1 & 2, please provide details of how you pay your day to day living needs i.e. food, clothing, heating etc .. if you are supported by friends/family we will need to see evidence of this.	
5	Did you and your partner have any Bank building society accounts, savings or investments during this period?	
	No /	
	If Yes please list them below and provide proof of the amounts held for the above period. Please provide the last two full months statements for every bank or building society for you and your partner including the one that your Income Support or Job Seekers Allowance was paid in to.	
		£
		£
		£

BCOM/NINEDAY

CICSI Account and case numbers: 55508596 01623514

6 Household details: please list all the people living in your household and provide details of their income.

Name	Date of birth	Did they move in or out? (Please state which)	Date of move	Their relationship to the claimant	Their income £
Simon Caldwell	26/01/1981	M			

07508561861.

Your Daytime Telephone number

This will help us if we need to contact you to clarify a point that will enable us to deal with your claim more quickly.

Signed: [Signature] Date: 23/12/2008

Iclipse-imFC57
DEPARTMENT OF SOCIAL SECURITY

ADDRESS 9 Elms Lane
London

SW95 9AB

IF YOU GET IN TOUCH WITH
US TELL US THIS REF NO
09162/1H653811D
TEL: 0845 6000148 EXT
DATE: 31/12/08

LA NAME: -L B ENFIELD
1

COUNCIL TAX BENEFIT

INCOME SUPPORT DETAILS CHANGE OF CIRCUMSTANCES

CUSTOMER DETAILS; - MR SIMON PAUL CORDELL

DOB 26/01/1981

PARTNER DETAILS
START DATE

END DATE

DOB

ADDRESS

109 BURNCROFT AV
ENFIELD
MIDDX

EN3 7JQ

START DATE 01/08/08

PREVIOUS ADDRESS

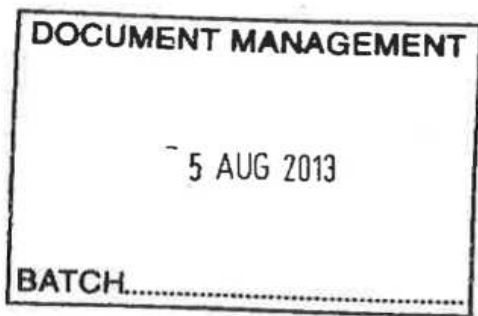
START DATE

DATE OF IS CLAIM 04/08/08

DATE OF IS ENT 01/08/08

PRD OF IS ENT 01/08/08 TO

There are no non-dep details held



Mr Simon Cordell
109 BURNCROFT Ave
Enfield
Middlesex
EN3 7JQ
Council Tax: 55508596
Housing ref: 1623514
NI Ref: JH653811D
24/07/2013

To Whom It May Concern:

I am writing this letter after a letter I got dated 18/07/2013 about my housing benefit and council tax being suspended from the 08/07/2013 due to you getting information as to me being in prison.

I was remanded to prison for 1 day and was released on the 28/06/2013.

I did call your offices on the 16/07/2013 to ask if my benefits for housing and council tax was still being paid due to me just finding out my DWP payments had been stopped. I was told on this date they were still being paid and the lady my mum spoke to on the phone told her that due to me having some issue I could get council tax reduction due to mental impairment and that the Lady would send out the paper work.

I have put an appeal into the DWP about my claim being stopped and I am waiting to hear from them.

Since I got released from prison after one day on the 28/06/2013 I have had nothing to live on I have not got any food or gas or electric at my address for the last few days as it has now run out and I have no way to live until the DWP looks at my appeal.

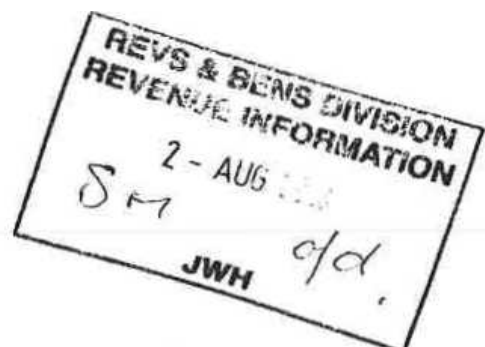
I called the DWP today 24/07/2013 to see if there is any update on my claim and have been told as of to date there is no update. But they should have something in the next few days, I told them I have no way to live but they cannot speed anything up. They got my letter on the 19/07/2013 but it has yet to be scanned into their system.

I am therefore asking if my housing benefit and council tax can be put back into place so there are no missing payments within my claim.

Yours sincerely

SC

Mr Simon Cordell



IAPP NEW CLAIM



Name and Address:

SIMON CORDELL
109 BURNLCROFT AVENUE
ENFIELD
EN3 7JQ

claim for Housing Benefit and Council Tax Support

Ref No: 1623514

Please fill in this form in CAPITAL LETTERS and black ink and return it to: Benefits Service, Enfield Council, PO Box 63, Silver Street, Enfield, EN1 3XW

Note: You should continue to pay your Council Tax until your benefit is worked out.

Are you: An Owner Occupier?
A Private Tenant
Housed in Enfield by another Borough
If yes, which Borough?

- A Council Tenant
- A Housing Association Tenant
- A Bed & Breakfast Tenant of Enfield Council

Do you or your partner receive Income Support/Jobseekers Allowance (income based)/Employment and Support Allowance (income related)

	You		Your partner
Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
		Yes	<input type="checkbox"/>
		No	<input type="checkbox"/>

Are you or your partner waiting to hear about a claim for Income Support/Jobseekers Allowance (income based)/Employment and Support Allowance (income related)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

FOR OFFICE USE ONLY

Issue Date

REVENUE & BENEFIT DIVISION
REVENUE INFORMATION

20 SEP 2013

EDMONTON

Receipt Date

DOCUMENT MANAGEMENT Team

Receipt Date

24 SEP 2013

BATCH.....

Part 1 - Personal Details

Pension Age Claimants Only - if you are just claiming Second Adult Rebate*, only fill in Part 1, 3,10 (if required), 15 of this form.

By partner we mean someone you are married to or live with as a couple.

	You	Your Partner												
Surname														
First name	CORDILL													
Any other surname you have used	SIMON PAUL													
Title (Mr, Mrs, Miss, Ms)														
Date of birth	26-01-1981													
National Insurance number (NINO)	<table border="1"> <tr> <td>Letters</td> <td>Numbers</td> <td>Letter</td> </tr> <tr> <td>J</td> <td>653811</td> <td>0</td> </tr> </table>	Letters	Numbers	Letter	J	653811	0	<table border="1"> <tr> <td>Letters</td> <td>Numbers</td> <td>Letter</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table>	Letters	Numbers	Letter			
Letters	Numbers	Letter												
J	653811	0												
Letters	Numbers	Letter												
If you do not have a NINO, tick this box	<input type="checkbox"/>	<input type="checkbox"/>												

Address you wish to claim for

109 BURNWOOD AVE	
ENFIELD	
Postcode EN3 7JQ	Postcode

Telephone number - daytime

- mobile

*Email address

<input type="checkbox"/>		
<input type="checkbox"/>	020 82457454	
<input type="checkbox"/>		

If you or your partner have moved home in the last 12 months, tell us your last address -

Postcode	Postcode

Part 1 - Personal Details (continued)

Have you or your partner claimed Housing Benefit or Council Tax Benefit before?

You: Yes No

Your partner: Yes No

If yes when did you last claim?

14 / 09 / 2007

/ /

Which council did you claim from?

SIMON CORDELL

What name did you use for the claim?

ENFIELD COUNCIL

What address did you claim for?

109 BURNKROFT AVE	
ENFIELD	
EN3 7JQ Postcode	Postcode

Tell us whether you were the homeowner, a private tenant, a council tenant or a lodger at any of these addresses.

COUNCIL TENANT

What is your nationality?

BRITISH

Have you come to live in the United Kingdom, the Republic of Ireland, the Channel Islands or the Isle of Man in the last five years?

: No

Yes No

If 'Yes', when did you arrive?

/ /

/ /

Do you have leave to remain?

Yes No

Yes No

If yes please provide proof

Yes No

Yes No

under a sponsorship undertaking?

If 'Yes', please tell us about the sponsorship undertaking.

Sponsor's Title and Forename

Sponsor's Surname

Sponsor's Address

Home Office reference number

Date of sponsorship

/ /

/ /

Proof of ID must be provided for you and your partner (if applicable).

Part 1 - Personal Details (continued)

You

Your Partner

Are you or your partner a student?

Yes No

Yes No

If 'Yes', please give us your student exemption certificate, which must include the name and length of the course, year you are on, term dates and if it is full-time or part-time.

How many hours each week do you attend college?

Do you, or your partner, get Disability Living Allowance/Personal Independence Payments (PIP)?

Yes No

Yes No

How much do you get?

Care

£

Care

£

Mobility

£

Mobility

£

Do you, or your partner, get Attendance Allowance?

Yes []

No [/]

Yes

[] NO

[]

Do you, or your partner, have a vehicle from a Mobility Scheme?

Yes []

No [/]

Yes

[] NO

[]

Are you, or your partner, registered blind?

Yes []

No [/]

Yes

[] NO

[]

Are you, or your partner, long-term sick or disabled?

Yes [/]

No []

Yes

[] NO

[]

Are you, or your partner, severely mentally impaired?

Yes [/]
Disabilities

No []

Yes

[] NO

[]

Does anyone get Carers Allowance for looking after you or your partner?

Yes []

No [/]

Yes

[] NO

[]

Have you or your partner been told that you are entitled to Carers Allowance even if you do not receive it because you are getting another benefit instead?

Yes []

No [/]

Yes

[] NO

[]

Are you, or your partner, an apprentice?

Yes []

No [/]

Yes

[] NO

[]

Do you, or your partner, pay towards the upkeep of a student?

Yes []

No [/]

Yes

[] NO

[]

How much do you pay per week?

£

£

We need to see evidence of your Attendance Allowance and Disability Living Allowance/Personal Independence Payments (PIP) - although these are disregarded you may get more benefit if we know about them.

We also need to see proof of money you pay out.

Part 2 - About children

We need to know about any children in your household. This includes 16 to 20-year-olds who are still in education.

Are there any children living with you?
If No, go to Part 3

Yes No

	Child 1	Child 2	Child 3
Last name or surname			
First name			
Date of birth			
Male or Female			
Relationship to you			
Registered blind?	Yes [] No []	Yes [] No []	Yes [] No []
Disability Living Allowance/Personal Independence Payment (PIP)?	Yes [] No []	Yes [] No []	Yes [] No []
Child Benefit	Yes [] No []	Yes [] No []	Yes [] No []
	Child 4	Child 5	Child 6
Last name or surname			
First name			
Date of birth			
Male or Female			
Relationship to you			
Registered blind?	Yes [] No []	Yes [] No []	Yes [] No []
Disability Living Allowance/Personal Independence Payment (PIP)?	Yes [] No []	Yes [] No []	Yes [] No []
Child Benefit	Yes [] No []	Yes [] No []	Yes [] No []

* Do you pay child minding fees to a registered childminder or nursery? Yes No
If Yes, we will write to you about this.

*Must be registered with Local Authority/Ofsted.

If there are more than six children, please continue on a separate sheet.

Part 3 - Anyone else who lives with you

Does anyone else live with you? **If No go to Part 4**

Yes No

Now tell us about anyone else who lives with you, **who are not** **or 2** who usually live with you.

If you need to tell us about more than FOUR people, use a separate sheet of paper.

Include all people who normally live with you, but not tenants, sub-tenants or boarders.

Person 1

Surname	First names	Date of birth	Relationship to you
National Insurance number	Do they get Income Support, Jobseeker's Allowance/ Employment and Support Allowance or Pensions Credits?	Do they work 16 hours or more a week?	What is their gross income? (see note below) £
	Yes [] No [] Applied for	Yes [] No []	
	(date):.....		

Person 2

Surname	First names	Date of birth	Relationship to you
National Insurance number	Do they get Income Support, Jobseeker's Allowance/ Employment and Support Allowance or Pensions Credits?	Do they work 16 hours or more a week?	What is their gross income? (see note below) £
	Yes [] No [] Applied for	Yes [] No []	
	(date):.....		

Person 3

Surname	First names	Date of birth	Relationship to you
National Insurance number	Do they get Income Support, Jobseeker's Allowance/ Employment and Support Allowance or Pensions Credits?	Do they work 16 hours or more a week?	What is their gross income? (see note below) £
	Yes [] No []	Yes [] No []	
	Applied for (date):		

Part 3 - Anyone else who lives with you (continued)

Person 4

Surname	First names	Date of birth	Relationship to you
National Insurance number	Do they get Income Support, Jobseeker's Allowance, Employment and Support Allowance or Pensions Credits?	Do they work 16 hours or more a week?	What is their gross income? (see note below) £
	Yes [] No [] Applied for	Yes [] No []	
	(date):		

Do any of the people living with you live as a couple? If Yes, please state who is the partner of whom:

Yes No

Have any of the above persons an additional income? If Yes state name(s) and give details

Yes No

Boarders and sub-tenants

Do you rent out part of your home to someone? Please give their names

How much do you charge them each week?

Does this charge include their heating? Does this charge include any meals?

Yes No

Yes No

Part 3 - Anyone else who lives with you (continued)

Do any of these people live with you to care for you or your partner? If yes, please give names:

Yes No

Are any of the people named on pages 6 - 7

	Person 1	Person 2	Person 3	Person 4
Name:				
A care worker?				
Getting Disability Living Allowance/Personal Independence Payment (PIP)?				
Severely mentally disabled?				
Getting Attendance Allowance?				
In hospital?				
Date they went into hospital				
A student?				
Date their course will end				
In prison or held on remand?				
Date they went into prison or were held on remand				

Part 4 - Other Benefits

If you receive any of the following benefits, please fill in the boxes with the amount you and your partner receive and how often. **You must** let us have proof. Only original documents are acceptable.

Benefits

Type of Benefit	You	Your partner
Jobseeker's Allowance - contribution based / Employment and Support Allowance - contribution based	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Applied for <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/>
Incapacity Benefit	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/> <i>NOT PAID</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/>
Severe Disablement Allowance	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Applied for <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/>
Carers Allowance	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Applied for <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/>
State Maternity Allowance	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Applied for <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/>
Industrial Injuries Benefit	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Applied for <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/>
Reduced Earnings Allowance	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Applied for <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/>
Widowed Parent's Allowance	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Applied for <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/>
Industrial Death Benefit	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Applied for <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/>
Child Tax Credit	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Applied for <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/>
Working Tax Credit	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Applied for <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/>

Other income

Do you or your partner receive any other income?

You: Yes No Your partner: Yes No

What type of income is it?

How much do you get?

How often is it paid?

Part 5 - Pensions

Pension credits

Are you receiving Guarantee Credit?

You: Yes No

Your partner: Yes No

Are you receiving Savings Credit?

You: Yes No

Your partner: Yes No

Other pensions

Are you or your partner receiving any of the following pensions? If Yes, please give details

You: Yes No

Your partner: Yes No

Type of Pension	You	Your partner
State Retirement Pension	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Applied for <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/>
War Pension/War Widow's Pension	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Applied for <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/>
Widow's Pension	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Applied for <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Applied for <input type="checkbox"/>
Occupational Pension £ frequency of payment eg weekly, monthly, yearly		
Private Pension from you/your partner's work or service £ frequency of payment eg weekly, monthly, yearly		
Have you deferred your State Retirement Pension?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

Have you received a lump sum payment as a result of deferring your State Retirement Pension?

You: Yes No

Your partner: Yes No

If yes, how much?

You: £

Your partner: £

We may write to you for more information.

Part 6 - Earnings (working for an employer)

Do you or your partner work for an employer? Yes No

Your Partner

Yes No

If 'No' for you or your partner, go to Part 7

Are you or your partner self-employed? Yes No

Yes No

If YES for the Self Employed person complete Part 7

What type of work do you or your partner do?

--	--

What is the name, address and telephone number of your employer and your payroll employee number?

Name	
Address	
Tel. No.	
Payroll employee number	

Name	
Address	
Tel. No.	
Payroll employee number	

Is it for a fixed period?

Yes No

Yes No

If 'Yes', when is it due to end?

--	--	--

--	--	--

When did you or your partner start work for your current employer?

--	--	--

--	--	--

What is the average number of hours you or your partner work each week?

	hours
--	-------

	hours
--	-------

How much do you or your partner earn (before deductions, e.g., tax/NI)?

£	
---	--

£	
---	--

How often do you get paid? (Weekly, fortnightly, 4 weeklies, monthly)

--

--

How do you get paid? (cash, cheque, into a bank account)

--

--

Have any deductions been made from your Gross pay for private pension scheme, superannuation, statutory sick pay, statutory maternity pays etc?

Yes No

Yes No

if 'Yes', give details of deduction and amount.

£	
£	
£	

£	
£	
£	

Do you or your partner receive tips, bonus, overtime or commission?

Yes No

Yes No

If 'Yes', how much?

£	
---	--

£	
---	--

Date of next pay increase

--	--	--

--	--	--

Part 6 - Earnings (continued)

NOTE Please provide proof for you and your partner's income: last 2 monthly, 3 fortnightly or 5 weekly payslips. If all necessary payslips are not available, please get your employer to complete the Certificate of Earned Income at the back of this form.

	You	Your Partner
Do you or your partner pay into a personal pension scheme? If 'Yes', we will need to see proof.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are you getting Statutory Sick Pay (SSP) from your employer?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are you getting Statutory Maternity Pay (SMP) from your employer?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you or your partner own part of a company that you work for? If 'Yes', we will need to see the partnership agreement and split in income.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you or your partner do any other work? eg are you a company director, company secretary, voluntary worker or any other second job, even if it is not paid work.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If Yes:		
What other work do you do?		
What is the name and address of the person you do this work for?		
When did you start this work?	/ /	/ /
How many hours a week do you usually work?		
Do you get paid? If you only get expenses or tips, still tick 'Yes' and give details.	No <input type="checkbox"/> Yes <input type="checkbox"/> How much do you get before any deductions?	No <input type="checkbox"/> Yes <input type="checkbox"/> How much do they get before any deductions?
	£	£
	How often?	How often?
	Every	Every

Please send us your last 2 monthly, 3 fortnightly or 3 weekly pay slips.

If you have any additional jobs please continue on a separate sheet of paper.

Part 7 - Self Employed Earnings

You

Your Partner

Are you or your partner self-employed? **If No, go to Part 8**

Yes No

Yes No

If 'Yes', please tell us the type of work you do and the name and address of the business

Type of Work

Business Name

Address

Type of Work

Business Name

Address

Average hours of work per week

From which date?

 / /

 / /

If you are self-employed, you must give us your most recent accounts and, if you have it, your latest tax assessment.

Please download the Self-Employed Earnings Information form from www.enfield.gov.uk/benefits and return it with this claim form.

OR

If you would like us to send you a Self Employed Earnings Information Form to complete, Please tick this box.

Do you or your partner do any other **self-employed** work? Yes No

Yes No

If Yes, please give details on a separate sheet of paper

Do you or your partner do any other **paid** work? Yes No

Yes No

If Yes, please complete Part 6

Do you get a **Business Start-up Allowance** or any other type of grant or allowance for setting up your business? Yes No

Yes No

Who pays you?

What are the payments called?

How much do you receive?

How often do you receive this?

Have you received or applied for any "one-off" business start up payments?

No Yes How much?

No Yes How much?

Do you use your home for business? Yes No

Yes No

Part 8 - Savings and Investments

You must tell us about all current and savings accounts, savings, investments etc, including stocks and shares for you and your partner. All accounts such as building society, bank accounts and Post Office accounts should be made up to date to include any interest. You must tell us about any capital and money loaned to friends or family.

Do you or your partner own or partly own any property, land, time share, other than the home you live in, either in the UK or abroad?

You: Yes No Your partner: Yes No

What is the Address?

If you have a mortgage or loan for the above how much is left to repay?

Have you sold any property, land, time share, other than the home you live in, in the last 12 months, either in the UK or abroad?

You: Yes No Your partner: Yes No

We will write to you for more details if we need them.

Have you or your partner received:

- a Far Eastern Prisoner of War compensation payment.

You: Yes No Your partner: Yes No

OR

- a compensation payment made to victims of atrocities that happened during the Second World War?

You: Yes No Your partner: Yes No

We need to know this to make sure we do not count it as

Part 8 - Savings and Investments (continued)

Do you have any bank accounts? you:

If Yes please fill in details below.

yes No

Your partner: Yes No

If you or your partner have any bank, post office or building society accounts you must supply up to date proof, for example bank statements.

Please give details of where all the accounts are held and the account details.

If you or your partner have received any compensation payments for war or victims of atrocities, which are included in your balances please tick box and supply details on a separate sheet together with proof.

Name of account	Name of bank	Sort code and account number	You (current balance £)	Your partner (current balance) £
Current account	BARCLAYS	20-29-81 10895261	0.00	
Building Society/Post Office				
Income Bonds / Premium Bonds				
National Savings Certificate				
Stocks and shares				
ISAs				
Other (give details)				
TOTAL				

Part 9 - Rent

Do you pay rent for your home?

You: Yes No

Your partner: Yes No

What is the start date of your tenancy?
Please provide proof of tenancy, e.g. Tenancy Agreement

Date

--	--	--

What date did you move into this address?

Date

--	--	--

If you have not moved in yet, you must tell us as soon as you do move in, otherwise it could affect the amount of benefit you get.

If you are a Council tenant or owner occupier please go to Part 10

What is the name and address of your landlord? (we will not contact your landlord without your permission)

What is the name and address of your landlord's agent (if applicable)?

Postcode	Postcode
Phone number	Phone number

We conduct land registry checks to confirm the current owner of the property.

Are you, your partner, or any of your or your partner's children related to your landlord or agent, or to your landlord's partner or the agent's partner?

Related includes related through marriage, even if the marriage has ended. Some examples are ex-wife, ex-husband, aunt, brother, daughter, father, grandson, grandmother, son-in-law or stepdaughter.

You: Yes { / } No []

Q Your partner: Yes [] No []

If 'Yes', how are you related?

--

--

We will search to establish ownership of the property. Proof of rent must be provided -

See checklist.

Part 9 - Rent (continued)

What type of tenancy do you have? Assured Shorthold assured
Other Don't know

How long is your tenancy? Months

How much is your rent? £ How often is it due?

If you pay **weekly**, how many weeks in the year do you pay rent?

Does anyone else share rent with you and your partner? Yes No

Tell us their names and their relationship to you and your partner.

How much of the rent do you pay? £ every

(For example, every week/fortnight/4 weeks/month)

Who do you pay your rent to?

Are you in arrears with your rent? No Yes If 'Yes', by how many weeks?

Has your rent been registered as a fair rent by a rent officer?
(If you have an assured tenancy this does not apply to you)

Accommodation details

Please tick the type of accommodation you live in

Detached house	Flat over shop	Hostel
Bed and Breakfast	Maisonette	Flat in block
Terraced house	Room or rooms [] Room No []	Hotel
Studio flat	Semi-detached house	Flat in house
Bedsit	Other (please specify) _____	

How many floors are there in the whole building?

Which floors do you live on? (if you have a room only, which floor is it on?)

Basement [] Ground [] First [] Second [] Third [] All [] Other, please give details

If you live in a single room or in a room in a hostel/hotel, where is it in the building?

Front [] Centre [] Back []

Part 9 - Rent (continued)

In the table below, tell us how many of each type of room you have in your home.

	Total number of rooms in your property	How many rooms are only for you (and your family)?	How many rooms do you share?
Living and Dining rooms			
Bedrooms			
Bedsitting rooms			
Kitchens			
Bathrooms			
Toilets			
Other			

Do you or your partner have a carer who lives somewhere else, but provides care overnight in your home? (If yes, you may be asked for further information)

Yes No

If you live in a room or bedsit, are there any cooking facilities?

Yes No

Do you have central heating/night storage heaters?

Yes No

Do you have a garage?

Yes No

Do you have a parking space?

Yes No

Do you have a garden?

Yes No

If 'Yes', is this part of your tenancy?

Yes No

Is your home:

Fully furnished

Partly furnished

Unfurnished

Who is responsible for the internal decorations? Yourself

Landlord

Unknown

Who has to pay the Council Tax bill for your home?

You or your partner

Your landlord

Someone else

partner Tell us who

Does your rent include payment for the following?	Yes	No	Don't know
Council Tax			
Water bills			
Lighting			
Heating			
Hot water			
Fuel for cooking			
Cleaning of personal accommodation (i e. room or windows)			
Laundry			
Emergency Alarm Systems			
Other			

RF-R-nnas

Part 9 - Rent (continued)

Do you pay any service charges **separate** from your rent?

Yes No

For example, for cleaning or lighting in shared areas, an alarm system, gardening, a warden, general counselling or support, or lift maintenance etc.

If Yes, what for and how much?

Description of charge	How much? £

Does your rent include a charge for meals?

Yes No

Please tick what meals you and your family members get included in your rent:

Breakfast

Breakfast and Evening meals

All meals

Do you have a main home somewhere else?

If your main home is somewhere else in the UK or abroad, tick yes even if you do not pay rent for it.

Yes No

What is the address?

Do you pay rent for this address?

Yes No

If yes, how much?

£

Part 10 - Back dating

Housing Benefit and Council Tax Support usually start from the Monday after we receive your claim form. But we **may** be able to pay your benefit from an earlier date of your claim **if there is a continuous good reason/s** why you did not claim earlier. Telling us that you did not know that you were entitled to benefit will not usually be a good enough reason for backdating.

Do you want to claim backdated benefit?

Yes No

If 'Yes', what date do you want the claim to go back to?

08 107 12013

You must explain and supply proof of why you did not claim earlier, and show us proof of your income for the period you want to claim for.

Reason for requesting backdating

~~GET~~ PREVIOUS CLAIM FOR HB WAS CANCELLED, ~~SEE~~
SEE STATEMENT.

I PROVIDED THE INFORMATION REQUESTED
AND DID NOT KNOW CLAIM WAS CANCELLED AS
I DID NOT RECEIVE ANY NOTIFICATION.

Part 11 - Anything else we need to know?

Anything else you think we need to know about to assess your claim properly
(please continue on a separate sheet of paper if necessary)

Part 12 - How you want to be paid

How my benefit will be paid

If you are a **Council tenant**, we will pay any housing benefit you are entitled to straight into your rent account. If you **own your property** or are awarded council tax support, we will credit this to your council tax account.

If you pay rent to a **Housing Association**, we normally make payment direct to your landlord - **go to Part 13**.

For tenants of **private** landlords, payment will normally only be made directly to claimants, not landlords. However, under certain safeguards we may pay your landlord direct, for example:

- if you cannot deal with your own financial affairs and/or
- if you have negotiated a lower rent with your landlord that someone on Housing Benefit can reasonably afford.

To pay your benefit award direct to your landlord, please provide their name and address:

Address:

Private Tenants Only

Payment will be made into your own bank or building society

Please complete the appropriate section below to confirm **your** bank or building society details.

Name of Bank or Building Society

What name(s) is the account in?
(not Post-Office accounts)

Account Number

--

Sort Code

--

Roll Number (if applicable)

--

		-			-		
--	--	---	--	--	---	--	--

--

Part 13 - Sharing information with your landlord

We may need to confirm information with your landlord before we can make a decision on your claim, for example, the start date of your tenancy. In these circumstances, we can contact your landlord with your permission.

Your landlord may also contact us to ask questions about your claim. Under the Data Protection Act 1998, please tick to give your permission for us to talk to the landlord about the following:

That you have made a claim

Yes No

Whether or not it has been paid

Yes No

If so, how much

Yes No

More information has been requested to make a decision on your claim, but not what that information is

Yes No

We will not give your landlord any information about:

- your personal or household circumstances, or
- your financial circumstances.

You can withdraw your permission at any time.

It will not affect your claim if you do not give us permission to share information with your landlord.

If you want to give us permission to share information with your landlord, please sign below.

I give my local council permission to share information about my Housing Benefit claim with my landlord or their nominated representative.

Claimant's signature

Sharing information with Friends and relatives

Due to the Data Protection Act if you would like us to speak to anyone else on your behalf about your claim we must have written permission from you. If you would like us to deal with anyone else please give their details below:

I give my local council permission to share information about my Housing Benefit, Council Tax Support or Local Housing Allowance claim with:

Please note we cannot speak to anyone under the age of 16.

Name	Date of Birth	Relationship to you
LORRAINE CORDELL	03 - 10 - 1963	MOTHER

Claimant's Signature



sF-n-noss

Part 14 - Checklist

Evidence we need

We must see proof of certain things before we accept your claim. Here is a list of the documents we need. You must send the originals - not photocopies. You can post the claim sheet and the documents to us - but if you are sending valuable original documents, you may prefer to take the sheet and the documents to certain council offices who will handle the application for you and give your documents back (see 'What do next' overleaf).

Evidence of Personal Details Evidence of your identity

Please provide **one** document from the list below. This must show your date of birth:

- Marriage certificate
- Birth certificate. Divorce, annulment or separation papers in your current name. If your name has changed because of marriage, provide your marriage certificate as well.
- Full driving licence (photo card or paper)
- Passport (current and valid) or national identity card
- Residence permit, Application Registration Card (ARC) or Home Office UK Border Agency Letter.
- Gas, electricity, phone or water bill in your name, received within the last three months (but not a mobile phone bill).
- Medical card or television licence in your name
- Bank statement (recent)
- Credit card

Evidence of your National Insurance Number

Please provide **one** document from the list below. They must be different documents to the ones provided as proof of identity (see above):

- P45 or P60
- Payslip, salary statement or works pension statement (as long as it shows your National Insurance Number).
- Letter from the Inland Revenue about tax or tax credit
- Letter that the Pension Service or Jobcentre Plus has sent to you (not handwritten)
- National Insurance number card (not handwritten)

Evidence of your rent, unless you are an Enfield Homes tenant

Please provide **one** document from the list below.

- Your tenancy agreement
- your rent book or rent receipts
- a signed, detailed statement from your landlord

All of the above must include your landlord's name and business address, the date your tenancy started and the amount of rent you are charged.

Evidence of child benefit

Please provide a bank statement showing the benefit paid in.

Part 14 - Checklist

Evidence of earnings

Please provide:

The last 5 weekly, last 3 fortnightly or your last 2 monthly payslips for you, your partner and any non-dependants who work. If the payslips are not available please ask your employer to complete the Certificate of Earnings form attached to this form. If you, your partner or any non-dependants are self-employed, we need to see the business accounts for the last financial year or, if the business has been trading for less than 6 months, a summary of trading so far.

Evidence of Tax Credits

Please provide the latest/current award letters from the Inland Revenue.

Evidence for Students

Please provide a student exemption certificate from the College or University.

Evidence of Bank Accounts and Savings

For each account, please provide:

- The last two month's statements for all bank and savings accounts
- A letter from the bank describing the type of account, the current balance, any transactions in the last two months, and the account number
- Evidence of other Income such as pension slips from a former employer or money received for board and lodgings.
- The above is a list of documents you must supply so that your claim for Housing/Council Tax Support can be processed.

You must provide these documents, together with this form, **within one calendar month**.

What to do next

Please make sure that you have signed this form. If you can, send all the evidence we ask for with this form. If you can't get all the proof, we need straightaway, don't worry. You can still send the claim sheet with any proof you have now, but tell us that you will be sending the missing proof later. If you do not send in the claim sheet straight away, you might lose money. You must send the rest of the proof within one calendar month. If you don't do this, we will close your claim and you will have to start again.

Put your full name and address on any evidence you send us later.

Send the form and evidence to:

Enfield Council PO Box 63 Silver Street

Enfield EN1 3XW

E-mail: revs@enfield.gov.uk

Phone: 0208 379 3798

Or, you may call at the following offices from Monday to Friday, between 9am and 4pm.

Main Revenue Information Office John Wilkes House 79 High Street Ponders End Enfield EN34EN

Other Revenue Information Office Civic Centre (Ground Floor)

Silver Street Enfield EN1 3XW

To pick up forms and hand in documents, you can also visit:

Edmonton Centre (1st Floor above the library)

36-44 South Mall Edmonton London N9 OTN

Opening hours: Monday to Friday, 8.30am - 5pm

How we will pay you

We will tell you if you can get benefit, and how much as soon as possible. If you qualify for benefits, here's how it will be paid:

Housing Benefit

If you are a private tenant, your Housing Benefit will be paid directly to your bank account; this is for speed and safety.

If you do not already have a bank account you may want to open one (visit the Financial Services Authority website for a guide to basic bank accounts). That way, you can pay rent to your landlord by direct debit or standing order.

If you are a Housing Association tenant, your rent can either be paid directly to the Housing Association or into your bank account.

Housing Benefit is normally paid in arrears. Depending on the terms of your tenancy agreement and how often your rent is due, we will pay you in arrears either:

Weekly; or

Fortnightly; or

Once every calendar month

If you are an Enfield Homes tenant, we will pay your Benefit into your rent account. You will receive a notification from Enfield Homes detailing the weekly amount you will need to pay.

Council Tax Support

We pay your support straight into your Council Tax account - not to you. We will send you a bill showing how much council tax to pay.

Sharing information with your landlord

Sharing information with your landlord could help us deal with your claim more quickly and reduce the risk of you falling behind with your rent because of your claim being delayed.

We may need to confirm information with your landlord before we can make a decision on your claim.

Remember that failure to provide any of the evidence requested on this form will
delay your claim and may prevent us from paying benefit

HB/CTB 07 04/2013

Part 15 - Declaration

Declaration

Please read this declaration carefully. You must sign it if you can, even if someone else has answered the questions for you.

If you have a partner, they should sign the declaration as well. Getting them to sign this form should allow us to process your claim more quickly, but they do not have to sign.

- **I understand** that this claim is made to you, my local council
- **I declare** that the information I have given is correct and complete
- **I understand** that if I knowingly give information that is incorrect or incomplete, I may be liable to prosecution or other action.
- **I understand** that the council is in receipt of information from other government agencies e.g. HMRC who pass on all information regarding interest paid on all bank/building society accounts. We may also get information about you from certain third parties or give them information to prevent or detect crime, protect public funds and make sure the information is correct.
- **I agree** that the Council will use the information to process my claim for Housing Benefit or Council Tax Support. It can make enquiries to check the information I have given - including checking with other sources in the Council, the Pension Service, Jobcentre Plus, the Inland Revenue, the Rent Service and other Councils.
- **I understand** the Council may use any information I have provided in connection with this and any other claim for benefits I have made or may make. It may give some information to other government organisations, within the law.
- **I will** let the Council know straight away about any changes in my circumstances which might affect my claim. I have read the section 'Changes you must report' which explains this.

Your partner's signature:

Your signature: *[Handwritten Signature]*

Date: 17-09-13

Declaration

If someone has completed the form on your behalf, such as an agent, appointee, relative or friend, please complete the section below:

1) Name of the Person who completed the form:

ABINA BEGUM

2) I have read and understood the declaration. I declare that the information I have given on this form is correct and complete

Signature of person:

Date: 17-09-13

Relationship to the claimant, eg friend, landlord, relative:

Part 16 - Equal Opportunities - Ethnic Origin

Equalities monitoring

Enfield Council is keen to provide services fairly and without discrimination for all our customers. You are asked to provide the following information to help us monitor which groups in our community are using our services.

The information will be treated in the strictest confidence and will not affect how we deal with your claim application, nor will it be used for any other purpose than that described above.

A- WHITE		C-ASIAN OR ASIAN BRITISH	
A1-BRITISH		C1 - INDIAN/BRITISH INDIAN	
ENGLISH		C2 - PAKISTANI/BRITISH PAKISTANI	
SCOTTISH		C3 - BANGLADESHI/BRITISH BANGLADESHI	
WELSH		C4-ANY OTHER ASIAN BACKGROUND	
MIXED BRITISH		MIXED ASIAN	
A2 - IRISH		EAST AFRICAN ASIAN	
IRISH		SRI LANKAN	
A3 - OTHER WHITE BACKGROUNDS		TAMIL	
NORTHERN IRISH		BRITISH ASIAN	
IRISH TRAVELLER		CARIBBEAN ASIAN	
GREEK		IF NOT INCLUDED ABOVE, PLEASE SPECIFY:	
GREEK CYPRIOT			
TURKISH		D~ BLACK OR BLACK BRITISH	
TURKISH CYPRIOT		D1 - CARIBBEAN	
CYPRIOT (PART NOT STATED)		D2 -AFRICAN	
ITALIAN		03 -ANY OTHER BLACK BACKGROUND	
KURDISH		BUCK BRITISH	
KOSOVAN		MIXED BUCK	
OTHER FORMER YUGOSLAVIAN		NIGERIAN	
OTHER FORMER USSR REPUBLICS		SOMALI	
TRAVELLER		IF NOT INCLUDED ABOVE, PLEASE SPECIFY:	
GYPSY/ROMANY			
OTHER EUROPEAN		E - ANY OTHER ETHNIC GROUPS	
MIXED WHITE		E1 - CHEESE	
IF NOT INCLUDED ABOVE, PLEASE SPECIFY:		E2-OTHER ETHNIC GROUP	
		FILIPINO	
MIXED		JAPANESE	
B1 - WHITE AND BUCK CARIBBEAN		MAUYSIAN	
B2 - WHITE AND BUCK AFRICAN		VIETNAMESE	
B3 - WHITE AND ASIAN		IF NOT INCLUDED ABOVE, PLEASE SPECIFY:	
B4 -ANY OTHER MIXED BACKGROUND			
ASIAN AND CHINESE		F-NOT STATED	
BUCK AND ASIAN		I DO NOT WISH TO STATE MY ETHNIC ORIGIN	
BUCK AND CHINESE			
BUCK AND WHITE			
WHITE AND CHINESE			
IF NOT INCLUDED ABOVE, PLEASE SPECIFY:			

Please return this form to:

Benefits Service, Enfield Council, PO Box 63, Silver Street, Enfield, EN1 3XW

PRIVATE & CONFIDENTIAL

Certificate of earned income

Employee: _____ LBE ref: _____
 Name National Insurance No: _____
 Address
 Employee / Works No
 Occupation:

To be completed by the employer

Please assist your employee by confirming the details above, providing the information below, and returning it to the address at the top of this form.

When did they start working for you? ____ / ____ / ____

Normal basic wage/salary £ _____ (please state gross figure)

Period covered for above, i.e. per week/ per month/ per annum _____

How often is the employee paid? [] Weekly () Fortnightly [] 4 weekly

(if other, please specify) [] Calendar monthly [] Other _____

How do you pay them?

(e.g. cash, cheque, direct to bank)

Normal hours worked per week

Any regular overtime or bonuses?

If available, gross pay for the last 5 weekly, 3 fortnightly or 2 monthly periods (including overtime, bonus, SSP, SMP etc.)

Pay period ending	"Roof" hours worked	Gross pay	Gross pay to date	NICs P/P	NICs Year to date	Occupational or personal pension	Paid P/P	tax paid Year to date

I confirm that the information given is true and complete.

Company stamp

Name:

Signature:

Position in firm:

Business name:

Business Address:

Business phone no:

If you do not have a Company stamp, please attach a letter on headed paper confirming the information on this form.

WELFARE BENEFIT INTERVIEW

CLIENT CONFIRMATION



NAME: A SIMON CORDELL CLAIM REF:

ADDRESS: 109 BURNCROFT AVENUE, ENFIELD EN3 7JQ

CLAIMANT STATED HE WAS IN REMAND AT WORMWOOD SCRUBBS FROM 26-06-13 TO 28-06-2013 FOR TWO DAYS.

CLAIMANT STATED HE DID NOT RECEIVE THE SUSPENSION NOTICE ~~OR~~ AND THE CANCELLATION NOTIFICATION BOTH NOTIFICATION WERE SENT TO WORMWOOD SCRUBBS AFTER HE WAS RELEASED CLAIMANT STATED HE RESPONDED TO THE LETTER SENT BY INCOME OFFICER INFORMING HIM THE HIS CLAIM WAS SUSPENDED AND HANDLED IN A LETTER TO JWH ON PROVIDING THE INFORMATION REQUESTED.

CLAIMANT STATED HE HAS NOT BEEN SENTENCED AND HAS A COURT DATE IN DECEMBER 2013 CLAIMANT STATED HE IS HAVING MEAL AT HIS MOTHERS, AUNTS + GRANDMOTHERS.

CLAIMANT STATED FAMILY GIVE WHAT THEY CAN FOR GAS + ELECTRICITY BUT AT TIMES BATHES AT MOTHERS HOUSE AS NOT ABLE TO TOP UP GAS.

CLIENT SIGNATURE: [Signature] DATE: 17-09-13

STATEMENT TAKEN BY: ASMA BELJUM WBA ENFIELD HOME

Simon Cordell
109 Burncroft Av
Enfield
EN3 7JA

I am writing to authorise My
Mother to deal with things on My behalf.

Miss Lorraine Cordell
23 Byron Terrace
Edmonton London
N9 7D9.

D.O.B 03/10/63
Tel. 0208 2457454.

Simon Cordell


SIMON CORDELL

CLAIM REF : 1623514

Enfield homes

www.enfieldhomes.org

Please reply to :

Email :



Textphone :

Date :

•quality homes ^excellent services •successful communities

Stewart Holton

Chief Executive, Enfield Homes Limited

Registered address: The Edmonton Centre, 36-44 South Mall, Edmonton Green N9 OTN Registration no: 05789112

< 0800 40 80 160 g 020 8375 8016 Text phone 020 8375 8011

Registered in England and Wales

VAT registered: 928 3822 03

RNID typetalk

Enfield homes

www.enfieldhomes.org

MR S CORDELL

CLAIM REF : 1623514

Please reply to :

Email :



Textphone :

Date :

Paul Davey

Joint Chief Operating Officer, Enfield Homes Limited

Registered address: The Edmonton Centre, 36-44 South Mall, Edmonton Green N9 OTN

typetalk

tt 0800 40 80 160 ^ 020 8375 8016 Text phone 020 8375 8011

quality homes • excellent services • successful communities

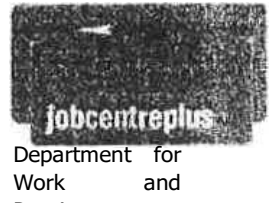
Registered in England and Wales

Registration no: 05789112

RNID

VAT registered: 928 3822 03

Basildon BC
Jobcentre PKJs
Winsford Way
Chelmsford
Essex
CM98 1 AD
0845 608 8575



Ref: JH653811D/408000
Date: 21-Oct-2013

Mr Simon Cordell 109 Burncroft Avenue Enfield Middlesex EN3 7JQ

We have looked again at our decision

You made an appeal against a decision about not being entitled to Income Support upon release from prison, issued to you on 09-Aug-2013.

We have looked again at the facts and evidence used to make our decision. As a result, we have changed that decision and have decided you retained your entitlement to Income Support following your release from prison but have no entitlement for the two days you were in prison.

What happens now

Your appeal will not be sent to an independent tribunal as the decision has been changed in your favour.

As explained in our previous letter, if you still think the decision is wrong you have the right to appeal. You should normally appeal within one month of the date of that letter.

The Income Support payment section will be in touch to advise what happens next.

Yours sincerely,

S Anderson

Please turn over.

29-10-2013
AZ

How to Appeal

Your appeal must be in writing. You can fill in the form in leaflet GL24 if you think our decision is wrong or you can write to us. You must tell us which decision your appeal is against and give the reasons for your appeal.

You can get a copy of the leaflet from:

- Our website at www.Gov.uk
- Jobcentre Plus
- An advice centre, like the Citizens Advice Bureau Please send your appeal to your local benefit paying office.

Joint Claims for Jobseekers Allowance

If you have made a joint claim for Jobseeker's Allowance, you must share the information in this letter with each other.

You both have the right of appeal against the decision. One or both of you can appeal.



Website: www.jobcentreplus.gov.uk

02X46
MR S P CORDELL
109 BURNCROFT AV
ENFIELD
MIDDX
EN3 7J0

Your reference is JH653811D
Please tell us this number
If you get In touch with us

Stratford Benefit Centre
Nine Elms Lane
London
SW95 9AB



Phone 0845 6000148
TEXT PHONE for the deaf/hard of
hearing ONLY 0845 6088551- ..

Date 16 October 2013

Dear Mr Cordell

29-10-2013
AL

YOUR CLAIM FOR EMPLOYMENT AND SUPPORT ALLOWANCE

I am pleased to tell you we can pay Employment and Support Allowance from 10 August 2013

You will get £71.70 a week.

We have used the tax years ending 5 April 2011 and 5 April 2012 to assess your claim.

We will credit you with National Insurance contributions while claiming Employment and Support Allowance.

To continue to receive Employment and Support Allowance you may need to attend a Work Focus Interview with a Personal Advisor. You will be notified of this separately If you are required to attend.

To continue to receive Employment and Support Allowance you may need to attend a Work Capability Assessment. You must provide Medical certificates until a Work Capability Assessment Is carried out

You are required to Immediately report any change In your circumstances to us, or the circumstances of your partner If you have one.

The attached sheet shows how we worked out your money. If you want more information please get In touch with us. Our phone number and address are at the top of this letter.

This assessment is based on how much the law says you need to live cfl. You have not paid, or been credited with, enough National Insurance Contributions for them to be used In this assessment.

HOW THE MONEY WILL BE PAID

The money will be paid every two weeks for as long as you are still entitled to Employment and Support Allowance.

Bank/Building society: BARCLAYS BANK PLC

ENFIELD 2

16 October 2013

MR S P CORDELL

REF: JH653811D

We also hold an account number/sort code but for security reasons they have not been included in this letter.

We will pay your Employment and Support Allowance into your account. (Your account details are known to us but have not been stated in this letter for security reasons. Any payments made to you will be paid into this account. Tell us straightaway if your account details change.)

PAYMENT TO YOUR BANK/BUILDING SOCIETY

These notes are about allowance payments into a bank or building society account. Please make sure you read them.

You must tell us straight away if any details about the account change. Otherwise you may not be able to get your money.

You should check the account to see how much is paid in. We will tell you if your Employment and Support allowance is going to change.

If you think the payment is wrong, you should get in touch with us straight away. We will check your payment and tell you what will happen.

If your money is due on a Bank Holiday, we will pay it into the account on the last weekday before the Bank Holiday.

If the account goes overdrawn, the bank or building society may not let you take any money out of the account. Talk to the bank or building society if this happens. You should also tell us as we can change how we pay you.

WHAT HAPPENS AFTER THE DECISION IS LOOKED AT AGAIN

If the decision can be changed, we will send you a new decision. If we cannot change the decision, we will tell you why. You will still have the right of appeal against the decision.

HOW TO APPEAL

To appeal, fill in the form in leaflet GL24 "If you think our decision is wrong". Please send it to us within one month of the date of this letter.

You can get this leaflet from your Jobcentre Plus Office. Your appeal will be heard by an independent appeal tribunal.

If the decision is wrong, the independent appeal tribunal can change it. But the independent appeal tribunal cannot:

- change the law that the decision is based on;
- pay more money than the law allows;
- check or change your contribution record.

If you disagree with our record of your contributions, please tell us at once. We will check your records and tell you the result, if you still disagree you can ask for a formal decision.

Jobcentre Plus staff work to offer a complete service through your Jobcentre. If you have an enquiry about your claim for Employment and Support Allowance you will be referred to the Decision Maker or appeals section.

ID October 2008

MR S P CORDELL

REF: JH653811D

PLEASE KEEP THIS LETTER FOR YOUR INFORMATION

It will help us if you have this letter when you make any enquiries or need an explanation about the decision.



16 October 2013

MR S P CORDELL

REF: JH653811D

How Employment and Support Allowance has been worked out

The Employment and Support Allowance Award

The payment of Employment and Support Allowance is based on your National Insurance Contribution records and any additional amount the law says you need to live on.

Your living expenses	£71.70
Which gives a total income-related amount	£71.70

Income and Benefits

No income will be taken off your Employment and Support Allowance

Your income-related amount is £71.70 less total income of £0,00

So your income-related entitlement is	£71.70
---------------------------------------	--------

The amounts on this page apply from 13 August 2013.

Yours sincerely

Ann Brew

Manager

01856 HUM3003A H00032 35800 2981 1435450011



MR S P CORDELL
109 BURNCROFT AVENUE
ENFIELD
EN3 7JQ



25 May - 23 Aug 2013

Mr Simon Paul Cordell
Sort Code 20-29-81
Account no. 10895261
SWIFTBIC BARCG822
IBAN GB28 BARC 2029 8110 8952 61

At a glance

Start balance	£54.42
Money in	£941.74
Money out	£1,007.87
End balance	-£11.71

Your agreed limits

Reserve	£0
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Your Cash Card Account statement

Current account statement

29-10-2013
AZ

Your transactions

ATM Cash Machine Direct Debit Debit Card Bank Giro

Other

Date	Description	Money out	Money in	Balance
25 May	Start balance			54.42
28 May	<input type="checkbox"/> Card Payment to EE & T-Mobile	5.00		
	<input type="checkbox"/> Card Payment to Tesco Pay at Pump	5.00		
	<input type="checkbox"/> Card Payment to Texaco Burdett	10.00		
	<input type="checkbox"/> Card Payment to Autowize Limited	20.00		
	ATM Cash Machine Withdrawal at Notemachine Vikshas News Timed at 19:25 on 24 May	10.00		4.42
3 Jun	<input type="checkbox"/> Card Payment to EE & T-Mobile	5.00		
	<input type="checkbox"/> Card Payment to Tgf Pizza	14.34		
	ATM Cash Machine Withdrawal at Notemachine Vikshas News Timed at 17:15 on 01 Jun	30.00		
	ATM Cash Machine Withdrawal at Bank of Ireland PO Hertford Road 1 Timed at 17:32 on 01 Jun	100.00		
	Giro Received from JH653811D Dwp Is Ref: 000100099350226305		205.40	60.48
4 Jun	ATM Cash Machine Withdrawal at National Westminster Bank Enfield Hway 2 Timed at 10:09 on 04 Jun	30.00		30.48
5 Jun	<input checked="" type="checkbox"/> Direct Debit to AA Membership Ref: 635601-1111223225	12.26		18.22
6 Jun	<input type="checkbox"/> Card Payment to Tex J1 Sstn	10.00		8.22
17 Jun	Giro Received from JH653811D Dwp Is Ref: 000100104050224478		205.40	213.62

Continues

001856 4544 HUM3003A 1435450011 1 of 2

24 Jun	Direct Debit to Close-Broadsure DI Ref: 66068811	100.18	113.44
1 Jul	Received from JH653811D Dwp Is Ref: 000100104750241486	205.40	318.84
2 Jul	Cash Machine Withdrawal at Bank of Ireland PO Hertford Road 1 Timed at 14:22 on 02 Jul	20.00	298.84
4 Jul	Card Payment to Dirtbike Xpress	64.98	
	Cash Machine Withdrawal at Notemachine Vikshas News Timed at 17:20 on 03 Jul	20.00	213.86
5 Jul	Direct Debit to AA Membership Ref: 635601-111123225	12.26	
	Cash Machine Withdrawal at Notemachine Vikshas News Timed at 13:00 on 05 Jul	30.00	171.60
8 Jul	Card Payment to EE & T-Mobile	5.00	
	Card Payment to EE & T-Mobile	5.00	
	Card Payment to EE & T-Mobile	5.00	
	Card Payment to EE & T-Mobile	5.00	
	Card Payment to Post Office Counte	121.00	
	Cash Machine Withdrawal at Notemachine Vikshas News Timed at 20:08 on 05 Jul	20.00	10.60
15 Jul	Card Payment to EE & T-Mobile	5.00	5.60
23 Jul	Direct Debit to Close-Broadsure DI Ref: 66068811	100.18	
	Close-Broadsure DI Ref: 66068811 Unpaid direct debit	100.18	5.60
25 Jul	Card Payment to EE & T-Mobile	5.00	0.60
2 Aug	Direct Debit to Close-Broadsure DI Ref: 66068811	125.18	
	Close-Broadsure DI Ref: 66068811 Unpaid direct debit	125.18	0.60
6 Aug	Direct Debit to AA Membership Ref: 635601-111123225	12.31	-11.71
23 Aug	Direct Debit to Close-Broadsure DI Ref: 66068811	100.18	
	Close-Broadsure DI Ref: 66068811 Unpaid direct debit	100.18	-11.71
23 Aug	End balance		-11.71

▶ Anything wrong? If you've spotted any incorrect or unusual transactions, see the next page for how to get in touch with us.

The following charges are for the period 23 July 2013 to 22 August 2013 and will be debited to this account on 16 September 2013. These charges are summarised below to help you budget and will appear on your next statement.

2 Returned Transaction Fee @ £8.00 Each	£16.00
Total Charges	£16.00



Credit interest rates

This account does not pay credit interest

001856 4545 HUM3003A 1435450011 2 of 2



MR SIMON PAUL CORDELL
 MR S P CORDELL
 109 BURNCROFT AVENUE
 ENFIELD
 EN3 7JQ

29-10-2013
 AZ

BARCLAYS CASH CARD A/C

Sort Code 20-29-81 Date 14/10/2013 11:50
 Account number ****5261 Current Balance £34.29
 Page 1 of 1

TRANSACTIONS from 02/08/2013 to 09/10/2013

Date	Description	Details	Money Out	Money In	Balance
2 Aug	CLOSE-BROADSURE DI 66068811 DDR	Direct Debit	£125.18		
2 Aug	CLOSE-BROADSURE DI 66068811 UNP	Credit		£125.18	£0.60
6 Aug	AA MEMBERSHIP 635601-1111223225 DDR	Direct Debit	£12.31		-£11.71
23 Aug	CLOSE-BROADSURE DI 66068811 DDR	Direct Debit	£100.18		
23 Aug	CLOSE-BROADSURE DI 66068811 UNP	Credit		£100.18	-£11.71
5 Sep	CLOSE-BROADSURE DI 66068811 DDR	Direct Debit	£125.18		
5 Sep	CLOSE-BROADSURE DI 66068811 UNP	Credit		£125.18	-£11.71
6 Sep	AA MEMBERSHIP 635601-1111223225 DDR	Direct Debit	£12.91		
6 Sep	AA MEMBERSHIP 635601-1111223225 UNP	Credit		£12.91	-£11.71
16 Sep	***** UNPAID FEE 2 @ £8.00 £16.00 23JUL/22AUG *****	Debit	£16.00		-£27.71
27 Sep	CLOSE-BROADSURE DI 66068811 DDR	Direct Debit	£100.18		
27 Sep	CLOSE-BROADSURE DI 66068811 UNP	Credit		£100.18	-£27.71
7 Oct	MANCHESTER CITY OF REM	Remittance		£62.00	£34.29
9 Oct	CLOSE-BROADSURE DI 66068811 DDR	Direct Debit	£125.18		
9 Oct	CLOSE-BROADSURE DI 66068811 UNP	Credit		£125.18	£34.29

WELFARE BENEFIT INTERVIEW

CLIENT CONFIRMATION

NAME: SIMON PAUL CORDELL CLAIM REF: 1623514

ADDRESS: 109 BURNCREFT AVENUE EN3 7JQ

CLAIMANT STATED HE HAS RECEIVED A LETTER FROM THE DWP INFORMING HIM HE RETAINED ENTITLEMENT TO INCOME SUPPORT WHEN RELEASE FROM PRISON.

CLAIMANT STATED HE WILL BE REQUESTING FOR ESA TO BE STOPPED AND FOR INCOME SUPPORT TO BE REINSTATED

CLIENT SIGNATURE:

.....:..... DATE:

STATEMENT TAKEN BY:

.....

A message will shortly appear on this template to give guidance as to when this document should be used!

For now, please continue to use the blank space below!

Claimant has made contact with us stating that he should be exempt from the 19.5% in CTS due to him receiving sickness benefit, however claim shows he is on income support?

Please check if claimant is exempt or is still liable to pay 19.5% shortfall

thank you

INCOMING EMAIL

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
To: <revs@enfield.gov.uk>
Date: 12/02/2015 12:08:28

Subject: RE: Housing Benefit/Council Tax Support Team: 1623514

Attachments:

(1) revs@enfield.gov.pdf(16 B)

To whom it my Concern:

Complaint

I am writing this email about the re the below email and also the attached file.

I have been on incapacity/income support for many years now on the highest rate due to illness.

In April 2013 council tax changed their rules and a 19.5% needed to be paid unless exempt from this change.

As you will be aware the DWP has been in the process of changing everyone that was getting the old benefit incapacity benefit to the new benefit ESA, this should have all been completed by now, but due to things going wrong there is still people on incapacity that have not been moved over yet to the new Benefit ESA.

I am one of these people, but once they move me over, I will be in the support group of ESAs.

I have called the DWP many times and they cannot give me a timeline of the changeover.

Under the new rules I would be exempt from the 19.5% council tax, it is not my fault the DWP are not working fast enough to move people over the new benefits.

I would like to know the full policy for this and has this been taken into account when working out the new policies.

Surely if my benefits are still under the old policy i should still be exempt.

Regards

Simon Cordell

--- Original Message ----

From: revs@enfield.gov.uk [mailto:revs@enfield.gov.uk]

Sent: 12 February 2015 10:44 To:

lorraine32@blueyonder.co.uk

Subject: Council Tax Account <55508596> Protect - Private and Confidential

Dear Mr Cordell

Council Tax Account: 55508596

Property address: 109 BURNCROFT Avenue, Enfield,

EN3 7JQ Thank you for your email sent 10th February

2015.

As requested, the Housing Benefit/Council Tax Support Team have reviewed your

Council Tax Support and have confirmed that your claim has been assessed correctly.

This means that you are liable to pay the 19.5% shortfall based on your financial/personal circumstances.

For further information on how your Housing Benefit & Council Tax Support has been worked out please contact them direct on 0208-379-3798, quoting the claim reference number: 1623514.

Please Note: The outstanding council tax for the above address has been passed to Equita Enforcement Agency and I must advise you to contact them immediately regarding payment.

Yours sincerely

Mr Dunwell
Council Tax
Officer

For Council Tax Discounts and Exemptions, Setting up a Direct Debit, Reporting Changes, go to www.enfield.gov.uk/counciltaxonline or visit the My Enfield page to register for an Account, giving you access to information and services 24 hours per day. Or pay online Customer Council Tax tel: (+44) 020 8379 1000.
Local Council Tax Consultation for 2015/16 is now open to 28/11/2014. The

proposals and questionnaire can be viewed via this link
www.enfield.gov.uk/ctaxconsultation

Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities. Opinions expressed in this email are those of the individual and not necessarily those of the London Borough of Enfield. This email and any attachments or files transmitted with it are strictly confidential and intended solely for the named addressee. It may contain privileged and confidential information and if you are not the intended recipient and receive it in error you must not copy, distribute or use the communication in any other way. All traffic handled by the Government Connect Secure Extranet may be subject to recording/and or monitoring in accordance with relevant legislation.

This email has been scanned for viruses but we cannot guarantee that it will be free of viruses or malware. The recipient should perform their own virus checks.

Wed 04/03/2015 10:52

Dear Mr Cordell

I refer to your enquiry regarding your request to be exempt from 19.5% Council tax liability.

According to our records, you are currently not in receipt of the required welfare benefit that would entitle you to full Council Tax Support.

Whilst I appreciate your comments regarding the delay in changing your benefit status, until I receive information from the Department of Work and Pensions that you are in receipt of the correct benefit that will give you full Council Tax exemption, I am unable to change my records and the 19.5% Council Tax liability remains payable.

I suggest that if you are still experiencing difficulty in paying this, that you apply on-line for a Council Tax hardship payment at enfield.gov.uk.

Colin Bullworthy
Benefits Operations Manager
Finance, Resources and Customer Services
Enfield Council
Silver Street
Enfield
EN1 3XY

Tel: 020 8379 4924

Email: colin.bullworthv@enfield.gov.uk

New Book!

New Book!

Award Details			
Benefit Change Type	Claim Termination		
Name	PAUL CORDELL		
Nino	JH65381 ID	D-O-B	26 Jan 1981

Assessment			
Benefit T ype	Income Support	Received Date	
Claim Date	01 Aug 2008	Claim Status	Inactive
Claim Start Date	13 Aug 2008	Claim End Date	26 Jun 2013
Claim Receipt Date	04 Aug 2008	Effective Date	26 Jun 2013
Claim End Reason	In Legal Custody	Information	

Award			
Award Start Date	No Award	Award Sanctioned Desc.	
Award End Date		Joint Claim Indicator	
Excess Income Over Req Amount		NI Eligibility Indicator	Credit
Award Amount		Uprating Indicator	
Award End Reason			

MrS Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

HB/CTB Reference: 1623514
NI Reference: JH653811D
Rent Reference: 497630
Council Tax Account:55508596

06/03/2012

Dear Mr Cordell

Housing Benefit Notification

I have changed your Housing Benefit from 02/04/2012 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£83.73 per week from 02/04/2012

How You Will Be Paid

Your benefit will be paid by directly crediting your rent account.

Council Tax Benefit Notification

I have changed your Council Tax Benefit from 01/04/2012 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£15.74 per week from 01/04/2012

£820.78 Council Tax Benefit has been paid to your Council Tax account. The total amount of Council Tax Benefit for 2012/13 is £820.78.

You will soon receive a revised bill that will tell you how much Council Tax you will now have to pay.

Further Information

If you would like more information, or a more detailed explanation of how this decision was made, please telephone 020 8379 3798 or write to the address at the top of this letter.

If you think this decision is wrong you can:

Claim reference: 1623514

NI reference: JH653811D

How Your Housing Benefit Has Been Worked Out

From 04/04/2011 your Housing Benefit will be £78.44 each week.

The rent you are charged each week is £83.46.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£5.02
Total deductions for services	£5.02

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £83.46 must be reduced by £5.02, to £78.44 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £78.44 each week. This figure is used when working out 'your total weekly Housing Benefit'.

Your Total Weekly Housing Benefit

As you are receiving Income Support, I can pay the maximum Housing Benefit of £78.44 each week.

Claim reference: 1623514

NI reference: JH653811D

How Your Council Tax Benefit Has Been Worked Out

From 01/04/2011, your Council Tax Benefit is £15.73 each week.

Your Council Tax liability for the year is £822.59 which is £15.73 each week.

The maximum Council Tax Benefit you can get is £15.73 each week. This figure is used when working out 'your total weekly Council Tax Benefit'.

Your Total Weekly Council Tax Benefit

As you are receiving Income Support, I can pay the maximum Council Tax Benefit of £15.73 each week.

- Contact us by phone, or come into one of our offices and ask us to explain how we arrived at the decision shown in this letter. If you are unable to do this, you can ask for a written explanation of the decision. You must do this in writing, within **one month** of the date of this letter, and we will then send you a full written statement as soon as possible. The time we take to send this explanation will not count towards the time limit for asking us to look at the decision again.
- Write to us within **one month** of the date of this letter and ask us to reconsider our decision. You must tell us which decision you are unhappy with, and say why you are unhappy with it. If you have new or further information or evidence, you can submit it at this stage. We will look at your claim again and write to you with our decision. If you are still unhappy with our decision after this, you can then make a formal appeal.
- Write to us within **one month** of the date of this letter making a formal appeal to the Tribunals Service. Your appeal must be in writing, signed by you, tell us which decision you are unhappy with, and say why you are unhappy with it. We will look at our decision again, and if we cannot change the decision in your favour, we will pass your appeal to the Tribunals Service

Asking for a statement or for us to reconsider our decision does not take away your right to then submit a formal appeal. For more detailed information about submitting a formal appeal, please see the Tribunals Service leaflet "How to Appeal", which is available from their website www.appeals-service.gov.uk

Change in your circumstances

The amount of benefit shown in this letter has been worked out using the information that you have given. You should read this letter very carefully to make sure it is correct. If you think there is anything wrong, you must tell us straight away.

If any of this information changes, including information about the people living with you, this may change the amount of benefit you get. You must tell me immediately about any changes.

If there is an overpayment of benefit you may have to pay some money back. If you deliberately fail to tell me about changes which result in too much benefit being paid, you are committing an offence and you may be prosecuted. Examples of changes in circumstance include:

Award Details			
Address Change Type	End of Address		
Address Type	Correspondence		
Name	PAUL CORDELL		
Nino	JH653811D	D-O-B	26 Jan 1981

New Address Details			
Start Date	26 Jun 2013	End Date	28 Jun 2013
Address Status			
Address	A5698CY HMP WORMWOOD SCRUBBS PO BOX 757 DU CANE RD .LONDON W12 OAE		

Previous Address Details	
Start Date	No Previous Address End Date
Address Status	
Address	

Award Details			
Benefit Change Type	Claim Termination		
Name	SIMON PAUL CORDELL		
Nino	JH65381ID	D-O-B	26 Jan 1981

Assessment			
Benefit Type	Incapacity Benefit	Received Date	
Claim Date	Not Received	Claim Status	
Claim Start Date	09 Sep 2007	Claim End Date	09 Aug 2013
Claim Receipt Date	Not Received	Effective Date	09 Aug 2013
Claim End Reason	Change of circs	Information	

Award			
Award Start Date	No Award	Award Sanctioned Desc.	
Award End Date		Joint Claim Indicator	
Excess Income Over Req Amount		NI Credit Eligibility Indicator	
Award Amount		Uprating Indicator	
Award End Reason			

Award Details			
Benefit Change Type	New Claim		
Name	PAUL CORDELL		
Nino	JH65381 ID	D-O-B	26 Jan 1981

Assessment			
Benefit Type	Income Support	Received Date	
Claim Date	09 Aug 2013	Claim Status	Inactive
Claim Start Date	09 Aug 2013	Claim End Date	09 Aug 2013
Claim Receipt Date	09 Aug 2013	Effective Date	Not Received
Claim End Reason	Customer Required to be Available for Work	Information	

Award			
Award Start Date	No Award	Award Sanctioned Desc.	
Award End Date		Joint Claim Indicator	
Excess Income Over Req Amount		NI Credit Eligibility Indicator	
Award Amount		Uprating Indicator	
Award End Reason			

Award Details			
Benefit Change Type	Claim Termination		
Name	SIMON PAUL CORDELL		
Nino	JH65381ID	D-O-B	26 Jan 1981

Assessment			
Benefit Type	Employment and Support Allowance	Received Date	
Claim Date	16 Oct 2013	Claim Status	Inactive
Claim Start Date	10 Aug 2013	Claim End Date	19 Nov 2013
Claim Receipt Date	16 Oct 2013	Effective Date	19 Nov 2013
Claim End Reason	Fail to return Self Cert	Information	

Award			
Award Start Date	No Award	Award Sanctioned Desc.	
Award End Date		Joint Claim Indicator	
Excess Income Over Req Amount		NI Credit Eligibility Indicator	
Award Amount		Up rating Indicator	
Award End Reason			

Award Details			
Benefit Change Type	New Claim		
Name	SIMON PAUL CORDELL		
Nino	JH65381ID	D-O-B	26 Jan 1981

Assessment			
Benefit Type	Income Support	Received Date	
Claim Date	20 Nov 2013	Claim Status	Active
Claim Start Date	20 Nov 2013	Claim End Date	Not Received
Claim Receipt Date	16 Nov 2013	Effective Date	20 Nov 2013
Claim End Reason		Information	MULTIPLE AWARDS

Award			
Award Start Date	20 Nov 2013	Award Sanctioned Desc.	Not sanctioned
Award End Date	25 Nov 2013	Joint Claim Indicator	Single Claim
Excess Income Over Req Amount	0.00	NI Credit Eligibility Indicator	Not Creditable
Award Amount	88.03	Uprating Indicator	Not uprating

Award End Reason			
Award Start Date	26 Nov 2013	Award Sanctioned Desc.	Not sanctioned
Award End Date	Not Received	Joint Claim Indicator	Single Claim
Excess Income Over Req Amount	0.00	NI Credit Eligibility Indicator	Not Creditable
Award Amount	102.70	Uprating Indicator	Not uprating
Award End Reason	Award Not Stopped		

Mr S Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

HB/CTB Reference: 1623514
NI Reference: JH653811D
Rent Reference: 497630
Council Tax Account:55508596

06/03/2011

Dear Mr Cordell

Housing Benefit Notification

I have changed your Housing Benefit from 04/04/2011 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£78.44 per week from 04/04/2011

How You Will Be Paid

Your benefit will be paid by directly crediting your rent account.

Council Tax Benefit Notification

I have changed your Council Tax Benefit from 01/04/2011 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£15.73 per week from 01/04/2011

£822.59 Council Tax Benefit has been paid to your Council Tax account. The total amount of Council Tax Benefit for 2011/12 is £822.59.

You will receive a bill dated 14 March 2011 that will tell you how much Council Tax you will now have to pay.

Further Information

If you would like more information, or a more detailed explanation of how this decision was made, please telephone 020 8379 3798 or write to the address at the top of this letter.

If you think this decision is wrong you can:

- Contact us by phone, or come into one of our offices and ask us to explain how we arrived at the decision shown in this letter. If you are unable to do this, you can ask for a written explanation of the decision. You must do this in writing, within **one month** of the date of this letter, and we will then send you a full written statement as soon as possible. The time we take to send this explanation will not count towards the time limit for asking us to look at the decision again.
- Write to us within **one month** of the date of this letter and ask us to reconsider our decision. You must tell us which decision you are unhappy with, and say why you are unhappy with it. If you have new or further information or evidence, you can submit it at this stage. We will look at your claim again and write to you with our decision. If you are still unhappy with our decision after this, you can then make a formal appeal.
- Write to us within **one month** of the date of this letter making a formal appeal to the Tribunals Service. Your appeal must be in writing, signed by you, tell us which decision you are unhappy with, and say why you are unhappy with it. We will look at our decision again, and if we cannot change the decision in your favour, we will pass your appeal to the Tribunals Service

Asking for a statement or for us to reconsider our decision does not take away your right to then submit a formal appeal. For more detailed information about submitting a formal appeal, please see the Tribunals Service leaflet "How to Appeal", which is available from their website www.appeals-service.gov.uk

Change in your circumstances

The amount of benefit shown in this letter has been worked out using the information that you have given. You should read this letter very carefully to make sure it is correct. If you think there is anything wrong, you must tell us straight away.

If any of this information changes, including information about the people living with you, this may change the amount of benefit you get. You must tell me immediately about any changes.

If there is an overpayment of benefit you may have to pay some money back. If you deliberately fail to tell me about changes which result in too much benefit being paid, you are committing an offence and you may be prosecuted. Examples of changes in circumstance include:

- Changes to your or your partner's income, capital or savings, including qualifying for a new benefit or a benefit ending
- Changes to the income of any other adults or children living with you, including qualifying for a new benefit or a benefit ending
- You, your partner or any other adults in your household stop receiving Income Support, Jobseeker's Allowance or any other benefit
- Any changes in the number of people living with you
- Any of your children leave school or college
- You or someone in your household starts work or changes how much they work
- Changes to your tenancy or rent (but not if you are a council tenant)
- You move to different accommodation - this includes a change of room within the same property
- You are likely to be away from your home for 13 weeks or more.

Please note: These are only examples. There are other changes that may affect your benefit. If you are not sure whether a change affects your benefit, please phone the Benefits Helpline on 020 8379 3798.

You must tell me about any changes immediately. If the change means that you would get more benefit, and you do not tell me within one month, I will not usually be able to update your award back to the date of the change.

Important: Any changes to your income or savings except those listed above will need to be notified to the Job Centre Plus.

Your sincerely

Enfield Benefits Service

Claim reference: 1623514

NI reference: JH653811D

How Your Housing Benefit Has Been Worked Out

From 04/04/2011 your Housing Benefit will be £78.44 each week.

The rent you are charged each week is £83.46.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£5.02
Total deductions for services	£5.02

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £83.46 must be reduced by £5.02, to £78.44 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £78.44 each week. This figure is used when working out 'your total weekly Housing Benefit'.

Your Total Weekly Housing Benefit

As you are receiving Income Support, I can pay the maximum Housing Benefit of £78.44 each week.

Claim reference: 1623514

NI reference: JH653811D

How Your Council Tax Benefit Has Been Worked Out

From 01/04/2011, your Council Tax Benefit is £15.73 each week.

Your Council Tax liability for the year is £822.59 which is £15.73 each week.

The maximum Council Tax Benefit you can get is £15.73 each week. This figure is used when working out 'your total weekly Council Tax Benefit'.

Your Total Weekly Council Tax Benefit

As you are receiving Income Support, I can pay the maximum Council Tax Benefit of £15.73 each week.

MrS Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

HB/CTB Reference: 1623514
NI Reference: JH653811D
Rent Reference: 497630
Council Tax Account:55508596

06/03/2012

Dear Mr Cordell

Housing Benefit Notification

I have changed your Housing Benefit from 02/04/2012 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£83.73 per week from 02/04/2012

How You Will Be Paid

Your benefit will be paid by directly crediting your rent account.

Council Tax Benefit Notification

I have changed your Council Tax Benefit from 01/04/2012 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£15.74 per week from 01/04/2012

£820.78 Council Tax Benefit has been paid to your Council Tax account. The total amount of Council Tax Benefit for 2012/13 is £820.78.

You will soon receive a revised bill that will tell you how much Council Tax you will now have to pay.

Further Information

If you would like more information, or a more detailed explanation of how this decision was made, please telephone 020 8379 3798 or write to the address at the top of this letter.

If you think this decision is wrong you can:

- Contact us by phone, or come into one of our offices and ask us to explain how we arrived at the decision shown in this letter. If you are unable to do this, you can ask for a written explanation of the decision. You must do this in writing, within **one month** of the date of this letter, and we will then send you a full written statement as soon as possible. The time we take to send this explanation will not count towards the time limit for asking us to look at the decision again.
- Write to us within **one month** of the date of this letter and ask us to reconsider our decision. You must tell us which decision you are unhappy with, and say why you are unhappy with it. If you have new or further information or evidence, you can submit it at this stage. We will look at your claim again and write to you with our decision. If you are still unhappy with our decision after this, you can then make a formal appeal.
- Write to us within **one month** of the date of this letter making a formal appeal to the Tribunals Service. Your appeal must be in writing, signed by you, tell us which decision you are unhappy with, and say why you are unhappy with it. We will look at our decision again, and if we cannot change the decision in your favour, we will pass your appeal to the Tribunals Service

Asking for a statement or for us to reconsider our decision does not take away your right to then submit a formal appeal. For more detailed information about submitting a formal appeal, please see the Tribunals Service leaflet "How to Appeal", which is available from their website www.appeals-service.gov.uk

Change in your circumstances

The amount of benefit shown in this letter has been worked out using the information that you have given. You should read this letter very carefully to make sure it is correct. If you think there is anything wrong, you must tell us straight away.

If any of this information changes, including information about the people living with you, this may change the amount of benefit you get. You must tell me immediately about any changes.

If there is an overpayment of benefit you may have to pay some money back. If you deliberately fail to tell me about changes which result in too much benefit being paid, you are committing an offence and you may be prosecuted. Examples of changes in circumstance include:

- Changes to your or your partner's income, capital or savings, including qualifying for a new benefit or a benefit ending
- Changes to the income of any other adults or children living with you, including qualifying for a new benefit or a benefit ending
- You, your partner or any other adults in your household stop receiving Income Support, Jobseeker's Allowance or any other benefit
- Any changes in the number of people living with you
- Any of your children leave school or college
- You or someone in your household starts work or changes how much they work
- Changes to your tenancy or rent (but not if you are a council tenant)
- You move to different accommodation - this includes a change of room within the same property
- You are likely to be away from your home for 13 weeks or more.

Please note: These are only examples. There are other changes that may affect your benefit. If you are not sure whether a change affects your benefit, please phone the Benefits Helpline on 020 8379 3798.

You must tell me about any changes immediately. If the change means that you would get more benefit, and you do not tell me within one month, I will not usually be able to update your award back to the date of the change.

Important: Any changes to your income or savings except those listed above will need to be notified to the Job Centre Plus office at the following address:

Your sincerely

Enfield Benefits Service

Claim reference: 1623514

NI reference: JH653811D

How Your Housing Benefit Has Been Worked Out

From 02/04/2012 your Housing Benefit will be £83.73 each week.

The rent you are charged each week is £89.13.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£5.40
Total deductions for services	£5.40

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £89.13 must be reduced by £5.40, to £83.73 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £83.73 each week. This figure is used when working out 'your total weekly Housing Benefit'.

Your Total Weekly Housing Benefit

As you are receiving Income Support, I can pay the maximum Housing Benefit of £83.73 each week.

Claim reference: 1623514

NI reference: JH653811D

How Your Council Tax Benefit Has Been Worked Out

From 01/04/2012, your Council Tax Benefit is £15.74 each week.

Your Council Tax liability for the year is £820.78 which is £15.74 each week.

The maximum Council Tax Benefit you can get is £15.74 each week. This figure is used when working out 'your total weekly Council Tax Benefit'.

Your Total Weekly Council Tax Benefit

As you are receiving Income Support, I can pay the maximum Council Tax Benefit of £15.74 each week.

MrS Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Claim Reference: 1623514
NI Reference: JH653811D
Rent Reference: 497630
Council Tax Account:55508596

14/03/13

Dear Mr Cordell

Housing Benefit Notification

I have changed your Housing Benefit from 01/04/2013 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£86.84 per week from 01/04/2013

How You Will Be Paid

Your benefit will be paid by directly crediting your rent account.

Notification of Council Tax Support

I have worked out your council tax support from 01/04/2013 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£12.64 per week from 01/04/2013

How You Will Be Paid

£658.99 council tax support has been paid to your council tax account. The total amount of council tax support for 2013/14 is £658.99.

You will soon receive a Council Tax bill dated 14/03/13 that will tell you how much council tax you will now have to pay. On the back of the bill is a summary of how we have calculated your Council Tax.

Other Information

Appeal details for Housing Benefit, information on the Council Tax Support scheme and other information are included with this letter.

About Council Tax Support

In previous years the Government has funded a national Council Tax Benefit Scheme which may have meant you did not pay Council Tax. The Government is abolishing the national Council Tax Benefit Scheme from 1 April 2013.

In its place, councils have been asked to set up local support schemes for council tax but

the Government has given less funding than it currently costs. In Enfield, the shortfall in funding is over £4m a year.

Despite this funding shortfall, Enfield Council has agreed a new local Council Tax Support Scheme based on the previous national benefit scheme with some amendments. Details of the new scheme are available on our website, www.enfield.gov.uk/counciltaxonline.

Your Council Tax Support award has been based on this new scheme.

How Council Tax Support is worked out

Council Tax Support is worked out using the information supplied in your previous Council Tax Benefit claim and the amount of Council Tax expected for the property you live in.

We start with looking at if you are eligible for any discounts, such as single person discount. We then turn your remaining amount of council tax into a weekly amount.

Pensioners, war widows of working age, and those receiving war disability payments will continue to be eligible for Council Tax Support for up to 100% of the Council Tax that you have to pay. For the remaining working age claims (aged up to 65) you can receive a maximum benefit of up to 80.5% of council tax due.

Claimants receiving the following benefits will automatically give you the full award less any deductions for non-dependents (other adults living with you):

- Income Support,
- Guaranteed Credit
- Income based job seekers allowance
- Income related employment and support allowance

This means that if you are working age and not in a protected group, you will get 80.5% of your council tax as a benefit. If you are a pensioner or protected, you will get 100%.

For all other claims we look at your total income, any savings that you have and deduct from that a recommended allowance that you need to live on depending on your circumstances and family make-up.

For every £1 that your total income is over the recommended allowance we deduct 20p from the weekly maximum amount of Council Tax Support you can receive. The amount left is the Council Tax Support we give you each week.

All weekly amounts are then worked out for the year and paid to your Council Tax Account. You will receive a bill setting out what contribution, if any, you are expected to pay towards Council Tax. See the back of the Council Tax bill which for information on how we can calculate your contribution.

Your sincerely

Enfield Benefits Service

Claim reference: 1623514

NI reference: JH653811D

How Your Housing Benefit Has Been Worked Out

From 01/04/2013 your Housing Benefit will be £86.84 each week.

The rent you are charged each week is £92.49.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£5.65
Total deductions for services	£5.65

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £92.49 must be reduced by £5.65, to £86.84 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £86.84 each week. This figure is used when working out 'your total weekly Housing Benefit'.

Your Total Weekly Housing Benefit

As you are receiving Income Support, I can pay the maximum Housing Benefit of £86.84 each week.

MrS Cordell
A5698CY
HMP Wormwood Scrubbs
PO Box 757
Du Cane Road
London
W12 0AE

Claim Reference: 1623514 NI
Reference: JH653811D Rent
Reference: 497630 Council Tax
Account:55508596

04/07/2013 Dear Mr Cordell

109 Burncroft Avenue Enfield EN3 7JQ

Notification of Suspension of Benefit

Suspension of Housing Benefit

The law allows me to suspend your Housing Benefit payments in certain circumstances. I am writing to tell you that I have suspended payments from 08/07/2013 because we have been informed you are in prison.

Please confirm if you are on remand or have been sentenced.
If you have been sentenced please confirm the date you were sentenced.

Please reply within one calendar month of the date of this letter or we will cancel your benefit.

Any delay may mean that you lose some benefit.

If you are awarded any benefit it will start from the Monday following the date I receive the form. If you want me to consider awarding you benefit back to the date you made your original claim, you must tell me when you want the claim to start from, and the reasons why you failed to give me the information I asked for with your previous application.

Suspension of Council Tax Support

The law allows me to suspend council tax support payments in certain circumstances. I am writing to tell you that I have suspended your council tax support payments from 04/07/2013 because we have been advised you are in prison.

Applying for Further Help

If you wish to re-apply for further help to pay your rent based on your new circumstances, you can apply online at: www.enfield.gov.uk/benefitcalculator, within one month of the date of this letter. Any delay may mean that you lose some benefit.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
- You move home
- Your rent changes
- You go to stay with friends, family or go into hospital for more than 2 weeks
- You become a student or stop being a student
- Anyone comes to live with you or someone moves out
- Your savings change
- Your child leaves school or other education
- You have a baby
- Someone dies
- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

You can report a change in circumstance on our website at www.enfield.gov.uk/benefitsonline or by calling 020 8379 1000,

Alternatively you can write to us telling us what has changed, when and if there has been a delay in telling us, why. You will also need to send evidence to support your claim. Further information is also available on our website www.enfield.gov.uk/benefits.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within one month of the date of this letter.

You can:

- Ask us to explain our decision (by phoning 020 8379 1000)
- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be signed by you and contain your name and address, the benefit you are appealing against and the grounds for your appeal. Please include any evidence that supports your appeal. Appeals about the income used in your Pension Credit Award will be forwarded to the Pension Credit Service as we are legally bound to use the figures they give us.

If you disagree with a Local Council Tax Support Scheme decision

If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However you can still:

- Ask us to explain our decision (by phoning 020 8379 1000)
- Write and ask us to reconsider
- If you are still unhappy you can write to us to make a formal complaint

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Pension Service Enquiries

If you need to contact the Pension Centre about your Pension Credits, you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4, Gateshead, NE92 1BQ

Further information about benefits and an explanation of key terms is available on our website www.enfield.gov.uk/benefitsonline

How to contact us

New online service.

Most frequently asked for information and online forms all in one place.
www.enfield.gov.uk/counciltaxonline or www.enfield.gov.uk/benefitsonline

There are free internet facilities in local council libraries and at our major reception areas.

Email - revs@enfield.gov.uk

Telephone - 020 8379 1000

To get to the right information even faster you can use Hot Keys to take you straight there.

Post - Revenues and Benefits Division, PO Box 63, Civic Centre, Enfield, EN1 3XW **In person**
Our reception areas can be very busy and you may have to wait to see an advisor. If you are making a new claim, you can make an appointment to see a benefit advisor by calling 020 8379 1000.

Drop in services are available at the following locations Monday to Friday 9am to 4pm:

John Wilkes House, 79 High Street, Ponders End, Enfield, EN3 4EN Civic Centre, Silver Street, Enfield, EN1 3XW
Edmonton Centre, 36-44 South Mall, Edmonton, N9 OTN (Simple enquiries and forms only)

Pension Service Enquiries

If you need to contact the Pension Centre about your Pension Credits, you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4, Gateshead, NE92 1BQ

Further information about benefits and an explanation of key terms is available on our website www.enfield.gov.uk/benefitsonline

Yours sincerely

Rashida Hajaj
Benefits Assessor

Mr S Cordell
A5698CY
HMP Wormwood Scrubbs
PO Box 757
Du Cane Road
London
W12 0AE

Claim Reference: 1623514 NI
Reference: JH653811D Rent
Reference: 497630 Council Tax
Account:55508596

14/08/2013 Dear Mr Cordell

109 Burncroft Avenue Enfield EN3 7JQ **Cancellation of Housing Benefit**

Your claim has been cancelled from 08/07/2013 because there has been a change in a state benefit you receive.

Cancellation of Council Tax Support

Your claim has been cancelled from 08/07/2013 because there has been a change in a state benefit you receive.

Applying for further help

If you wish to re-apply for help to pay your rent or council tax based on your new circumstances, you can apply online at: www.enfield.gov.uk/benefitcalculator. Any delay may mean that you lose some benefit.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
- You move home
- Your rent changes
- You go to stay with friends, family or go into hospital for more than 2 weeks
- You become a student or stop being a student
- Anyone comes to live with you or someone moves out
- Your savings change
- Your child leaves school or other education
- You have a baby
- Someone dies
- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

You can report a change in circumstance on our website at www.enfield.gov.uk/benefitsonline or by calling 020 8379 1000.

Alternatively, you can write to us telling us what has changed, when and if there has been a delay in telling us, why. You will also need to send evidence to support your claim. Further information is also available on our website www.enfield.gov.uk/benefits.

If you disagree with a Local Council Tax Support Scheme decision

If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However, you can still:

Ask us to explain our decision (by phoning 020 8379 1000)

Write and ask us to reconsider

If you are still unhappy you can write to us to make a formal complaint

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

How to contact us

New online service.

Most frequently asked for information and online forms all in one place.
www.enfield.gov.uk/counciltaxonlineorwww.enfield.gov.uk/benefitsonline

There are free internet facilities in local council libraries and at our major reception areas.

Email - revs@enfield.gov.uk

Telephone - 020 8379 1000

To get to the right information even faster you can use Hot Keys to take you straight there.

Post - Revenues and Benefits Division, PO Box 63, Civic Centre, Enfield, EN1 3XW **In person**

Our reception areas can be very busy and you may have to wait to see an advisor. If you are making a new claim, you can make an appointment to see a benefit advisor by calling 020 8379 1000.

Drop in services are available at the following locations Monday to Friday 9am to 4pm:

John Wilkes House, 79 High Street, Ponders End, Enfield, EN3 4EN Civic Centre, Silver Street, Enfield, EN1 3XW

Edmonton Centre, 36-44 South Mall, Edmonton, N9 OTN (Simple enquiries and forms only)

Pension Service Enquiries

If you need to contact the Pension Centre about your Pension Credits, you can either

phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4,
Gateshead, NE92 1BQ

Further information about benefits and an explanation of key terms is available on our
website www.enfield.gov.uk/benefitsonline

Yours sincerely

Linda Rappe Benefit Assessor

Mr S Cordell
A5698CY
HMP Wormwood Scrubbs
PO Box 757
Du Cane Road
London
W12 0AE

Claim Reference: 1623514 NI
Reference: JH653811D Rent
Reference: 497630 Council Tax
Account:55508596

01/11/2013

Dear Mr Cordell

109 Burncroft Avenue Enfield EN3 7JQ

Award of Benefit

Housing Benefit Notification

Thank you for your claim for Housing Benefit. I have re-instated your claim because we have looked at your claim again. I have decided that your benefit is as follows:

£86.84 per week from 08/07/2013 to 11/08/2013

£86.84 per week from 12/08/2013

How You Will Be Paid

Your benefit will be paid by directly crediting your rent account.

Your benefit payment of £1,649.96 for 08/07/2013 to 17/11/2013 will be paid on 11/11/2013.

Notification of Council Tax Support

Thank you for your claim for council tax support. I have decided that your benefit is as follows:

£12.64 per week from 08/07/2013 to 11/08/2013 £12.64 per week from 12/08/2013 **How You Will**

Be Paid

£482.05 council tax support has been paid to your council tax account. The total amount of council tax support for 2013/14 is £658.98.

You will soon receive a Council Tax bill that will tell you how much council tax you will now have to pay.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

- Ask us to explain our decision (by phoning 020 8379 1000)
- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

If you disagree with a Local Council Tax Support Scheme decision

If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However, you can still:

Ask us to explain our decision (by phoning 020 8379 1000)

Write and ask us to reconsider

If you are still unhappy you can write to us to make a formal complaint

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
- You move home
- Your rent changes
- You go to stay with friends, family or go into hospital for more than 2 weeks
- You become a student or stop being a student
- Anyone comes to live with you or someone moves out
- Your savings change
- Your child leaves school or other education
- You have a baby
- Someone dies
- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

You can report a change in circumstance on our website [atwww.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline) or by calling 020 8379 1000.

Alternatively, you can write to us telling us what has changed, when and if there has been a delay in telling us, why. You will also need to send evidence to support your claim. Further information is also available on our website www.enfield.gov.uk/benefits.

How to contact us

New online service.

Most frequently asked for information and online forms all in one place.
www.enfield.gov.uk/counciltaxonlineorwww.enfield.gov.uk/benefitsonline

There are free internet facilities in local council libraries and at our major reception areas.

Email - revs@enfield.gov.uk **Telephone** - 020 8379 1000

To get to the right information even faster you can use Hot Keys to take you straight there.

Post - Revenues and Benefits Division, PO Box 63, Civic Centre, Enfield, EN1 3XW **In person**

Our reception areas can be very busy and you may have to wait to see an advisor. If you are making a new claim, you can make an appointment to see a benefit advisor by calling 020 8379 1000.

Drop in services are available at the following locations Monday to Friday 9am to 4pm:

John Wilkes House, 79 High Street, Ponders End, Enfield, EN3 4EN Civic Centre, Silver Street, Enfield, EN1 3XW

Edmonton Centre, 36-44 South Mall, Edmonton, N9 0TN (Simple enquiries and forms only)

Pension Service Enquiries

If you need to contact the Pension Centre about your Pension Credits, you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4, Gateshead, NE92 1BQ

Further information about benefits and an explanation of key terms is available on our website www.enfield.gov.uk/benefitsonline

Yours sincerely

Benefits Assessment Team

How Your Housing Benefit Has Been Worked Out for the period

From 08/07/2013 to 11/08/2013 your Housing Benefit will be £86.84 each week.

The rent you are charged each week is £92.49.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£5.65
Total deductions for services	£5.65

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £92.49 must be reduced by £5.65, to £86.84 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £86.84 each week. This figure is used when working out 'your total weekly Housing Benefit'.

The amount of Housing Benefit has been worked out by comparing the money you have coming in each week, to an amount the Government has decided is the minimum that someone in your circumstances needs to cover basic living expenses.

Your Total Weekly Income

The amount of money you have coming in each week has been worked out as follows:

Total weekly income	£0.00
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Your Total Savings

If you have savings and capital over £6,000.00, an amount of £1.00 must be added to your weekly income for each additional £250.00, or part of £250.00 you have.

You have told me that you have no savings or capital, so I have added nothing to your weekly income. If you get savings credit in your pension credit, your savings have already been taken into account by the Pension Service and will not be shown on this letter.

Your Applicable Amount

Your applicable amount is made up of the following allowances and premiums:

Single claimant 25 or over	£71.70
Total applicable amount	£71.70

Your Total Weekly Housing Benefit

As your total weekly income of £0.00 is the same as or less than your 'applicable amount' of £71.70, I can pay you your maximum Housing Benefit of £86.84 each week.

You may be entitled to Income Support or Jobseeker's Allowance. You should contact the Jobcentre Plus on 0800 055 6688 for more information.

How Your Housing Benefit Has Been Worked Out for the period

From 12/08/2013 your Housing Benefit will be £86.84 each week.

Your maximum housing benefit is £86.84. This amount has not changed since 08/07/2013. Please look at that period for full details of how your maximum benefit has been worked out.

Your Total Weekly Housing Benefit

Since you are receiving Employment and Support Allowance (income related), you are entitled to the maximum Housing Benefit of £86.84 each week.

How Your Council Tax Support Has Been Worked Out

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 08/07/2013 to 11/08/2013, your council tax support is £12.64 each week.

The maximum council tax support you could get

Your council tax liability for the year is £818.62 which for this period is £15.70 each week.

The maximum council tax support you could get is therefore £15.70 each week. This figure is used when working out 'your total weekly council tax support'.

Your Total Weekly Income

The amount of money you have coming in each week has been worked out as follows:

Total Weekly Income	£0.00
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Your Total Savings

The Working Age scheme sets the amounts added to your weekly income if you have savings. If you have savings and capital over £6,000.00, an amount of £1.00 must be added to your weekly income for each additional £250.00, or part of £250.00 you have.

You have told me that you have no savings or capital, so I have added nothing to your weekly income. If you get savings credit in your pension credit, your savings have already been taken into account by the Pension Service and will not be shown on this letter.

Your applicable amount

Your applicable amount is made up of the following allowances and premiums:

Single claimant 25 or over	£71.70
Total Applicable Amount	£71.70

Your Total Weekly Council Tax Support

As your total weekly income of £0.00 is the same as or less than your 'applicable amount' of £71.70, I can pay you your maximum council tax support of £15.70 each week.

A reduction of the maximum council tax support of £15.70 that you could get each week must be reduced by £3.06, to £12.64.

How Your Council Tax Support Has Been Worked Out

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 12/08/2013, your council tax support is £12.64 each week.

The maximum council tax support you could get

Your council tax liability for the year is £818.62 which for this period is £15.70 each week.

The maximum council tax support you could get is therefore £15.70 each week. This figure is used when working out 'your total weekly council tax support'.

Your Total Weekly Council Tax Support

A reduction of the maximum council tax support of £15.70 that you could get each week must be reduced by £3.06, to £12.64.

As you are receiving income related employment and support allowance, you are entitled to the maximum council tax support of £12.64 each week.

Mr S Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Claim Reference: 1623514
NI Reference: JH653811D
Rent Reference: 497630
Council Tax Account:55508596

22/11/2013 Dear Mr Cordell

109 Burncroft Avenue Enfield EN3 7JQ **No Change in Benefit Housing**

Benefit Notification

I have worked out your Housing Benefit again because you have been awarded a state benefit. However, this has not changed your benefit, which remains as follows:

£86.84 per week from 25/11/2013

Notification of Council Tax Support

I have worked out your council tax support again because you have been awarded a state benefit. However, this has not changed your benefit, which remains as follows:

£12.64 per week from 25/11/2013

How You Will Be Paid

Your council tax support award for 2013/14 has not changed. The total amount of council tax support for that year is £658.98.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

- Ask us to explain our decision (by phoning 020 8379 1000)
- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

If you disagree with a Local Council Tax Support Scheme decision

If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However, you can still:

- Ask us to explain our decision (by phoning 020 8379 1000)
- Write and ask us to reconsider

If you are still unhappy you can write to us to make a formal complaint

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
- You move home
- Your rent changes
- You go to stay with friends, family or go into hospital for more than 2 weeks
- You become a student or stop being a student
- Anyone comes to live with you or someone moves out
- Your savings change
- Your child leaves school or other education
- You have a baby
- Someone dies
- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

You can report a change in circumstance on our website [atwww.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline) or by calling 020 8379 1000.

Alternatively, you can write to us telling us what has changed, when and if there has been a delay in telling us, why. You will also need to send evidence to support your claim. Further information is also available on our website www.enfield.gov.uk/benefits.

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Email - revs@enfield.gov.uk

Telephone - 020 8379 1000

To get to the right information even faster you can use Hot Keys to take you straight there.

Post - Revenues and Benefits Division, PO Box 63, Civic Centre, Enfield, EN1 3XW **In person**

Our reception areas can be very busy and you may have to wait to see an advisor. If you are making a new claim, you can make an appointment to see a benefit advisor by calling 020 8379 3798

Drop in services are available at the following locations Monday to Friday 9am to 4pm:

John Wilkes House, 79 High Street, Ponders End, Enfield, EN3 4EN
Civic Centre, Silver Street, Enfield, EN1 3XW

Edmonton Centre, 36-44 South Mall, Edmonton, N9 OTN (Simple enquiries and forms only)

Pension Service Enquiries

If you need to contact the Pension Centre about your Pension Credits, you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4, Gateshead, NE92 1BQ

Further information about benefits and an explanation of key terms is available on our website **www.enfield.gov.uk/benefitsonline**

Yours sincerely

Mark Pruis

Claim reference: 1623514

NI reference: JH653811D

How Your Housing Benefit Has Been Worked Out for the period

From 25/11/2013 your Housing Benefit will be £86.84 each week.

The rent you are charged each week is £92.49.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£5.65
Total deductions for services	£5.65

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £92.49 must be reduced by £5.65, to £86.84 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £86.84 each week. This figure is used when working out 'your total weekly Housing Benefit'.

Your Total Weekly Housing Benefit

As you are receiving Income Support, I can pay the maximum Housing Benefit of £86.84 each week.

How Your Council Tax Support Has Been Worked Out

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 25/11/2013, your council tax support is £12.64 each week.

The maximum council tax support you could get

Your council tax liability for the year is £818.62 which for this period is £15.70 each week.

The maximum council tax support you could get is therefore £15.70 each week. This figure is used when working out 'your total weekly council tax support'.

Your Total Weekly Council Tax Support

A reduction of the maximum council tax support of £15.70 that you could get each week must be reduced by £3.06, to £12.64.

As you are receiving income support, I can pay you your maximum council tax support of £12.64 each week.

Mr S Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Claim Reference: 1623514
NI Reference: JH653811D
Rent Reference: 497630
Council Tax Account:55508596

01/03/2014

Dear Mr Cordell

Housing Benefit Notification

I have changed your Housing Benefit from 07/04/2014 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£90.65 per week from 07/04/2014

How You Will Be Paid

Your benefit will be paid by directly crediting your rent account.

Council Tax Support Notification

I have worked out your council tax support from 01/04/2014 to take account of new council tax and benefit levels from April. I have decided that your benefit is now as follows:

£12.60 per week from 01/04/2014

How You Will Be Paid

£657.11 council tax support has been paid to your council tax account. The total amount of council tax support for 2014/15 is £657.11.

You will receive a **council tax bill dated 14th March 2014** that will tell you how much council tax you will now have to pay. On the back of the bill is a summary of how we have calculated your council tax.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

- Ask us to explain our decision (by phoning 020 8379 1000)
- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

If you disagree with a Local Council Tax Support Scheme decision

If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However you can still:

Ask us to explain our decision (by phoning 020 8379 1000)

Write and ask us to reconsider

If you are still unhappy you can write to us to make a formal complaint

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
- You move home
- Your rent changes
- You go to stay with friends, family or go into hospital for more than 2 weeks
- You become a student or stop being a student
- Anyone comes to live with you or someone moves out
- Your savings change
- Your child leaves school or other education
- You have a baby
- Someone dies
- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

You can report a change in circumstance on our website at www.enfield.gov.uk/benefitsonline or by calling 020 8379 1000.

Alternatively, you can write to us telling us what has changed, when and if there has been a delay in telling us, why. You will also need to send evidence to support your claim. Further information is also available on our website www.enfield.gov.uk/benefits.

How to contact us

Online

Most frequently asked for information and online forms all in one place.

www.enfield.gov.uk/counciltaxonline or www.enfield.gov.uk/benefitsonline

There are free internet facilities in local council libraries and at our major reception areas.

Email - revs@enfield.gov.uk

Telephone - 020 8379 1000 (8am-6pm)

Post - Revenues and Benefits Division, PO Box 63, Civic Centre, Enfield, EN1 3XW **In person**

John Wilkes House, 79 High Street, Ponders End, Enfield EN3 4EN (9am-4pm)

Drop in documents any time between opening hours or see an advisor by booking an

appointment on 0208 379 6023 lines open between 08:30 -16:30

Civic Centre, Silver Street, Enfield, EN1 3XW

(9am-4pm)

Drop in documents any time between opening hours or see an advisor by booking an appointment on 0208 379 6023 lines open between 08:30 -16:30

Edmonton Centre, ground floor, 36-44 South Mall, Edmonton, N9 0TN (8:30am-5pm)

Drop in documents only at this office

For further details on how to contact us please visit www.enfield.gov.uk/revscontact

Pension Service Enquiries

If you need to contact the Pension Centre about your Pension Credits, you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4, Gateshead, NE92 1BQ

Further information about benefits and an explanation of key terms is available on our website www.enfield.gov.uk/benefitsonline

Yours sincerely

Claim reference: 1623514

NI reference: JH653811D

How Your Housing Benefit Has Been Worked Out for the period

From 07/04/2014 your Housing Benefit will be £90.65 each week.

The rent you are charged each week is £96.66.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£6.01
Total deductions for services	£6.01

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £96.66 must be reduced by £6.01, to £90.65 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £90.65 each week. This figure is used when working out 'your total weekly Housing Benefit'.

Your Total Weekly Housing Benefit

As you are receiving Income Support, I can pay the maximum Housing Benefit of £90.65 each week.

How Your Council Tax Support Has Been Worked Out

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 01/04/2014, your council tax support is £12.60 each week.

The maximum council tax support you could get

Your council tax liability for the year is £816.28 which for this period is £15.65 each week.

The maximum council tax support you could get is therefore £15.65 each week. This figure is used when working out 'your total weekly council tax support'.

Your Total Weekly Council Tax Support

A reduction of the maximum council tax support of £15.65 that you could get each week must be reduced by £3.05, to £12.60.

As you are receiving income support, I can pay you your maximum council tax support of £12.60 each week.

Mr S Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Claim Reference: 1623514
NI Reference: JH653811D
Rent Reference: 497630
Council Tax Account:55508596

27/02/2015

Dear Mr Cordell

Housing Benefit Notification

I have changed your Housing Benefit from 06/04/2015 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£93.08 per week from 06/04/2015

How You Will Be Paid

Your benefit will be paid by directly crediting your rent account.

Council Tax Support Notification

I have worked out your council tax support from 01/04/2015 to take account of new council tax and benefit levels from April. I have decided that your benefit is now as follows:

£12.53 per week from 01/04/2015

How You Will Be Paid

£655.22 council tax support has been paid to your council tax account. The total amount of council tax support for 2015/16 is £655.22.

You will receive a **council tax bill dated 13th March 2015** that will tell you how much council tax you will now have to pay. On the back of the bill is a summary of how we have calculated your council tax.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

If you disagree with a Local Council Tax Support Scheme decision

If you do not agree with the Council Tax Support Scheme decision, you do not have a formal

right to appeal. However, you can still:

Write and ask us to reconsider

If you are still unhappy you can write to us to make a formal complaint

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
- You move home
- Your rent changes
- You go to stay with friends, family or go into hospital for more than 2 weeks
- You become a student or stop being a student
- Anyone comes to live with you or someone moves out
- Your savings change
- Your child leaves school or other education
- You have a baby
- Someone dies
- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

You can report a change in circumstance on our website **at www.enfield.gov.uk/benefitsonline**

Alternatively, you can write or email us telling us what has changed, when and if there has been a delay in telling us, why. You will also need to send evidence to support your claim. Further information is also available on **our website www.enfield.gov.uk/benefits**.

How to contact us

My Enfield Account

Make the most of Enfield's online self-service secure portals.

Sign up for My Enfield - Residents for access to your Council Tax accounts, Housing Benefit and Council Tax support claims.

Sign up for My Enfield - Landlords to access your tenants Housing Benefit payment schedules if you are paid directly

From your accounts you can view balances, next payments, payments made, benefit awards personal details, payment schedules, inform us of changes, apply for discounts and much more.

To register: www.enfield.gov.uk/myenfield

Online - Benefits homepage visit www.enfield.gov.uk/benefits **Online forms** visit www.enfield.gov.uk/benefitsonline

Email - revs@enfield.gov.uk

There are free internet facilities in local council libraries and at our major reception areas.

Post - Revenues and Benefits, PO Box 63, Civic Centre, Enfield, EN1 3XW **Telephone** - 020 8379 1000 (8am-6pm).

For further details on how to contact us please visit www.enfield.gov.uk/contact_us

Providing Evidence? - Please note we can now accept all supporting documents electronically by email to revs@enfield.gov.uk. If you have a benefit reference number insert it into the subject box in pointed brackets: <xxxxxxx>

Identification such as passports, driving licences etc. must still be provided in person at one of our offices or sent in via the post.

Please note that your information will be processed in line with the Councils privacy notice which is available at www.enfield.gov.uk/privacy

Yours sincerely

Claim reference: 1623514

NI reference: JH653811D

How Your Housing Benefit Has Been Worked Out for the period

From 06/04/2015 your Housing Benefit will be £93.08 each week.

The rent you are charged each week is £99.19.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£6.11
Total deductions for services	£6.11

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £99.19 must be reduced by £6.11, to £93.08 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £93.08 each week. This figure is used when working out 'your total weekly Housing Benefit'.

Your Total Weekly Housing Benefit

As you are receiving Income Support, I can pay the maximum Housing Benefit of £93.08 each week.

How Your Council Tax Support Has Been Worked Out

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 01/04/2015, your council tax support is £12.53 each week.

The maximum council tax support you could get

Your council tax liability for the year is £813.94 which for this period is £15.57 each week.

The maximum council tax support you could get is therefore £15.57 each week. This figure is used when working out 'your total weekly council tax support'.

Your Total Weekly Council Tax Support

A reduction of the maximum council tax support of £15.57 that you could get each week must be reduced by £3.04, to £12.53.

As you are receiving income support, I can pay you your maximum council tax support of £12.53 each week.

Mr S Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Claim Reference: 1623514
NI Reference: JH653811D
Rent Reference: 497630
Council Tax Account:55508596

17/03/2015 Dear Mr Cordell **No Change in Benefit Housing Benefit**

Notification

I have worked out your Housing Benefit again because. However, this has not changed your benefit, which remains as follows:

£93.08 per week from 06/04/2015

Council Tax Benefit Notification

I have worked out your Council Tax Benefit again because your claim has been recalculated for the new financial year. However, this has not changed your benefit, which remains as follows:

£15.74 per week from 01/04/2012 to 31/03/2013

Council Tax Support Notification

I have worked out your council tax support again because your claim has been recalculated for the new financial year. However, this has not changed your benefit, which remains as follows:

£12.53 per week from 01/04/2015

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

If you disagree with a Local Council Tax Support Scheme decision

If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However, you can still:

Write and ask us to reconsider

If you are still unhappy you can write to us to make a formal complaint

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
- You move home
- Your rent changes
- You go to stay with friends, family or go into hospital for more than 2 weeks
- You become a student or stop being a student
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- Your savings change
- Your child leaves school or other education
- You have a baby
- Someone dies
- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

You can report a change in circumstance on our website **at www.enfield.gov.uk/benefitsonline**

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From your accounts you can view balances, next payments, payments made, benefit awards personal details, payment schedules, inform us of changes, apply for discounts and much more

To register: www.enfield.gov.uk/myenfield

Online - Benefits homepage visit www.enfield.gov.uk/benefits **Online forms** visit www.enfield.gov.uk/benefitsonline

Email - revs@enfield.gov.uk

There are free internet facilities in local council libraries and at our major reception areas.

Post - Revenues and Benefits, PO Box 63, Civic Centre, Enfield, EN1 3XW

Telephone - 020 8379 1000 (8am-6pm)

For further details on how to contact us please visit www.enfield.gov.uk/contact_us

Providing Evidence? - Please note we can now accept all supporting documents electronically by email to revs@enfield.gov.uk. If you have a benefit reference number insert it into the subject box in pointed brackets: <xxxxxxx>

Identification such as passports, driving licences etc. must still be provided in person at, one of our offices or sent in via the post.

Please note that your information will be processed in line with the Council's privacy notice which is available at www.enfield.gov.uk/privacy

Yours sincerely

Rebecca Rush
Ctax Officer

Claim reference: 1623514

NI reference: JH653811D

How Your Housing Benefit Has Been Worked Out for the period

From 06/04/2015 your Housing Benefit will be £93.08 each week.

The rent you are charged each week is £99.19.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£6.11
Total deductions for services	£6.11

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £99.19 must be reduced by £6.11, to £93.08 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £93.08 each week. This figure is used when working out 'your total weekly Housing Benefit'.

Your Total Weekly Housing Benefit

As you are receiving Income Support, I can pay the maximum Housing Benefit of £93.08 each week.

Claim reference: 1623514

NI reference: JH653811D

How Your Council Tax Benefit Has Been Worked Out

From 01/04/2012 to 31/03/2013, your Council Tax Benefit is £15.74 each week.

Your Council Tax liability for the year is £820.78 which for this period is £15.74 each week.

The maximum Council Tax Benefit you can get is £15.74 each week. This figure is used when working out 'your total weekly Council Tax Benefit'.

Your Total Weekly Council Tax Benefit

As you are receiving Income Support, I can pay the maximum Council Tax Benefit of £15.74 each week. **How**

Your Council Tax Support Has Been Worked Out

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 01/04/2015, your council tax support is £12.53 each week.

The maximum council tax support you could get

Your council tax liability for the year is £813.94 which for this period is £15.57 each week.

The maximum council tax support you could get is therefore £15.57 each week. This figure is used when working out 'your total weekly council tax support'.

Your Total Weekly Council Tax Support

A reduction of the maximum council tax support of £15.57 that you could get each week must be reduced by £3.04, to £12.53.

As you are receiving income support, I can pay you your maximum council tax support of £12.53 each week.

Mr S Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Claim Reference: 1623514
NI Reference: JH653811D
Rent Reference: 497630
Council Tax Account:55508596

27/02/2016

Dear Mr Cordell

Housing Benefit Notification

I have changed your Housing Benefit from 04/04/2016 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£93.19 per week from 04/04/2016

how You Will Be Paid

Your benefit will be paid by directly crediting your rent account.

Council Tax Support Notification

I have worked out your council tax support from 01/04/2016 to take account of new council tax and benefit levels from April. I have decided that your benefit is now as follows:

£11.92 per week from 01/04/2016

How You Will Be Paid

£621.32 council tax support has been credited to your council tax account. The total amount of council tax support for 2016/17 is £621.32.

You will receive a council tax bill that will tell you how much council tax you will now have to pay. On the back of the bill is a summary of how we have calculated your council tax.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

If you disagree with a Local Council Tax Support Scheme decision

If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However, you can still:

Write and ask us to reconsider

If you are still unhappy you can write to us to make a formal complaint

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
- You move home
- Your rent changes
- You go to stay with friends, family or go into hospital for more than 2 weeks
- You become a student or stop being a student
- Anyone comes to live with you or someone moves out
- Your savings change
- Your child leaves school or other education
- You have a baby
- Someone dies
- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

You can report a change of circumstance using your Enfield Connected account.

Visit www.enfield.gov.uk to set up an **Enfield Connected** account which will enable you to:

- Check your payment and entitlement history
- Inform us of a change in circumstance by editing your account profile*
- Check and apply for benefits including Government benefits*
- If you are a landlord this will give you access to your tenants Housing Benefit payments schedules if you are paid directly
- And More...

*will be available from 6 April 2016.

Enfield Council is improving its on-line services to enable you to access more Council services in one place, speed up your payments and save you time. Sign up today for **an Enfield Connected** account at www.enfield.gov.uk.

If you do not have access to the internet, or would like help to set up an account, our Digital Champions are available at your local library to help you.

Providing Evidence? - Please note we can now accept all supporting documents electronically by email to revs@enfield.gov.uk. If you have a benefit reference number insert it into the subject box in pointed brackets: <xxxxxxx>

Identification such as passports, driving licences etc. must still be provided in person at one of our offices or sent in via the post.

Please note that your information will be processed in line with the Council's privacy notice which is available at www.enfield.gov.uk

Yours sincerely

Claim reference: 1623514

NI reference: JH653811D

How Your Housing Benefit Has Been Worked Out for the period

From 04/04/2016 your Housing Benefit will be £93.19 each week.

The rent you are charged each week is £99.49.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£6.30
Total deductions for services	£6.30

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £99.49 must be reduced by £6.30, to £93.19 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £93.19 each week. This figure is used when working out 'your total weekly Housing Benefit'.

Your Total Weekly Housing Benefit

As you are receiving Income Support, I can pay the maximum Housing Benefit of £93.19 each week.

How Your Council Tax Support Has Been Worked Out

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 01/04/2016, your council tax support is £11.92 each week.

The maximum council tax support you could get

Your council tax liability for the year is £828.43 which for this period is £15.89 each week.

The maximum council tax support you could get is therefore £15.89 each week. This figure is used when working out 'your total weekly council tax support'.

Your Total Weekly Council Tax Support

A reduction of the maximum council tax support of £15.89 that you could get each week must be reduced by £3.97, to £11.92.

As you are receiving income support, I can pay you your maximum council tax support of £11.92 each week.

New Book!

New Book!

- Periods
- Letters
- Bank Account Instructions
- View Note pads Date Order Highlighted First
- Help

09-DEC-2016 SFLETCHER - TINF - Current
Updated formal complaint received by email 08.12.16; passed to complaints and access to information team.

09-DEC-2016 SFLETCHER - TERM - Current
Action should have been classified as TINF not TERM - unable to amend.

09-DEC-2016 SFLETCHER - TINF - Current
Updated formal complaint and letter authorising tenants mother Lorraine Cordell to speak to us in relation to tenancy received by email 05.12.16 - Passed to complaints and access to information team.Action type classified in previous note as TERM - OTHER TCY SHOULD BE TERMINATED AFTER EVICTION in error - should have been TINF - TENANCY INFO but unable to amend

09-DEC-2016 SFLETCHER - TERM - Current
Updated formal complaint and letter authorising tenants mother Lorraine Cordell to speak to us in relation to tenancy received by email 05.12.16 - Passed to complaints and access to information team.

09-DEC-2016 SFLETCHER - TINF - Current
Formal complaint, subject access request, and letter authorising tenants mother Lorraine Cordell to speak to us in relation to tenancy received by email 24.11.16 - Passed to complaints and access to information team.

29-NOV-2016 SFLETCHER - TINF - Current
Call received from tenant on 22.11.16 re CCTV camera removal letter and transfer options. Tenant was agitated throughout the conversation and when he passed the phone to his mother to speak to me, he said aggressively 'I'm gonna do her over' and 'I'm gonna take her job just for fun' in reference to me. File note on itlipse.

18-NOV-2016 SFLETCHER - TINF - Current
Letter sent to tenant requesting removal of camera from communal/fire door (ground floor)

04-JUL-2016 OMCLEOD - RINF - Current
monitor

09-MAY-2016 PSIMPSON - DPAL - Current
Notification sent to increase DP due to annual increase of c/r + £3.75 off the arrears.

Mr Simon Cordell
109 Burncroft
Ave Enfield
Middlesex EN3
7JQ 24/11/2016

RE: Formal Complaint dated 24/11/2016:

To Whom It May Concern:

I am writing this letter on behalf on my son Simon Cordell of 109 Burncroft Ave, EN3 7JQ.

Over the past few years my son has been having some issues with his neighbours this started due to what the police wrote about him in the newspapers about an ASBO that was granted by the lower courts in the newspaper the truth was not printed in the newspapers or on the Met Police website, the judge did grant the ASBO order but not on the grounds the police case was for we are still trying to work on how this was done to this day, this was not related to his neighbours why the police took this action it was due to lies by the police, this case is still waiting an appeal hearing at the crown court which will be held Jan 2017.

It was after this was printed in the newspaper and on the met website my son started to have issues with neighbours banging all the time and the way they were treating him and talking about him and not letting him have any rest to sleep due to the banging all the time emails were sent to Enfield Council yet very little was done yet my son has video footage of it which the council has never wanted to see or take any reports, this has made his health suffer, I feel this was due to what the police have been telling Enfield Council and Enfield Council just taking the word of the police without asking my son or myself to explain as since all this started Enfield Council has not wanted to help in any way, could this be due to the colour of my son's skin as I am lost for words that Enfield Council has done nothing to help.

My son has been a tenant for many years now with no complaints about him until this all started above and things were put in the newspapers for all to see when my son had done nothing wrong and will prove this at his appeal in Jan 2017.

The police do not like my son and have not for the past 21 years and there is a lot of issues that Enfield Council is not aware of about the police and my son this is getting addressed with the IPCC and police complaints, and we are now sorting out legal action as to what this has done to our life's over the years this has been ongoing the legal action is taking time due to how long this has been ongoing with the police.

There is also a subject access request attached to this email which I am asking for everything Enfield Council hold information about in regards to my son, this will also include any police reports that the police have handed to Enfield Council. If this needs to be handed to the correct department to deal with this or there is a cost please advice via this email, I have also included a letter of authority from my son so I can act on his behalf.

I do already know there is data being held by Enfield Council that is not correct and I want to be able to get this correct under the data protection act.

On the 14/08/2016 my son had some friends round to his home they came there at around 13:30 hours, after they left the police showed up at his address to arrest him this was due to one of the neighbours

said my son had gone out in his garden at 17:10 hours looked up at her windows and made threats to kill, this person lives 3 gardens down from my son on the 2 floor at 105 Burncroft Ave EN3 7JQ, this is imposable as my son did not go out in his garden he was with his 4 friends and there baby in his home all day and videos were taken while they were at his flat, his friends have made statements to say this as they did not leave his flat until around 18:15 hours, not long before the police came to my son's home. I Miss L Cordell even went around his flat as he needed some things. In fact, my son does not go out of his home and this has been for some time now due to how he is being treated.

When he was arrested on the 14/08/2016 my son was held in the police station sectioned under the mental health act and could not be interviewed so was put on bail until the 04/10/2016 when he was due to go back to the police station to be interviewed.

On the 04/10/2016 my son was getting ready at his home for me to pick him up for the bail to return, when I got a phone call from my son to say the police was again at his flat to arrest him this was around 1 hour before he was due to be at the police station, I went to his flat and was told by the police they wanted to arrest him I told them he was getting ready to go to the police station for a bail to return, the police again arrested my son for criminal damage due to something his neighbour said who lives above him, but he had not been out of his home he was in fact in the bath when the police came to his home.

Both cases for the 14/08/2016 and the 04/10/2016 were dropped by the CPS this was done on the 15/11/2016 with no case to answer towards my son, yet my son was victimised and had false accusations put against his name and arrested.

My son is scared to go home due to what the neighbours are doing and saying and putting false allegations into the police, it seems they really don't want him to live there and will do anything they can to get him out.

On the 16/11/2016 I tried to speak to my son's housing officer Sarah Fletcher to see what could be done and update her to what was ongoing her phone was set to do not disturb so I asked for an email to be sent over for her to call me as a matter of emergency, no one returned a call back to me.

Since the 16/11/2016 I have been calling every day to speak to Sarah Fletcher her phone is always set to do not disturb and I have asked for emails to be sent every day for her to call me back as a matter of emergency, I even asked to speak to her manager or any person in there team but it seems all their phones are set to do not disturb so I asked for emails to be sent for a call back, no one called me back.

I was also told that the police had been in contact with the council and that Sarah Fletcher would talk to me about this when she called this was on the 21/11/2016 and I was told that Sarah Fletcher would 100% call me that day.

On the 22/11/2016 I went to my son's home and there was a letter from Sarah Fletcher dated the 18/11/2016 which was to do with 1 CCTV camera my son has outside his front door, this CCTV camera does not impose on any person's rights, it does not show any person's front door who lives in the block or windows. In fact, on the 14/08/2016 when the police went to my son's flat to arrest him when they noticed the CCTV camera, they ripped the wire out and since this time it has not worked this is also getting address with the police. In the letter Sarah Fletcher said the CCTV camera had to be removed by the 25/11/2016 or Enfield Council would remove the CCTV camera and costs would be charged to my son for any repairs which there is none. At seeing the letter, I was upset as it seemed Sarah Fletcher could take the time to write this letter but not call me when each email that was sent said it's a matter of emergency, I speak to her.

I tried to call and again like each other time I call it takes an hour or over to be able to speak to anyone, due to being busy I had to cut off to leave my son's flat and was going to call again later.

When I got home, I showed my son the letter from Sarah Fletcher he himself was upset for some reason as me that she could take time to write this letter but not call us back. So, he then called this time he did get to speak to Sarah Fletcher and yes, he was upset due to what has been going on and said many times he was upset that she had not called and they spoke about the CCTV camera which my

son said he wants to appeal it having to be taken down. They also spoke about my son being moved out of his flat to a new place, Sarah Fletcher replied she cannot do anything to do that and the only way for him to move was by way of housing moves and he should sign up to that and nothing else can be done. My son did not explain fully as he was really upset. Sarah Fletcher also said that there had been complaints put in about my son but said it not the right time to address this and that would be addressed at a next time, so it seems that Enfield Council does address complaints from other people but not my son or on behalf of my son, as I am still waiting for replies to complaints that were put in 2014 and 2015 about my son's neighbours.

After my son spoke to her he passed me the phone, I asked why she had not called me back and was told that it not my tenancy, which I replied there has already been sent a letter of authority sent to Enfield Council some time back I believe it was maybe between 2013 to 2015 this was sent there was more than one of them sent which I can prove as they were sent via emails which I still have, which gives me Miss Lorraine Cordell authority to deal and speak to anyone at Enfield Council on behalf of my son and it would be on their systems as it was emailed and I knew they had it. My son at this in the background also said I have authority to deal and speak to anyone at Enfield Council and it's on their systems.

Due to my son speaking in the background I went to a next room to speak; my son came into the room and was going on about writing the letter of complaint about what had been going on and that she could end up losing her job if she did not deal with this correctly. It was at this Sarah Fletcher said she could no longer talk to me that my son had made threats towards her and told me to put it in writing what I wanted to say put the phone down.

I feel at this time Enfield Council is doing nothing to help my son they don't even want to speak to me so I can explain fully what is going on. My son is under the early intervention team and they are willing to help my son get moved as they themselves have seen what is going on. They would do this by way of writing a letter to Enfield council if asked to do so by Enfield Council.

- I would like to speak to someone as this cannot be left like this and my son is suffering due to all of this. My contact number is 07807 333545.
- I would like to find out if Enfield Council is willing to move my son due to the reason's in this letter and the help of the early intervention team.
- I would also like full dates and times that my son's neighbours have put any complaints in and what they have said he has done and on what date.
- I would a full report of any police reports that have been given to Enfield Council by the police about my son.
- I would like information as to how to appeal about removing my CCTV camera, and be allowed not to remove it until this appeal has happened, as so far this is the only thing that has proven my son has done nothing wrong.

Regards

Miss Lorraine Cordell Mr Simon Cordell

L. Cordell
Mr Simon Cordell

Re: Simon Cordell

People that have been copied into these letters are below

Joan Ryan MP for Enfield

Joan Ryan MP for Enfield

Mr Rob Leak Chief Executive Enfield Council

Mr Ray James Director of Health, Housing and Adult Social Care

Ms Sally McTernan assistant Director Community Housing Services

Sarah Fletcher Sarah Housing Officer

Jackie Gubby Housing officer

Sarah Fletcher

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Sent: 24 November 2016 16:34
To: joan.ryan.mp@parliament.uk; joan@joanryan.org.uk; Chief Executive; Ray James; Sally Mcternan; Sarah Fletcher; Jackie Gubby
Subject: FW: Re: Simon Cordell Formal Complaint 24/11/2016
Attachments: Simon_Cordell_authority_Letter-24-11-2016.pdf; Data-Protection-Enfield-Council-24-11-2016.pdf; Formal Complaint dated 24-11-2016.pdf

To Whom It May Concern:

I have had to resend this email due to the format of the attached files they are now in PDF formation and also to include authority for my mother miss Lorraine Cordell to speak to my local MP

Please see the formal complaint to Enfield council dated 24/11/2016 attached to this email due to the way Mr Simon Cordell is being treated.

I have had to resend this email due to the format of the attached files they are now in PDF formation and also to include authority for my mother miss Lorraine Cordell to speak to my local MP

People that have been copied into these letters are below in the hope something can be done to help.

- Joan Ryan MP for Enfield
- Joan Ryan MP for Enfield
- Mr Rob Leak Chief Executive Enfield Council
- Mr Ray James Director of Health, Housing and Adult Social Care
- Ms Sally McTernan Assistant Director Community Housing Services
- Sarah Fletcher Sarah Housing Officer
- Jackie Gubby Housing officer

Payment reference number 497630
Patch number N9

Mr S Cordell
109 Burncroft Avenue
Enfield
Middlesex
EN37JQ

Council Housing
Customer Services
The Edmonton Centre
36-44 South Mall
Edmonton Green, London
N9 OTN

Sign up for an online Enfield
Connected account to make your
account - www.enfield.gov.uk

Date: 1st March 2016

Notice of 2016/2017 rent charges

Dear Mr S Cordell

From 4th April 2016, your weekly net rent will be £87.38. In addition, the service charges for your property are:

Ground Maintenance	£1.44	Caretaking	£3.38
Enhanced Cleaning Charge in Communal Areas	£0.59	Landlord Communal Service Charge	£0.40

If you pay for water and sewerage services, you will continue to pay these on top of your rent and service charges.

If you get Housing Benefit, it will automatically be updated to take into account the new rent. If you are of working age and have at least one spare bedroom your Housing Benefit will be cut. This rule does not apply to people over pension age. If you are affected your HB will automatically be adjusted. More information about the rules can be found at www.enfield.aov.uk

We will write to you again soon, in the form of a rent payment schedule. This will include:

- all the individual charges and rebates that make up your new rent
- any Housing Benefit allowance, and
- the actual amount you must pay.

Use and occupation

If you are still living at this address on 4th April 2016 **and** if either:

- you are not our tenant on that date; or
- we have ended your security of tenure because we have served you with a notice to quit:

then you must pay a weekly charge for your continued use and occupation of the property. If this applies to you, we will soon be sending you a letter showing the actual amount you must pay every week.

Garage Charges and Parking Bays

Below is the current rent and the new rent that will come into effect from 4th April 2016.

	Current rent	New rent
Standard garage	£9.81	£10.00
Parking bay	£4.95	£5.00

If you are a council tenant or leaseholder, and you rent 1 or 2 garages, you do not have to pay VAT.

Private tenants who rent a garage from us, or any council tenant or leaseholder that rents more than 2 garages, must pay a Non Council Tenant Premium (NCTP) on top of the rent, and add VAT of 20% onto both charges.

	Current charge	New charge
NCTP charge	£2.60	£2.66

You may also have to pay water rates to cover the cost of draining surface water from the area around the garage.

We will show details of the charges on your next letter, which we will be sending you soon.

Visit www.enfield.gov.uk to set up an Enfield Connected account which will enable you to:

- Check your balance and payment history
- . Inform us of a change of circumstance, by editing your account profile
- . And more....

Enfield Council is improving its on-line services to enable you to access more Council services in one place, speed up your payments and save you time. Sign up for an Enfield Connected account today at www.enfield.gov.uk.

If you do not have access to the internet, or would like help to set up an account, our Digital Champions are available at your local library to help you

The non-payment of rent is a breach of your tenancy conditions. If you are having difficulty paying your rent, Council Housing staff are available to give advice and help.

We are sending this letter in accordance with the requirements of your tenancy agreement, and the Housing Act 1985 Sections 24, 102 and 103.

Third Party Deductions,
Stratford Benefits Office
Mail Handling Site A
Wolverhampton WV98
1LA

Council Housing
Income Team
36-44 South Mall, Edmonton
London N9 OTN rent
@enfield.gov.uk
0800 40 80 160
020 8375 8107
9 May 2016

Dear Sir/Madam,

**INCREASE OF WATER AND HEATING CHARGE NOTIFICATION FOR EXISTING DIRECT
PAYMENT DEDUCTION FROM INCOME SUPPORT/JOB SEEKERS
ALLOWANCE/EMPLOYMENT SUPPORT ALLOWANCE** (income based)

You are currently making a deduction from JSA/IS/ESA to clear rent arrears and meet the service charges for water and/or fuel.

Name: **Mr Simon Cordell**

Address: **109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ** National Insurance Number:
JH635811D Housing Payment Reference Number: **497630**

Tenant(s) Date of Birth 26/01/1981 Partners Name: N/A

A/P Creditors Reference Number: **0000018141 Mr Kevin Milton**

I am writing to advise you that with effect from **the 04 April 2016** there will be an increase in the heating and water charges paid with rent for the above.

1. The weekly amount to be deducted for service charge for fuel is: £00.00
2. The weekly amount to be deducted for water charges is: £6.30

The new weekly amount to be deducted for the water and heating charge is: £6.30 Plus repayment of rent arrears @ £3.75 Total deduction request is £10.05 The current arrears are **£155.52**

Yours faithfully

Patricia Simpson

Income Team
Council Housing
London Borough of Enfield

Simon Cordell
109 Bumcroft Avenue
Enfield
Middlesex
EN3 7JQ

Dear Mr Cordell,

Re: CCTV camera on inner communal/fire door

Sarah Fletcher
Neighbourhood Officer
The Edmonton Centre,
36-44 South Mall,
Edmonton London N9 OTN
Sarah.Fletcher@enfield.gov.
uk 0800 40 80 160

18th November 2016

It has been brought to my attention that you have fitted a security camera onto the inner communal/fire door on the ground floor of our building.

This is in breach of tenancy conditions as it has been fitted without permission.

Please arrange for the camera to be removed by Friday 25th November 2016.

Failure to remove the camera by this date will result in the Council arranging for the removal of the camera and carrying out any necessary repairs to the structure of the building for which you will be charged and we may take action against you for breach of your tenancy conditions.

Please contact me on or before 5.00pm on Friday 25th November 2016 to advise that the camera has been removed or we will proceed with the action as advised above.

Yours Sincerely,

Sarah Fletcher
Enfield Council

Ian Davis
Director
Regeneration
Environment
Enfield Council

Civic Centre,

111, Silver Street, Enfield, Middlesex EN3 7JQ
If you need this document in another language or format call Customer Services on 020 83791000, or email enfield.council@enfield.gov.uk

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



Sarah Fletcher

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Sent: 24 November 2016 16:34
To: joan.ryan.mp@parliament.uk; joan@joanryan.org.uk; Chief Executive; Ray James; Sally Mcternan; Sarah Fletcher; Jackie Gubby
Subject: FW: Re: Simon Cordell Formal Complaint 24/11/2016
Attachments: Simon_CordellAuthority_Letter-24-11 -2016.pdf; Data-Protection-Enfield-Council-24-11-2016.pdf; Formal Complaint dated 24-11-2016.pdf

To Whom It May Concern:

I have had to resend this email due to the format of the attached files they are now in PDF formation and also to include authority for my mother miss Lorraine Cordell to speak to my local MP

Please see the formal complaint to Enfield council dated 24/11/2016 attached to this email due to the way Mr Simon Cordell is being treated.

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People that have been copied into these letters are below in the hope something can be done to help.

- Joan Ryan MP for Enfield
- Joan Ryan MP for Enfield
- Mr Rob Leak Chief Executive Enfield Council
- Mr Ray James Director of Health, Housing and Adult Social Care
- Ms Sally McTernan Assistant Director Community Housing Services
- Sarah Fletcher Sarah Housing Officer
- Jackie Gubby Housing officer

Mr Simon Cordell
109 Burncroft Ave
Enfield Middlesex
EN3 7JQ
24/11/2016

RE: Letter of Authority for my mother Miss Lorraine Cordell dated 24/11/2016

To whom it may concern:

I am writing this letter to confirm I do give my mother Miss Lorraine Cordell my authority to speak to anyone at Enfield Council on any matters that relate to me and also obtain any information that is held about me by Enfield Council this authority will be granted for the whole of Enfield Council and all departments, Any letters that Enfield council send me can they also send to my mother Miss Lorraine Cordell. And can be done via Phone, Email, and Letter.

I also give my Mother Miss Lorraine Cordell authority to speak to my MP or any other person that is working with my local MP

Phone: 07807 3335454

Email: lorraine32@bluevonder.co.uk

Letter: 23 Byron Terrace, Edmonton, London N9 7DG

This Letter of Authority is to stay on Enfield Council system until such time I write a letter if I wish to have this access removed which I can do at any time.

Regards



Simon Cordell

Mr Simon Cordell
109 Burncroft Ave
Enfield Middlesex
EN3 7JQ
24/11/2016

- **Enfield Council all Departments where data is held about Mr Simon Cordell**

Dear Sir or Madam

Subject access request

Mr Simon Cordell 109
Burncroft Ave Enfield
Middlesex EN3 7JQ

Please supply the information about me I am entitled to under the Data Protection Act 1998 relating to:

- All data that is held at Enfield Council all departments, on all systems and any files about me.
- All audio call files that Enfield Council when Mr Simon Cordell has called or my mother Miss Lorraine Cordell and spoke to anyone. This would include any times the police have called Enfield Council about Mr Simon Cordell.
- Any Reports of any complaints about Mr Simon Cordell made by any person this would include neighbours, I do understand that due to data protection laws the name and address of the person would need redaction.
- All police reports submitted to Enfield Council all departments about Mr Simon Cordell.
- All repair requests held.
- Any data held about Mr Simon Cordell from Enfield Council ASB Response Team. This would include the reports for the ASBO application the police had with Enfield Council and any minutes held in any meeting about Mr Simon Cordell when the Met Police were applying for the ASBO application.

If you are withholding any information, I have asked for please make me aware of this and the reason as to why the data is being denied.

If you need any more information from me, or a fee, please let me know as soon as possible via email at lorraine32@bluevonder.co.uk If this subject Access request needs to go to The data protection Officer at Enfield Council can this be passed over to them.

It may be helpful for you to know that a request for information under the Data Protection Act 1998 should be responded to within 40 days.

If you do not normally deal with these requests, please pass this letter to your Data Protection Officer. If you need advice on dealing with this request, the Information Commissioner's Office can assist you and can be contacted on 0303 123 1113 or at www.ico.org.uk/

Yours faithfully

A handwritten signature in black ink, appearing to read 'Simon Cordell', written in a cursive style.

Mr Simon Cordell

Sarah Fletcher

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Sent: 05 December 2016 21:41
To: Daniel Ellis; Lemmy Nwabuisi; joan.ryan.mp@parliament.uk; joan@joanryan.org.uk; Chief Executive; Ray James; Sally McTernan; Sarah Fletcher; Jackie Gubby
Subject: RE:CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]
Attachments: Reply-Letters-From-Council-02-12-12-2016-001 .pdf;
Simon_Cordell_authority_Letter-24-11 -2016.pdf

To Whom It May Concern:

I am writing this email with an update to my Formal Complaint please see attached letter of new Formal Complaint to be added to the Formal Complaint dated 24/08/2016.

I have also attached and included the letter of Letter of Authority so that the ASB team have a copy as it seems that they never copied me in the letter they sent my son Mr Simon Cordell which is meant to have been done.

Regards

Lorraine Cordell

Mr Simon Cordell
109 Burncroft
Ave Enfield
Middlesex EN3
7JQ 24/11/2016

Re: Formal Complaint due to letter dated 29/11/2016 this Formal Complaint is to be added to the Formal Complaint dated 24/08/2016.

Dear Lemmy Nwabuisi and any other person who is copied in this letter.

I am writing this letter on behalf of Mr Simon Cordell of 109 Burncroft Ave, EN3 7JQ regarding the letter you wrote dated the 29/11/2016 which was received on the 01/12/2016.

I am not sure if you are aware there is an ongoing formal complaint that is being addressed by Mr Daniel Ellis from Complaints & Access to Information Team which addresses some of the information you have included into your letter, but I will be covering points in this reply and also forwarding it to the people it needs to be addressed to.

The 1st point I will address is the meeting you have set up for Mr Simon Cordell on the 06/12/2016 at 14:00 hours at Enfield Civic Centre.

I do not believe that it is justified to hold this meeting before the formal complaint is dealt with as stated many points in your letter has been covered in my formal complaint dated 24/11/2016, also until I have the subject access request information dealt with and have a list of dates and times these so called complaints were meant to have taken place and the reports from police that have been sent to Enfield Council I do not think holding this meeting would be appropriate.

I have spoken to my solicitor in regards to this matter and on advice taken from him he has told me to give limited information until I have the subject access request, this is why my formal complaint did not have full information in it as my solicitor does believe we have a case to take legal action, and if any data is withheld as it was when I requested my last subject access request for all my information I will have to take this up with the ICO.

However, it does seem there is more injustice going on within the ASB unit and Enfield Council then I had proof of before you wrote your letter dated 29/11/2016. There has been complaints put into Enfield council since 2014 about Mr Simon Cordell's neighbours and what they were doing to him, Enfield Council and ASB unit took the option and done nothing, not even replied to my complaints, took no reports, and did not even looked at the video footage Mr Simon Cordell has of the noise, the banging the intimidation my son has taken from his neighbours, and the way they are doing all they can to get Mr Simon Cordell to move, the way he has been treated by Enfield Council by way of Enfield Council doing nothing to help him. You have been told many times the effect this is having on Mr Simon Cordell's health yet still choose to do nothing.

Yet as soon as Enfield Council gets reports against Mr Simon Cordell you are willing to address these complaints. Once again I will say I feel this is due to reports the police have put in to Enfield Council about Mr Simon Cordell, Meetings that took place with the Met police and Enfield council in regards to Mr Simon Cordell which Mr Simon Cordell knew nothing about until after the fact, and the colour of Mr Simon Cordell skin, why Enfield council have done nothing to address any issue Mr Simon Cordell was having with his neighbours regarding what his neighbours was doing to him.

I

Mr Simon Cordell has had his own place since 1999 and was housed by Enfield Council in 109 Burncroft Ave, Enfield, Middlesex, EN3 7JQ I believe in 2006 due to a fire that happened in his flat before this address, in this time Mr Simon Cordell had no complaints put in about him until now 2016.

You have written in your letter multiple things to be addressed which Mr Simon Cordell was meant to have done.

- “Include using threatening, abusive and insulting words and language, aggressively demanding money, intimidation and making threats towards your neighbours. It is also alleged that on 4th October 2016, you banged on your ceiling and you later started to bang and kick at your neighbour’s door. It is alleged that you were very aggressive and was shouting through your neighbour’s door and that you then proceeded to drag his motorbike from where it was parked and started to smash it up”.

At this point I will only say the above is untrue, once I have the information including all dates, times and complaints in order from my subject access request it will be at this time I will address each point of concern above.

You have also stated:

- “It is also alleged that your dogs are left by themselves all day and night barking and causing noise disturbances to your neighbours”.

Mr Simon Cordell has had one dog only at his flat, when Mr Simon Cordell was housed in 1999, he had a dog, no complaints were ever put in re Mr Simon Cordell dog being left by herself all day and night barking and causing noise disturbances to neighbours and being neglected.

When Mr Simon Cordell was moved into 109 Burncroft Ave, Enfield, Middlesex, EN3 7JQ I believe in 2006 he had the same dog, when she passed away in 2007 he got a new dog same bred and since 2006 there has been no complaints by neighbours of Mr Simon Cordell leaving her alone all day and night or her barking all night and all day and him not looking after her and neglecting her, and her causing noise disturbances to his neighbours. Mr Simon Cordell does not leave his dog all day and night she is always looked after, if Mr Simon Cordell is not going to be there overnight or for a long time during the day then the family look after the dog. So how someone can say she is left alone is beyond me.

Mr Simon Cordell’s dog is looked after very well she has never been left all day and all night alone, and I feel very angry any person could ever say Mr Simon Cordell has ever mistreated and neglected his dog he is an animal lover as all our family are and we would never mistreat or neglected any animal.

Once again it seems beyond belief Mr Simon Cordell has had his dog and no complaints has been put in by any neighbours about the way my son allegedly mistreats and neglects his dog since 2006, until now 2016.

It seems totally unbelievable my son could have his dog for so many years with not one complaint of mistreatment and neglect and now all of a sudden in 2016 my son mistreats and neglect his dog leaves her alone all day and night with the dog only now in 2016 causing noise disturbances to his neighbours. You can take that how it reads as I am so angry right now that any person could say the dog is mistreated and neglected, she is always cared for and loved and not left alone all day and night barking and making noise.

In fact, the dog that lives a few rows up barks more and makes more noise than Mr Simon Cordell dog does its always barking and making a noise so does this mean they are going to have action taken against them?

My son’s dog only as a rule barks when someone comes into the building to Mr Simon Cordell front door and this is only for a short time until the door is opened for them, there is also the fact Mr Simon Cordell does not have many people at his flat the main people are his family, so his dog hardly barks at all.

Mr Simon Cordell for the last 3 years does not even go out of his flat any longer due to what has been going on, he once in a while goes across to the shop but that is not often at all and only when the family cannot get what he needs as they are busy. If Mr Simon Cordell has to go out for a meeting he always has someone with him it has become this way due to how he has been treated by the Met police.

You have also stated:

- "Your neighbours have also alleged that you have installed a CCTV in the communal area with the camera pointing towards the main entrance to the block thereby making them to feel very uncomfortable when entering and leaving the block. Your neighbours have alleged that this is an invasion of their privacy".

I have already put an appeal in my formal complaint dated the 24/11/2016 in regards to the CCTV and I am awaiting a reply as to what information I need and how I address the appeal. I will say that the CCTV is for security, but so far has protected me due to malicious information that has been passed to people, but it was not installed for that reason but has helped in this the main reason it was installed was due to security.

But since the 14/08/2016 when the police themselves damaged the CCTV camera due to what they were doing to Mr Simon Cordell, it has not worked. So, at this time there is no CCTV in operation in the communal area of the block the only CCTV that is operational at this time is the ones inside Mr Simon Cordell flat itself. When Mr Simon Cordell was on a phone call to Sarah Fletcher on the 22/11/2016 she did say if the CCTV camera was facing Mr Simon Cordell's front door there would be no problem with that this is at this time being acted on.

It also seems that this complaint has come in very late as if any neighbours felt that this was an invasion of their privacy why was this not acted on in 2013 when it was installed? Why has it taken them until 2016 to say they feel this is an invasion of their privacy?

In fact I feel it has protected Mr Simon Cordell's neighbours there has been crime in the area and many break ins within the housing estate where everyone lives, yet not one person has been effected in the block Mr Simon Cordell lives in by crime and I believe this is due to the CCTV being there, and if anything happened to any of the neighbours in the block the police could obtain a copy. The CCTV camera does not show any neighbours living in the block, front doors or windows. And only showed part of the ground floor communal area leading up to Mr Simon Cordell's own front door.

It also makes us feel the only reason that the neighbours have now said about the CCTV is due to what they are trying to say about Mr Simon Cordell in these complaints, I feel that at this time the CCTV is the thing that protected Mr Simon Cordell against what the neighbours have alleged, why else would it have taken them over 3 years to say they now felt it was an invasion of their privacy?

As said in my formal complaint the police don't like Mr Simon Cordell and this has been for many years when the police go to Mr Simon Cordell flat he feels safer that the CCTV is there as it shows what the police are doing to Mr Simon Cordell so makes him feel safer, has the police put a report in about the CCTV camera also?

As stated these allegations are very serious and I would like them addressed as soon as possible but until I have the information I have asked for so know what dates and times these complaints were put in I feel that Enfield council is only taking one side to this and that is the neighbours, as since 2014 all my calls and emails and letter about my complaints re the neighbours Enfield Council has done nothing to help me or Mr Simon Cordell address this.

Mr Simon Cordell feels he has no option left to him but to move away from his home due to what has been ongoing for a long time with no one addressing it. He feels that is the only way he will feel safe again from what the neighbours are doing to him, yet Enfield Council have said they will do nothing about this to help him and while this is ongoing it is affecting his health more and more.

Mr Daniel Ellis has said that my formal complaint should be addressed by the 14/12/2016 but is trying to compete this sooner, he has been told that no one within Enfield Council is addressing moving Mr Simon Cordell to a new address and this needs acting on as soon as possible as what is going on cannot be left with nothing being done as this is making Mr Simon Cordell's life hell living in fear, and so far I believe no one within Enfield Council is addressing moving Mr Simon Cordell to a new place, this is unacceptable by any means for Enfield Council not to be addressing this issue, I have made many calls and not one person has called me back to gather information or give me an update if anything is being done about addressing a move for Mr Cordell, so from what I can see once again Enfield Council is not acting in an appropriate manner.

I also believe when I get the information from the subject access request which can take up to 40 days this will incur more issues and I believe there will be data that needs to be corrected which Enfield Council holds on Mr Simon Cordell, as under the data protection act data which is held has to be 100% accurate, I also believe it will help to clear up much information that you have included in your letter.

I have also asked that any letters sent to Mr Simon Cordell are also sent to Miss Lorraine Cordell this was included in my email with the attached letters dated 24/11/2016 this has not been done with your letter why?

I would be most grateful if you could reply to this letter also including myself Miss Lorraine Cordell this can be done via my email lorraine32@bluevonder.co.uk or my address which is included in the letters dated 24/11/2016.

Regards

Miss Lorraine Cordell
Mr Simon Cordell

CORDELL

L.

Mr Daniel Ellis

People that have been copied into these letters are below

Joan Ryan: MP for Enfield

Mr Rob Leak: Chief Executive Enfield Council

Mr Ray James: Director of Health, Housing and Adult Social Care

Ms Sally McTernan: Assistant Director Community Housing Services

Sarah Fletcher Sarah: Housing Officer

Jackie Gubby: Housing officer

Lemmy Nwabuisi: ASB Team

Daniel Ellis: Complaints & Access to Information Officer

Mr Simon Cordell
109 Burncroft Ave
Enfield Middlesex
EN3 7JQ
24/11/2016

RE: Letter of Authority for my mother Miss Lorraine Cordell dated 24/11/2016

To whom it may concern:

I am writing this letter to confirm I do give my mother Miss Lorraine Cordell my authority to speak to anyone at Enfield Council on any matters that relate to me and also obtain any information that is held about me by Enfield Council this authority will be granted for the whole of Enfield Council and all departments, Any letters that Enfield council send me can they also send to my mother Miss Lorraine Cordell. And can be done via Phone, Email, and Letter.

I also give my Mother Miss Lorraine Cordell authority to speak to my MP or any other person that is working with my local MP

Phone: 07807 3335454

Email: lorraine32@bluevonder.co.uk

Letter: 23 Byron Terrace, Edmonton, London N9 7DG

This Letter of Authority is to stay on Enfield Council system until such time I write a letter if I wish to have this access removed which I can do at any time.

Regards



Simon Cordell

Statement of your Rent Account

Please quote this payment reference number whenever you contact us »

497630

Protect - Private and Confidential
MRS CORDELL
109, Burncroft Avenue,
Enfield,
Middlesex,
EN3 7JQ

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to make your payments and manage your
account - www.enfield.eov.uk

DATE	TRANSACTION TYPE	DEBIT	CREDIT	BALANCE
16-MAY-2016	Balance B/F			122.58 Debit
23-MAY-2016	Standard Debit	99.49		222.07 Debit
23-MAY-2016	HB Weekly Rebate		93.19	128.88 Debit
30-MAY-2016	Standard Debit	99.49		228.37 Debit
30-MAY-2016	HB Weekly Rebate		93.19	135.18 Debit
01-JUN-2016	Payment		39.24	95.94 Debit
06-JUN-2016	Standard Debit	99.49		195.43 Debit
06-JUN-2016	HB Weekly Rebate		93.19	102.24 Debit
13-JUN-2016	Standard Debit	99.49		201.73 Debit
13-JUN-2016	HB Weekly Rebate		93.19	108.54 Debit
20-JUN-2016	Standard Debit	99.49		208.03 Debit
20-JUN-2016	HB Weekly Rebate		93.19	114.84 Debit
27-JUN-2016	Standard Debit	99.49		214.33 Debit
27-JUN-2016	HB Weekly Rebate		93.19	121.14 Debit
01-JUL-2016	Payment		39.24	81.90 Debit
04-JUL-2016	Standard Debit	99.49		181.39 Debit
04-JUL-2016	HB Weekly Rebate		93.19	88.20 Debit
11-JUL-2016	Standard Debit	99.49		187.69 Debit
11-JUL-2016	HB Weekly Rebate		93.19	94.50 Debit
18-JUL-2016	Standard Debit	99.49		193.99 Debit
18-JUL-2016	HB Weekly Rebate		93.19	100.80 Debit
25-JUL-2016	Standard Debit	99.49		200.29 Debit
25-JUL-2016	HB Weekly Rebate		93.19	107.10 Debit
26-JUL-2016	Payment		58.86	48.24 Debit
01-AUG-2016	Standard Debit	99.49		147.73 Debit
01-AUG-2016	HB Weekly Rebate		93.19	54.54 Debit
08-AUG-2016	Standard Debit	99.49		154.03 Debit
08-AUG-2016	HB Weekly Rebate		93.19	60.84 Debit
15-AUG-2016	Standard Debit	99.49		160.33 Debit
15-AUG-2016	HB Weekly Rebate		93.19	67.14 Debit
22-AUG-2016	Standard Debit	99.49		166.63 Debit
22-AUG-2016	HB Weekly Rebate		93.19	73.44 Debit
25-AUG-2016	Payment		32.79	40.65 Debit
29-AUG-2016	Standard Debit	99.49		140.14 Debit
29-AUG-2016	HB Weekly Rebate		93.19	46.95 Debit
05-SEP-2016	Standard Debit	99.49		146.44 Debit
05-SEP-2016	HB Weekly Rebate		93.19	53.25 Debit
12-SEP-2016	Standard Debit	99.49		152.74 Debit
12-SEP-2016	HB Weekly Rebate		93.19	59.55 Debit
19-SEP-2016	Standard Debit	99.49		159.04 Debit
19-SEP-2016	HB Weekly Rebate		93.19	65.85 Debit
21-SEP-2016	Payment		24.44	41.41 Debit
26-SEP-2016	Standard Debit	99.49		140.90 Debit
26-SEP-2016	HB Weekly Rebate		93.19	47.71 Debit
03-OCT-2016	Standard Debit	99.49		147.20 Debit
03-OCT-2016	HB Weekly Rebate		93.19	54.01 Debit
10-OCT-2016	Standard Debit	99.49		153.50 Debit
10-OCT-2016	HB Weekly Rebate		93.19	60.31 Debit
17-OCT-2016	Standard Debit	99.49		159.80 Debit
17-OCT-2016	HB Weekly Rebate		93.19	66.61 Debit

For your Information

If your tenancy has ended, for example on the enforcement of a possession order or if you are not the tenant due to being left in use and occupation, payments are accepted for use and occupation of the property.

Please note any payments made less than 5 working days before the date of the statement may not be included.

Explanation of codes

HB - Housing Benefit

B/F - Balance brought forward

Manual adjustment - amounts manually credited or charged to your account

Debit adjustments - your account has been adjusted and the adjustment has been backdated

Standard debit - Weekly rent

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Enfield Connected puts lots of Council services in one place making it easier for you to report issues, request information and pay for bills quickly, and at a time which suits you best.

As an Enfield Council tenant your Enfield Connected account will also allow you to:

- Pay your Housing Rent
- Check your balance and payment history
- Use our benefits calculator to check your entitlement to benefits and apply for them online
- And more...

You can use your Enfield Connected account from almost anywhere using your smartphone, tablet or laptop. If you do not have access to the internet or would like help to set up your account, most Enfield libraries offer free use of their computers and have staff on hand to help you sign up for an Enfield Connected account.

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Statement of your Rent Account

Please quote this payment reference number whenever you contact us »

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MR S CORDELL 109, Burncroft
Avenue,
Enfield,
Middlesex,
EN3 7JQ

Sign up for an online Enfield Connected account
to make your payments and manage your
account - www.enfield.gov.uk

DATE	TRANSACTION TYPE	DEBIT	CREDIT	BALANCE
18-OCT-2016	Payment		24.44	42.17 Debit
24-OCT-2016	Standard Debit HB	99.49		141.66 Debit
24-OCT-2016	Weekly Rebate		93.19	48.47 Debit
31-OCT-2016	Standard Debit HB	99.49		147.96 Debit
31-OCT-2016	Weekly Rebate		93.19	54.77 Debit
07-NOV-2016	Standard Debit HB	99.49		154.26 Debit
07-NOV-2016	Weekly Rebate		93.19	61.07 Debit
14-NOV-2016	Standard Debit HB	99.49		160.56 Debit
14-NOV-2016	Weekly Rebate		93.19	67.37 Debit
16-NOV-2016	Payment		24.44	42.93 Debit
21-NOV-2016	Standard Debit HB	99.49		142.42 Debit
21-NOV-2016	Weekly Rebate		93.19	49.23 Debit

For your Information

If your tenancy has ended, for example on the enforcement of a possession order or if you are not the tenant due to being left in use and occupation, payments are accepted for use and occupation of the property.

Please note any payments made less than 5 working days before the date of the statement may not be included.

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Sign up for your Enfield Connected account today at: www.enfield.Gov.uk/connected

Sarah Fletcher

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Sent: 08 December 2016 10:12
To: Daniel Ellis; Lemmy Nwabuisi; joan.ryan.mp@parliament.uk; joan@joanryan.org.uk; Chief Executive; Ray James; Sally Mcternan; Sarah Fletcher; Jackie Gubby
Subject: RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]
Attachments: Letter to Council-Dated-08-12-2016.pdf

To Whom It May Concern:

I am once again writing an email to all the above in the hope something will be able to be done please read attached letter.

Regards

Lorraine Cordell

Mr Simon Cordell
109 Burncroft
Ave Enfield
Middlesex EN3
7JQ 24/11/2016

Re: Formal Complaint 08/12/12/016

To Whom It May Concern:

I am once again writing an email to all the above in the hope something will be able to be done. I know Formal Complaints are ongoing regarding letters written on the 24/11/2016 and 05/12/2016 but I feel I have known option but to again write a new Formal Complaints dated 08/12/2016.

The last time we spoke to someone regarding moving my son was on the 22/11/2016 after calling with no call back from Sarah Fletcher, or her manager or anyone else in her team since 16/11/2016 sometimes calling up to 3 times a day. (All their lines are set to do not disturb) this has not changed and I still am making calls to try and address this issue with no one calling me back.

My son is having a nightmare in his flat since he moved back there he does not leave his flat and has not since he returned there, once again the neighbours have started since he moved back in with the noise, the banging the intimidation, my son heath is suffering and this is not acceptable that nothing is being done he not being let alone to be able to sleep and being kept up all night and in the day due to what the neighbours are doing.

I do not see why no one is addressing this and I have not had one phone call to address this issue do not know what is going on and my son is left to suffer.

It should not matter that Formal Complaints are ongoing I should at least be able to talk to someone or get someone to call me back with an update as to if anything is going on to move my son.

When I get letters or calls or emails, I do not just do nothing I reply to the letters but it seems Enfield Council is doing nothing to address the under-laying issue of what has been ongoing since 2014 with my son's neighbours and what they are doing to him.

It does not seem to matter that my son's heath is suffering due to this and has been for some time due to not being able to sleep. It seems that Enfield Council is happy that the neighbours are doing this to my son with nothing being done.

I would like someone to email me via lorraine32@bluevonder.co.uk with what is being done to help my son, I would like an update today as so far I think I have waited long enough to get an update as to what is being done to address this issue if anything at all.

Regards

Miss Lorraine Cordell
Mr Simon Cordell

L. Cordell



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People that have been copied into these letters are below

Joan Ryan MP for Enfield

Mr Rob Leak Chief Executive Enfield Council

Mr Ray James Director of Health, Housing and Adult Social Care

Ms Sally McTernan Assistant Director Community Housing Services

Sarah Fletcher Sarah Housing Officer

Jackie Gubby Housing officer

Lemmy Nwabuisi: ASB Team

Daniel Ellis Complaints & Access to Information Officer

Please reply to: Geoffrey Mann

Ms Lorraine Cordell **Sent via Email**

E-mail: geoffrey.mann@enfield.gov.uk

My Ref: COM 1885 Your Ref:

Date: 22nd December 2016

Dear Ms Cordell,

Re: Mr Simon Cordell -109 Burncroft Avenue - COM 1885.

I write with reference to your letters of complaint dated 24th November 2016 copies of which were received via email on 24th November 2016, 5th December 2016 and 8th December 2016.

I will respond to the issues you raised as follows;

1. Anti-Social Behaviour Order

We are aware that the police applied for an Anti-Social Behaviour Order (ASBO) which was granted on 4th August 2015 against your son in relation to activities that cations away from Burncroft Avenue. We are aware that your son is appealing against the ASBO and we are therefore unable to comment further.

2. CCTV

We can confirm that a letter was sent to your son by Sarah Fletcher, Neighbourhood Officer on 18th November 2016 giving him until 25th November 2016 to remove the CCTV that he had installed on the internal communal door leading to flats 109 and 111 Burncroft Avenue and facing towards the main door of the block. We can also confirm that another letter was sent to him on 29th November 2016 by Lemmy Nwabuisi, Anti-Social Behaviour Officer in relation to complaints received from your son's neighbours concerning the CCTV. This matter

Ian Davis
Director – Regeneration &
Environment
Enfield Council
Civic Centre, Silver Street
Enfield EN13XY



Website: www.enfield.gov.uk

concerns a breach of tenancy conditions and will be addressed separately from this complaint.

3. Allegations of Anti-Social Behaviour

You referred to alleged issues that your son was having with his neighbours; however, you' did not specify which neighbours and or provide a specific time frame when these complaints were made. We have checked our records since 4th August 2015 and found two records of telephone complaints received from your son. One on 20th August 2015 and again on 26th January 2016 which related to noise and the issues he was having with a neighbour. These concerns were dealt with at the time by relevant officers.

We note your comment that your son has been a tenant for many years and that there have been no complaints about him until the publication of the ASBO against him on 4th August 2015. However, our records show that since your son's tenancy began on 14th August 2006, there has been at least one previous complaint against your son from another neighbour prior to the ASBO.

We are aware of the alleged incident that happened on 4th October 2016 as this was reported to us and this will be addressed separately as part of ongoing Anti-Social Behaviour investigations.

We note your comments regarding the police and must advise that you take up any issues with the Independent Police Complaints Commission. We also note your comment regarding an alleged incident on 14th August 2016. This was not reported to the Council and should be a matter for the police. We note your comment that your son is scared to go home due to the alleged issues with his neighbours.

Regarding the allegations of ASB against your son and the issues regarding his dog, we note your comment that you do not think it is justified to attend the meeting with Lemmy Nwabuisi prior to your formal complaint being addressed. We note your comment that you have been advised by a solicitor to wait for the SAR. We also note your comments

in relation to the letter sent by Lemmy Nwabuisi on 29th November 2016 regarding reports of anti-social behaviour made against your son by his neighbours and that you will address these once the SAR is received. Please note that these allegations are serious breaches of tenancy conditions and will be addressed separately as part of an ongoing investigation. We have attempted to meet with your son to discuss the allegations made against him and give him the opportunity to respond. It is important that these issues are addressed and another meeting will be arranged to facilitate this in due course.

4. Subject Access Request (SAR)

The SAR that you have submitted is being responded to separately in accordance with required timescales.

5. Communications

We are aware that you left messages for Sarah Fletcher on three occasions between 16 and 21 November 2016 and she was not available at these times. We confirm that she spoke directly with Mr Simon Cordell by telephone on 22nd November 2016.

6. Housing Options

As a single resident living in a one-bedroom property, the Council considers that your; son is suitably housed. We do not have sufficient evidence in relation to your son's allegations of anti-social behaviour against his neighbours to be able to refer him for a transfer on the housing register.

He can make an online application himself to be placed on the housing register by visiting the Council Housing pages of the Enfield Council website at www.enfield.gov.uk. His eligibility for transfer will then be assessed by the Housing Options team in accordance with Council policy and they will advise whether his application is accepted.

Alternative options to move are available to him through the mutual exchange scheme, where tenants are able to swap their home with another tenant, and the fresh start scheme, where tenants can be supported in moving to a private rented home. Further information can be found online using the URLs below:

www.homeswapper.co.uk.
[https://www.enfield.aov.uk/forms/form/203/fresh start scheme](https://www.enfield.aov.uk/forms/form/203/fresh_start_scheme).

If you wish to discuss this matter please do not hesitate to contact me. Please note that I am away from the office and will be returning on Tuesday 3rd January 2017.

Yours Sincerely



Geoffrey Mann Neighbourhood Manager

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

New Book!

New Book!

CASE HISTORY

24/01/2017

Case16175 Deborah Andrews

GENERAL Active 180days, Phone call with Perpetrator

Involved Persons

CLIENT (VICTIM)Ms Deborah Andrews

Relationship to Cases	Client (Victim) in ASB Case 16175
Incidents in which Person is involved	Witness:
Current address	113 Burncroft Avenue, Enfield, EN3 7JQ
Main phone	02083500628
Gender	Female
DOB	29/07/1973
Age band	35-44
Ethnic origin	White UK
Appearance	Female,42 yrs. old, White UK,

Involved Persons

CLIENT (ACCUSED)Mr Simon Cordell

Relationship to Cases	Client (Accused) in ASB Case 16175
Incidents in which Person is involved	_ Witness:
Current address	109 Burncroft Avenue, Enfield, EN3 7JQ
Main phone	020 8245 7454
Gender	Male
DOB.	26/01/1981
Age band	25-34
Ethnic origin	White/Black Caribbean 1
Notes about this person	Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is

CASE HISTORY

24/01/2017

Appearance

Male, 34 yrs. old, White/Black Caribbean,

Incidents Reported

23/09/2015: Threats and intimidation **Date reported :/09/2015**

Threats and intimidation (General)

Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri

Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved.

She explained that they use to be acquaintances before the relationship went sour. She believes the whole problem started when he claimed the decoration in his flat was damaged as a result of a leak coming from her flat. She confirmed that she had a leak from her overflow a few months ago which has since been repaired but, the damage alleged had occurred.

History 23/09/2015:

Sent: 23 September 2015 15:07 To: Carmel Naessens; Loretta Walsh Cc: Charles Elkington; Dawn Allen

Subject: 113 Burncroft Avenue, Enfield, EN3 7JQ [SEC=PROTECT]

Importance: High

Classification: PROTECT New case

VICTIM

Ms Deborah Andrews

113 Burncroft Avenue ENFIELD EN3 7JQ

29/ 0 7/ 1 97 3

02083500628

Perpetrator Simone Cordell

109 Burncroft Avenue ENFIELD EN3 7JQ

Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri

Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved.

She explained that they use to be acquaintances before the relationship went sour. She believes the whole problem started when he claimed the decoration in his flat was damaged as a result of a leak coming from her flat. She confirmed that she had a leak from her overflow a few months ago which has since been repaired but, the damage alleged had occurred.

Ms Andrews also recalled an incident when the perp spat in her face. It's been one issue after the other she advised

The recent event which took place a week ago. She was on her way out to attend her appointment with her CPN when he apprehended her and threatened to kill her. She was pretty shaken from the incident that instead of attending her appointment, returned home immediately. She advised that she contacted the police but, wasn't

CASE HISTORY

24/01/2017

taken seriously as they assumed she was drunk at the time of the call. She advised that she wasn't in the list drunk but, just the way she spoke due to her condition. She still wasn't taken seriously and had to abandon the call.

She found this very frustrating and advised that it was not the first time this would happen to her. Her CPN also confirmed her statement and expressed her dissatisfaction at the way she was treated.

Ms Andrews felt completely let down by the police and became frightful for her safety especially, as she knows the perpetrators has shells in his flat.

I observed in her flat that her floors were very creaky, I was made aware by Dawn that most of the flats in the block are like that. Unfortunately, the creakiness exacerbates the noise level in the flats and cause more problems than usual.

I advised that I will contact the police to make further enquiries. I will also contact MHT to enquire if Mr Cordell is known to them. At some point the perpetrator will need to be interviewed and a warning letter issued on him. I will contact the repairs team and try to arrange a surveyor to visit her flat and see what assistance can be offered

I further advised that her case will be investigated and an officer will get back to her to discuss further with her . Her CPN and TMO will be kept informed of updates

Bola Quadri has already put in place a safe guard alert.

Thank you

Dolly Ogunseye
Anti-Social Behaviour Officer
Housing Anti-Social Behaviour Team

HISTORY

23/09/2015:

INTERVIEW NOTES FOR Ms Deborah Andrews

VICTIM

Ms Deborah Andrews
113 Burncroft Avenue ENFIELD EN3 7JQ
29/07/1973
02083500628

Perpetrator

Simone Cordell
109 Burncroft Avenue ENFIELD EN3 7JQ

Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri

Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved.

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CASE HISTORY

24/01/2017

attending her appointment, returned home immediately. She advised that she contacted the police but, wasn't taken seriously as they assumed, she was drunk at the time of the call. She advised that she wasn't in the list drunk but, just the way she spoke due to her condition. She still wasn't taken seriously and had to abandon the call.

She found this very frustrating and advised that it was not the first time this would happen to her. Her CPN also confirmed her statement and expressed her dissatisfaction at the way she was treated.

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I further advised that her case will be investigated and an officer will get back to her to discuss further with her. Her CPN and TMO will be kept informed of updates

Bola Quadri has already put in place a safe guard alert.

History

23/09/2015: Contact
Complainant

Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri

Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved.

History

23/09/2015: Update
Complainant

Follow on action from Contact Complainant

History

23/09/2015: Letter -
sent

ACTION PLAN PROVIDED TO THE VICTIM AND A COPY FORWARDED TO HER
CPN BOLA QUADRI

History

23/09/2015: Email -
sent

Classification: PROTECT Hi Mark,

On second thoughts, could you contact her on her landline instead and speak to her directly please? Her number is 02083500628

Thank you for your assistance

Dolly Ogunseye Anti-Social Behaviour Officer Housing Anti-Social Behaviour Team Tenancy Management Enfield Council

Classification: PROTECT Good morning Mark,

CASE HISTORY

24/01/2017

Thank you for the information, yes, she suffers from mental health and his behaviour continues to exacerbate her condition. I will appreciate if you visit him sooner than later and also pop round to 113 to reassure her.

Thank you for all your assistance

Dolly Ogunseye Anti-Social Behaviour
Officer Housing Anti-Social Behaviour
Team Tenancy Management Enfield
Council

From: Mark.Tilley2@met.pnn.police.uk

[mailto:Mark.Tilley2@met.pnn.police.uk]

Sent: 18 September 2015 17:23

To: Dolly Ogunseye

Subject: 113 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ

Miss Debra Andrew [SEC=PROTECT]

Hi Dolly,

Myself and Nick attended 113a while ago and spoke to the lady a while ago when she originally called Police. At the time she didn't want us to speak to her neighbour as things had got better. The lady handed us a letter about what had happened but none of it made any sense.

We believe she was suffering from mental health issues. On another occasion we popped round to see her and she wouldn't come and speak to us so instead she spoke through her letterbox to us. The male at 109 - Simon Cordell who is causing the problems is very well known to Police and is also very anti Police. I know some Officers went round and spoke to him and things seemed to get better. After that we have had no further calls from the lady at 118.

We will try and get round to see her when were back on duty on Monday.

Kind Regards

Classification: PROTECT

Good afternoon Mark,

Could you kindly assist with this query please. Following reports of ASB by the above tenant, my colleague and I visited her this morning and were alarmed by the nature of her complaints. She has in the past few months being constantly harassed, intimidated, bullied, stalked and threatened to kill by her neighbour at 109.

As a result of his behaviour, she has become too scared to leave her flat for fear of what may happen to her. She is a vulnerable tenant who requires support from services. However, the unsettling behaviour exhibited by number 109, has hindered her from attending her appointments and exacerbated her condition. At the moment, she feels very disorientated / agitated and will like the harassment to stop.

She advised that she had reported this to the police a few times but, wasn't taken seriously.

I will appreciate if you could stop over at 113 to reassure her that the matter is being dealt with and also to stop by 109 and advise him that you are aware of what is going on and the repercussions should it continue.

Thank you for your support and assistance

Dolly Ogunseye Anti-Social Behaviour
Officer Housing Anti-Social Behaviour
Team Tenancy Management Enfield
Council

Referral Details

23/09/2015:

Organisation making referral Housing Anti-Social Behaviour Response Team

History

23/09/2015: Agree an Action Plan with the Complainant

ACTION PLAN PROVIDED TO THE VICTIM AND A COPY FORWARDED TO HER CPN BOLA QUADRI

CASE HISTORY

24/01/2017

History

23/09/2015: Provide Action Plan to Complainant

Follow on action from Agree an Action Plan with the

History

23/09/2015: Contact Perpetrator

Follow on action from Agree an Action Plan with the

History

23/09/2015: Action Plan Reviewed

Follow on action from Agree an Action Plan with the

History

23/09/2015:

History

23/09/2015j

History

24/09/2015: Email-sent

RE SOVA Alert - D.A -1009639

Classification: PROTECT Dear Susan,

Thank you for your email. Please note that as from Monday 28th September 2015, all high level cases of anti-social behaviour will be transferred to the Council's Community Safety Unit.

In light of the above, Ms Andrews case has been identified as one of many cases involved in this process. You will shortly hear from an officer within the Community Safety Unit advising you of the name of the officer that will be dealing with Ms Andrews case.

Kind regards

Dolly Ogunseye Anti-Social Behaviour Officer Housing Anti-Social Behaviour Team Tenancy Management Enfield Council

History

24/09/2015: Letter - sent

TRANSFER TO CSU LETTER MS DEBORAH ANDREWS

History

24/09/2015: Email-sent

Classification: PROTECT Good morning Debbie,

Glad you are doing well. Thank you for being ever so helpful. I know, "we are busy bees"

I appreciate the detailed information you've provided It will assist us in deciding a way forward.

Have a peaceful weakened

Warm regards

Dolly Ogunseye Anti-Social Behaviour Officer Housing Anti-Social Behaviour Team Tenancy Management Enfield Council

Hi Dolly,

I'm well thanks, I see your department is busy as ever...

Re: SC, he is not open to MH services and doesn't have a MH worker.

CASE HISTORY

24/01/2017

March 12- 1st contact with MH services following arrest after a bad trip of taking LSD & alcohol, mental state assessed remained in custody of police - no MH input

March 14 - 2nd contact, assessed by team psychiatrist, presented with anxiety & suicidal thoughts in context of social stressors due to pending court case leading to stress. Discharged from MH services, suicidal thoughts are longstanding from early childhood and present at times of high stress, not 'A typical' of other forms of suicide as relates to thoughts as opposed to wish to die, and usually found in context of those presenting with early childhood trauma as a way of expressing emotions.

Nov 14 - Mental Health Act assessment, not detained in hospital, discharged from mental health services. Presented highly volatile, angry & paranoid about motives of others, presented in context of social stressors due to on-going issues with police & court process - mother reported he has been targeted by police causing him stress??

He has a medical history of Crohn's disease which may impact on mood stability particularly if not compliant with treatment and monitoring of symptoms.

All assessments completed by mental health services have found no evidence of serious mental illness, he appears to be a very angry young man who has had an extremely difficult and traumatic early childhood which is likely to explain his

distrust of people in authority (e.g. police) and being angry at others and at the world....

Regards,
Debbie

Classification: PROTECT Good afternoon Debbie,

Hope you are doing well? could you kindly advise if the above tenant is known to your service and if he is, does he have a CPN and does he engage?

Thank you for your assistance

Mr Simon Cordell, 109 Burncroft Avenue, Enfield, EN3 7JQ DOB=26/01/1981 (34 yrs.)
Phone=020 8245 7454

Dolly Ogunseye Anti-Social Behaviour Officer Housing Anti-Social Behaviour Team Tenancy Management Enfield Council

History

01/10/2015: Email - sent

Classification: PROTECT Good afternoon Mark,

Just received some disturbing news about an incident that took place today. I was made aware that Simon Cordell attempted to strangle the tenant of 113 Burncroft Avenue. She managed to escape his grip but, extremely shaken by the whole episode. She is petrified at the moment and refuses to leave her flat.

Would it be possible to contact / visit her today ASAP please?

Thank you

Dolly Ogunseye Anti-Social Behaviour Officer Housing Anti-Social Behaviour Team Tenancy Management Enfield Council

History

01/10/2015: Email - sent

Dear Bola,

Missing Page From Council Computer System!

Missing Page From Council Computer System!

Missing Page From Council Computer System!

Missing Page From Council Computer System!

CASE HISTORY

24/01/2017

Care-coordinator / CPN / Nurse Prescriber Psychosis Service Line
Barnet, Enfield & Haringey Mental Health NHS Trust/58-60 Silver Street, Enfield EN1 3EP
Tel: 0208-3794142 / Fax: 0208-3795094 / Mob: 0208-7023296
Email: bola.quadri@beh-mht.nhs.uk / Trust
Website: www.beh-mht.nhs.uk
Team Manager - George Benyure
Tel: 0208-3794142/

History

13/10/2015: Email-sent from:
Dolly

Ogunseye Sent: 13 October 2015
14:19 To: Louise Brown (nee
Wainwright)
Subject: RE: HUB case 16175 Deborah Andrews [SEC=PROTECT]
Importance: High

Classification: PROTECT

Also forgot to mention that we are still in the process of locating a suitable TA for Ms Andrew pending the time her case is resolved

Dolly Ogunseye Anti-Social Behaviour Officer Housing Anti-Social Behaviour Team Tenancy Management Enfield Council

From: Dolly Ogunseye
Sent: 13 October 2015 14:14
To: Louise Brown (nee Wainwright)
Subject: RE: HUB case 16175 Deborah Andrews [SEC=PROTECT]
Importance: High

Classification:
PROTECT Good
afternoon Louise,

Sorry I missed your call; I was at a meeting at the time. Called and left a message on your voice mail.

Ms Andrews suffers from a history of mental health; she is currently being supported by Bola Quadri Care-coordinator / CPN / Nurse Prescriber Psychosis Service Line
Barnet, Enfield & Haringey Mental Health NHS Trust / 58-60 Silver Street, Enfield EN1 3EP

She made complains about her neighbour at number 109, harassing, verbally abusing her, intimidating, shouting threatening to kill her. The main concern here is that the perpetrator in question also suffers from mental health and is known to be very aggressive, violent and anti-police. He has on a few occasions threatened to kill her and petrified the life out of her.

It was on this basis that a decision was made to move her out immediately.

Hope the above information is useful.

Thank you

Dolly Ogunseye Anti-Social Behaviour Officer Housing Anti-Social Behaviour Team Tenancy Management Enfield Council

Classification: PROTECT Dolly,

CASE HISTORY

24/01/2017

Please can you contact me regarding this case as I would like an update and the full reasons as to her vulnerability and why we have put her up in the hotel?

Thanks, you

Louise Brown
Anti-Social Behaviour officer
Community Safety Unit
Regeneration & Environment Department
London Borough of Enfield
020 8379 4467
louise.brown2@enfield.gov.uk

History

22/11/2015:

History

18/01/2016:

email from police

From: James.Flesher@met.pnn.police.uk [mailto:James.Flesher@met.pnn.police.uk]
Sent: 18 January 2016 15:31 To: Louise Brown
Subject: RE: Cordell [SEC=PROTECT]

Hi Louise,

Thanks for this - I'm pleased to hear you think Deborah is being properly supported and that she sounded better - she was in a right state when we spoke to her last.

Good news that it looks like she might be able to get help to move.

For the camera, we are very happy to come along for a visit. I've spoken to our Sgt and as we understand it the ideal course of action is to advise him to remove it in our presence, then if he refuses, I believe you can take it down and that should be fine so long as the camera itself is returned to Cordell. Let me know when your best days for it would be and I'll see when we can manage best.

Best wishes,

James

PC James Flesher 337YE | Dedicated Ward Officer for Enfield Highway | North Cluster NPT Team B | Enfield Borough OCU | james.flesher@met.police.uk | Ward Mobile Number: 020 8721 2903
Follow @MPSEnfield for updates of what we're doing across the borough!

From: Louise Brown [mailto:Louise.Brown2@Enfield.gov.uk]

Sent: 18 January 2016 11:03

To: Flesher James D - YE

Subject: RE: Cordell [SEC=PROTECT]

Classification: PROTECT Hi James,

I spoke with Deborah Andrews this morning; the leak issue was sorted over the weekend this was from the flat above.

I do not know anything about Mr Cordell moving in two weeks' time, unless she is getting confused with his threat that he will get her in two weeks' time? Overall, I am concerned that Deborah is not managing and appears to be getting more confused the last few times I have spoken to her last week and today, she is also feeling that she needs further support by way of supported accommodation. I do agree with her as the level of support that St John of God provide is high and the dependency with other agencies is also constant and not something that housing or myself could provide long term.

Deborah was much calmer this morning and I reassured her that if she has any concerns to contact me.

With regard to the camera not he is not allowed it to be train on anything else other than his front door. Probably means I will need to visit him to get this sorted. I may request your assistance with this I don't really fancy

CASE HISTORY

24/01/2017

seeing him on my own!! (sorry)
Kind regards Louise Louise Brown
Anti-Social Behaviour officer
Community Safety Unit
Regeneration & Environment Department
London Borough of Enfield
020 8379 4467

louise.brown2@enfield.gov.uk

From: James.Flesher@met.pnn.police.uk [mailto:James.Flesher@met.pnn.police.uk]

Sent: 18 January 2016 08:35

To: Louise Brown Subject: Cordell

Hi Louise,

I hope you are well.

Since 15/01/2016 we have had further calls from Debra Andrew relating to the issues she has been having with Simon Cordell.

Given the nature of the calls, we visited Debra yesterday for a reassurance visit. She said that there has been a leak in the building causing 'flooding' in both her flat and Cordell's flat, and Cordell has been making accusations relating to it. She said that she believes Cordell is leaving his flat in two weeks, which I hadn't heard, but said I would look into it - do you know if that's true by any chance?

Debra said that if Cordell does not leave, she wants to leave her flat and move somewhere else herself.

While at the address we also noticed that Cordell has now installed a CCTV camera which is placed at the top of the internal communal door leading to flats 109 and 111, facing towards the main door of the block. I am unsure as to whether he's allowed to do this and shall look into it, but just wanted to let you know!

Best wishes,

James

PC James Flesher 337YE | Dedicated Ward Officer for Enfield Highway | North Cluster NPT Team B | Enfield Borough

OCU | james.flesher@met.police.uk |

Ward Mobile Number: 020 8721 2903

Follow @MPSEnfield for updates of what we're doing across the borough!

History

25/01/2016:

History

26/01/2016:

History

26/01/2016:

from customer services re simon Cordell

From: Laura Goodson Sent: 26 January 2016 14:10

To: Louise Brown

Cc: Jackie Gubby

Subject: Simon Cordell 0208 245 7454 109 Burncroft Ave [SEC=PROTECT: INVESTIGATION]

Classification: PROTECT – INVESTIGATION

Hi Louise, Jackie,

Mr Cordell called this afternoon requesting to speak with yourselves in regard to his case against his neighbour.

I am sure you know the details however; he did say that his neighbour is making noise when he undresses. He did go on to mention an incident that resulted in both himself and his neighbour in an awkward position when he attempted to help her move her bed.

Mr Cordell is expecting a call back this afternoon.

Kind Regards

Missing Page From Council Computer System!

CASE HISTORY

24/01/2017

176 Durant's Road
Enfield
EN37DF
Tel: 020 8804 7873

From: Louise Brown [mailto:Louise.Brown2@Enfield.gov.uk]
Sent: 27 January 2016 12:34
To: Sarah Stumpo
Cc: Yvonne Stacey; bola quadri
Subject: RE: Debra Andrews [SEC=PROTECT]
Sensitivity: Confidential

Classification: PROTECT

Dear Sarah,

Thank you for your email and updated information. This incident yesterday I am assuming that this is a different incident from 15/1/16 where Mr Cordell approached Ms De Polla? Please can you confirm if this was reported to the police, and if this was not why? This is harassment and can be treated and reported as a criminal offence. Yes, this is a separate incident to 15.01.2016. The police were not called as a crime had not been committed and Barbara was able to walk away without Mr Cordell trying to prevent her or following her.

In relation to Deborah please can you confirm if your concerns for her welfare are being reported back to the Mental health team prior to this email (I do appreciate that Bola has been on leave for a few weeks) Yvonne has copied Bola into the same communication as yourself and expressed concerns. Debbie has also contacted Bola.

I am receiving if not daily calls from Deborah or every other day, with her explaining to me that she feels she is not coping at all, she is looking to me for reassurance. Deborah has expressed that she is not managing independent living and would like to go back into supported accommodation. Supported living is something Bola would need to arrange. Can you confirm that you have reported your concerns for Debbie's welfare to the mental health team?

Please can you confirm if she has expressed this to staff at St John of god? Also, please can you confirm if you feel that Deborah is not coping at present. If so, has this been reported to the mental health team? As you are aware, Debbie has said that she is not coping and I understand that you are in the process of providing a report in order to facilitate Debbie to move. Can you confirm that this has been completed and if so, what the next step of the process is and how long this is likely to take?

Also given the current hours that currently allocated to Deborah if this is suitable in this situation for her need? If I recall this was expressed at a SOVA meeting that this should be extended as her needs are becoming greater? We are requested and funded to provide 6 hours support per week (3 hours twice a week for shopping). Bola is responsible for increasing the care package if Debbie is assessed as needing more support.

With regard to the Safe guarding plan I do feel that a mental health strategy meeting needs to take place as issues beyond our control will also have a direct impact on the wellbeing of Deborah. I am raising this directly with George Benyure Bola's manager. My understanding was that Bola had already raised a safeguarding alert?

Regards
Louise
Louise Brown
Anti-Social Behaviour officer
Community Safety Unit
Regeneration & Environment Department
London Borough of Enfield
/v 020 8379 4467
/x louise.brown2@enfield.gov.uk

CASE HISTORY

24/01/2017

27/01/2016:

email report and response from St John of God.

From: Louise Brown Sent: 27 January 2016 12:34 To:

'Sarah Stumpo'

Cc: Yvonne Stacey; bola quadri

Subject: RE: Debra Andrews [SEC=PROTECT]

Sensitivity: Confidential

Classification: PROTECT Dear Sarah,

Thank you for your email and updated information. This incident yesterday I am assuming that this is a different incident from 15/1/16 where Mr Cordell approached Ms De Polla? Please can you confirm if this was reported to the police, and if this was not why? This is harassment and can be treated and reported as a criminal offence.

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Please can you confirm if she has expressed this to staff at St John of god? Also, please can you confirm if you feel that Deborah is not coping at present. If so, has this been reported to the mental health team?

Also given the current hours that currently allocated to Deborah if this is suitable in this situation for her need? If I recall this was expressed at a SOVA meeting that this should be extended as her needs are becoming greater?

With regard to the Safe guarding plan I do feel that a mental health strategy meeting needs to take place as issues beyond our control will also have a direct impact on the wellbeing of Deborah. I am raising this directly with George Benyure Bolas manger.

Regards

Louise

Louise Brown

Anti-Social Behaviour officer

Community Safety Unit

Regeneration & Environment Department

London Borough of Enfield

/v 020 8379 4467

/x louise.brown2@enfield.gov.uk

From: Sarah Stumpo [mailto:SarahStumpo@sjog.org.uk]

Sent: 27 January 2016 11:44 To: Louise Brown

Cc: Sarah Stumpo; Kate Kelly; Yvonne Stacey; bola quadri Subject: Debra Andrews Importance: High Sensitivity: Confidential

This message has been sent on behalf of Yvonne Stacey.

Hi Louise

I am extremely concerned about Debbie Andrewes neighbour and the increased risk to the support workers and indeed Debbie, who, as you are aware is unable to leave her own home unescorted.

Yesterday it was reported to me that the neighbour approached Barbara de Polla as she entered the communal door, he was very aggressive and began shouting at her saying, you should not be coming here, she is an alcoholic, you shouldn't take her out anywhere etc." Barbara said that she did not want to talk about it and walked away from him, luckily, he did not follow her.

In relation to Debbie is safety, I strongly feel that it is only a matter of time before something serious or even fatal happens to her. As you are aware, the neighbour has a dog, which appears to be a Staffordshire bull terrier which

CASE HISTORY

24/01/2017

he allows to roam free in the communal area which is highly intimidating and potentially very dangerous.

Please can you clarify the interim safeguarding protection plan and timescale as to when Debbie will be moved to a place of safety.

I have completed an internal incident form and unfortunately, if another incident occurs, I will have no other option but to temporarily withdraw our service, which will put Debbie in a situation where she is even more at risk.

I look forward to hearing from you at your earliest convenience.

Regards

NB: Please can you forward this message to your line manager.

Sarah Stumpo Service Manager Mental Health Team

Saint John of God Hospitaler Services 176 Durant's Road Enfield EN37DF

Tel: 020 8804 7873

History

01/02/2016:

communication between CSU & Bola Quadri CPN

From: Louise Brown Sent: 01 February 2016 14:36

To: bola quadri; George Benyure (george.benyure@beh-mht.nhs.uk); Craig Susan Subject: FW: Debra Andrews

[SEC=PROTECT]

Sensitivity: Confidential

Classification: PROTECT Dear George & Bola,

Thank you for your email, I have only copied you both as there is other information on Mr Cordell that urgently needs to be considered.

I received an email informing me that a mental health warrant had been granted for Mr Cordell. This will cause a greater issue especially if he is released back into the community. My fear is that this will indirectly cause further distress for Deborah. A plan needs to be put in place with full considerations.

Please can an urgent mental health strategy meeting be held regarding Deborah Andrews, given the above information and the urgent need for full consideration in this case due to the complex needs and issues with both clients, who are known to your services and tenants of Enfield Council.

Deborah is contacting me if not daily every other day these calls are coming through at all different days and times. She is informing me that she is not coping with everything and wants to go back into supported accommodation, she feels extremely frightened and vulnerable. I must confirm that its Deborah stating that she is not coping as I am not in a position to make these decisions. When I speak with Deborah asking if she is attending her appointments, she states that" it js a quick jab, in and out no one speaks with you.

With regards to the management transfer this is still being prepared and waiting to be heard by panel, I am waiting to hear the next available date for this. It was explained when I suggested this action may be a route forward that this is not a quick process and all elements need to be considered. It is not necessary for Ms Andrews to currently go into emergency accommodation either. This case will be assisted by moving Ms Andrews; however, this may not resolve all of the concerns or the overall future welfare of Ms Andrews.

Transferring Ms Andrews into another independent accommodation without fully assessing her current needs and the full support required should to be considered before this happens. As moving her may not solve all of Deborah Andrews concerns. She is only going out when SJOG are visiting, however they are only allocated 3 hours per week. More recommendations need to be put forward to provide a comprehensive package to support

Missing Page From Council Computer System!

Missing Page From Council Computer System!

Missing Page From Council Computer System!

Mr Simon Cordell 109
Burncroft Avenue
Enfield EN3 7JQ

Please reply to; Lemmy Nwabuisi
Anti-Social Behaviour Team
Community Safety Unit
B Block North
Civic Centre
Enfield
EN13XA
E-mail; lemmy.nwabuisi@enfield.gov.uk
My Ref;
Your Ref:
Date: 29 December 2016

Dear Mr Cordell,

Re: Reports of Anti-Social Behaviour, Harassment, Intimidation and Threatening Behaviour

I write with regards to reports of anti-social behaviour, intimidation, harassment and threatening behaviour made against you by your neighbours.

The reports include using threatening, abusive and insulting words and language, aggressively demanding money, intimidation and making threats towards your neighbours. It is also alleged that on 4th November 2016, you banged on your ceiling and you later started to bang and kick at your neighbour's door. It is alleged, that you were very aggressive and was shouting through your neighbour's door and that you then proceeded to drag his motorbike from where it was parked and started to smash it up.

It is also alleged that your dogs are left by themselves all day and night barking and causing noise disturbances to your neighbours. Your neighbours have also alleged that you have installed a CCTV in the communal area with the camera pointing towards the main entrance to the block thereby making them to feel very uncomfortable when entering and leaving the block. Your neighbours have alleged that this is an invasion of their privacy.

If these allegations are true, they are in breach of the following terms and conditions of your Tenancy Agreement:

Ian Davis
Director – Regeneration &
Environment Enfield
Council Civic Centre, Silver
Street Enfield EN13XY



Website: www.enfield.gov.uk

2.2.1 Anti-social behaviour, nuisance and noise disturbance.

We will consider all legal remedies available to us to deal with anti-social behaviour, domestic abuse, harassment, rate crime, nuisance, gang activity and other criminal activity where this is supported by sufficient evidence.

If we take legal action, we will ask the court to give us an order against you for the legal costs we have incurred.

Condition 10. You must not act in any way which causes, or is likely to cause, a nuisance or annoyance or is anti-social.

Condition 11. You must install any radio and/or video equipment or carry out any physical measures to respond to any nuisance or anti-social behaviour which you are suffering from without first consulting us.

2.2.3 Harassment and hate crime.

Condition 16. You must not harass or threaten to harass anyone because of their age, colour, culture, disability, ethnic origin, gender, gender reassignment, HIV status, nationality, race, religion, sexual orientation or for any reason.

2.2.6 Other unacceptable behaviour

Condition 21. You must not abuse, harass, make offensive comments and/or malicious allegations, use or threaten to use violence against any of our officers or agents, or against a councillor. This applies at any time and in any place. We may report the matter to the police.

2.15 Pet(s) and animal(s)

Condition 76. You have the right to keep one pet, or animal such as a cat, a dog, small bird, fish, non-poisonous insect, spider, small snake or lizard, rabbit, hamster, guinea pig, mouse, gerbil or domestic rat as long as they do not cause damage to the property, or nuisance or annoyance to anyone in your locality.

Condition 81. If your pet(s) or animal(s) is/are causing a nuisance, annoyance or disturbance to others, or is/are being treated inappropriately or cruelly, we

will take action and give written notice asking you to remove it/them from your home.

It is very important that we meet with you to discuss these very serious allegations and give you the opportunity to respond to them. I have therefore arranged for you to meet with me at the Civic Centre, Silver Street, Enfield, EN1 3XY at 2pm on Tuesday, 6th December 2016 to discuss this matter. Please ask to see Mr Lemmy Nwabuisi from the ASB Team, Community Safety Unit at the reception when you get to the Civic Centre.

Yours Sincerely



LemmyNwabuisi
ASB Team

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

Mr Simon Cordell
109 Burncroft Ave
Enfield Middlesex
EN3 7JQ
24/11/2016

Re: Formal Complaint due to letter dated 29/11/2016 this Formal Complaint is to be added to the Formal Complaint dated 24/08/2016.

Dear Lemmy Nwabuisi and any other person who is copied in this letter.

I am writing this letter on behalf of Mr Simon Cordell of 109 Burncroft Ave, EN3 7JQ regarding the letter you wrote dated the 29/11/2016 which was received on the 01/12/2016.

I am not sure if you are aware there is an ongoing formal complaint that is being addressed by Mr Daniel Ellis from Complaints & Access to Information Team which addresses some of the information you have included into your letter, but I will be covering points in this reply and also forwarding it to the people it needs to be addressed to.

The 1st point I will address is the meeting you have set up for Mr Simon Cordell on the 06/12/2016 at 14:00 hours at Enfield Civic Centre.

I do not believe that it is justified to hold this meeting before the formal complaint is dealt with as stated many points in your letter has been covered in my formal complaint dated 24/11/2016, also until I have the subject access request information dealt with and have a list of dates and times these so called complaints were meant to have taken place and the reports from police that have been sent to Enfield Council I do not think holding this meeting would be appropriate.

I have spoken to my solicitor in regards to this matter and on advice taken from him he has told me to give limited information until I have the subject access request, this is why my formal complaint did not have full information in it as my solicitor does believe we have a case to take legal action, and if any data is withheld as it was when I requested my last subject access request for all my information I will have to take this up with the ICO.

However, it does seem there is more injustice going on within the ASB unit and Enfield Council then I had proof of before you wrote your letter dated 29/11/2016. There has been complaints put into Enfield council since 2014 about Mr Simon Cordell's neighbours and what they were doing to him, Enfield Council and ASB unit took the option and done nothing, not even replied to my complaints, took no reports, and did not even looked at the video footage Mr Simon Cordell has of the noise, the banging the intimidation my son has taken from his neighbours, and the way they are doing all they can to get Mr Simon Cordell to move, the way he has been treated by Enfield Council by way of Enfield Council doing nothing to help him. You have been told many times the effect this is having on Mr Simon Cordell's health yet still choose to do nothing.

Yet as soon as Enfield Council gets reports against Mr Simon Cordell you are willing to address these complaints. Once again I will say I feel this is due to reports the police have put in to Enfield Council about Mr Simon Cordell, Meetings that took place with the Met police and Enfield council in regards to Mr Simon Cordell which Mr Simon Cordell knew nothing about until after the fact, and the colour of Mr Simon Cordell skin, why Enfield council have done nothing to address any issue Mr Simon Cordell was having with his neighbours regarding what his neighbours was doing to him.

Mr Simon Cordell has had his own place since 1999 and was housed by Enfield Council in 109 Burncroft Ave, Enfield, Middlesex, EN3 7JQ I believe in 2006 due to a fire that happened in his flat before this address, in this time Mr Simon Cordell had no complaints put in about him until now 2016.

You have written in your letter multiple things to be addressed which Mr Simon Cordell was meant to have done.

- “Include using threatening, abusive and insulting words and language, aggressively demanding money, intimidation and making threats towards your neighbours. It is also alleged that on 4th October 2016, you banged on your ceiling and you later started to bang and kick at your neighbour’s door. It is alleged that you were very aggressive and was shouting through your neighbour’s door and that you then proceeded to drag his motorbike from where it was parked and started to smash it up”.

At this point I will only say the above is untrue, once I have the information including all dates, times and complaints in order from my subject access request it will be at this time I will address each point of concern above.

You have also stated:

- “It is also alleged that your dogs are left by themselves all day and night barking and causing noise disturbances to your neighbours”.

Mr Simon Cordell has had one dog only at his flat, when Mr Simon Cordell was housed in 1999, he had a dog, no complaints were ever put in re Mr Simon Cordell dog being left by herself all day and night barking and causing noise disturbances to neighbours and being neglected.

When Mr Simon Cordell was moved into 109 Burncroft Ave, Enfield, Middlesex, EN3 7JQ I believe in 2006 he had the same dog, when she passed away in 2007 he got a new dog same bred and since 2006 there has been no complaints by neighbours of Mr Simon Cordell leaving her alone all day and night or her barking all night and all day and him not looking after her and neglecting her, and her causing noise disturbances to his neighbours. Mr Simon Cordell does not leave his dog all day and night she is always looked after, if Mr Simon Cordell is not going to be there overnight or for a long time during the day then the family look after the dog. So how someone can say she is left alone is beyond me.

Mr Simon Cordell’s dog is looked after very well she has never been left all day and all night alone, and I feel very angry any person could ever say Mr Simon Cordell has ever mistreated and neglected his dog he is an animal lover as all our family are and we would never mistreat or neglected any animal.

Once again it seems beyond belief Mr Simon Cordell has had his dog and no complaints has been put in by any neighbours about the way my son allegedly mistreats and neglects his dog since 2006, until now 2016. It seems totally unbelievable my son could have his dog for so many years with not one complaint of mistreatment and neglect and now all of a sudden in 2016 my son mistreats and neglect his dog leaves her alone all day and night with the dog only now in 2016 causing noise disturbances to his neighbours. You can take that how it reads as I am so angry right now that any person could say the dog is mistreated and neglected, she is always cared for and loved and not left alone all day and night barking and making noise.

In fact, the dog that lives a few rows up barks more and makes more noise then Mr Simon Cordell dog does its always barking and making a noise so does this mean they are going to have action taken against them? My son’s dog only as a rule barks when someone comes into the building to Mr Simon Cordell front door and this is only for a short time until the door is opened for them, there is also the fact Mr Simon Cordell does not have many people at his flat the main people are his family, so his dog hardly barks at all.

Mr Simon Cordell for the last 3 years does not even go out of his flat any longer due to what has been going on, he once in a while goes across to the shop but that is not often at all and only when the family cannot get what he needs as they are busy. If Mr Simon Cordell has to go out for a meeting, he always has someone with him it has become this way due to how he has been treated by the Met police.

You have also stated:

- “Your neighbours have also alleged that you have installed a CCTV in the communal area with the camera pointing towards the main entrance to the block thereby making them to feel very uncomfortable when entering and leaving the block. Your neighbours have alleged that this is an invasion of their privacy”.

I have already put an appeal in my formal complaint dated the 24/11/2016 in regards to the CCTV and I am awaiting a reply as to what information I need and how I address the appeal. I will say that the CCTV is for security, but so far has protected me due to malicious information that has been passed to people, but it was not installed for that reason but has helped in this the main reason it was installed was due to security.

But since the 14/08/2016 when the police themselves damaged the CCTV camera due to what they were doing to Mr Simon Cordell, it has not worked. So, at this time there is no CCTV in operation in the communal area of the block the only CCTV that is operational at this time is the ones inside Mr Simon Cordell flat itself. When Mr Simon Cordell was on a phone call to Sarah Fletcher on the 22/11/2016 she did say if the CCTV camera was facing Mr Simon Cordell's front door there would be no problem with that this is at this time being acted on.

It also seems that this complaint has come in very late as if any neighbours felt that this was an invasion of their privacy why was this not acted on in 2013 when it was installed? Why has it taken them until 2016 to say they feel this is an invasion of their privacy?

In fact I feel it has protected Mr Simon Cordell's neighbours there has been crime in the area and many break ins within the housing estate where everyone lives, yet not one person has been effected in the block Mr Simon Cordell lives in by crime and I believe this is due to the CCTV being there, and if anything happened to any of the neighbours in the block the police could obtain a copy. The CCTV camera does not show any neighbours living in the block, front doors or windows. And only showed part of the ground floor communal area leading up to Mr Simon Cordell's own front door.

It also makes us feel the only reason that the neighbours have now said about the CCTV is due to what they are trying to say about Mr Simon Cordell in these complaints, I feel that at this time the CCTV is the thing that protected Mr Simon Cordell against what the neighbours have alleged, why else would it have taken them over 3 years to say they now felt it was an invasion of their privacy?

As said in my formal complaint the police don't like Mr Simon Cordell and this has been for many years when the police go to Mr Simon Cordell flat he feels safer that the CCTV is there as it shows what the police are doing to Mr Simon Cordell so makes him feel safer, has the police put a report in about the CCTV camera also?

As stated these allegations are very serious and I would like them addressed as soon as possible but until I have the information I have asked for so know what dates and times these complaints were put in I feel that Enfield council is only taking one side to this and that is the neighbours, as since 2014 all my calls and emails and letter about my complaints re the neighbours Enfield Council has done nothing to help me or Mr Simon Cordell address this.

Mr Simon Cordell feels he has no option left to him but to move away from his home due to what has been ongoing for a long time with no one addressing it. He feels that is the only way he will feel safe again from what the neighbours are doing to him, yet Enfield Council have said they will do nothing about this to help him and while this is ongoing it is affecting his health more and more.

Mr Daniel Ellis has said that my formal complaint should be addressed by the 14/12/2016 but is trying to complete this sooner, he has been told that no one within Enfield Council is addressing moving Mr Simon Cordell to a new address and this needs acting on as soon as possible as what is going on cannot be left with nothing being done as this is making Mr Simon Cordell's life hell living in fear, and so far I believe no one within Enfield Council is addressing moving Mr Simon Cordell to a new place, this is unacceptable by any means for Enfield Council not to be addressing this issue, I have made many calls and not one person has called me back to gather information or give me an update if anything is being done about addressing a move for Mr Cordell, so from what I can see once again Enfield Council is not acting in an appropriate manner.

I also believe when I get the information from the subject access request which can take up to 40 days this will incur more issues and I believe there will be data that needs to be corrected which Enfield Council holds on Mr Simon Cordell, as under the data protection act data which is held has to be 100% accurate, I also believe it will help to clear up much information that you have included in your letter.

I have also asked that any letters sent to Mr Simon Cordell are also sent to Miss Lorraine Cordell this was included in my email with the attached letters dated 24/11/2016 this has not been done with your letter why?

I would be most grateful if you could reply to this letter also including myself Miss Lorraine Cordell this can be done via my email lorraine32@bluevonder.co.uk or my address which is included in the letters dated 24/11/2016.

Regards

Miss Lorraine Cordell
Mr Simon Cordell

■



People that have been copied into these letters are below

Joan Ryan: MP for Enfield

Mr Rob Leak: Chief Executive Enfield Council

Mr Ray James: Director of Health, Housing and Adult Social Care

Ms Sally McTernan: Assistant Director Community Housing Services

Sarah Fletcher Sarah: Housing Officer

Jackie Gubby: Housing officer

Lemmy Nwabuisi: ASB Team

Daniel Ellis: Complaints & Access to Information Officer



**Case17753 George Quinton NEIGHBOUR
Active. Phone call with Victim**

Involved Persons

**CLIENT (VICTIM) George Quinton,
Relationship to Cases**

Client (Victim) in CASE 17753

Incidents in which Person is involved

Witness:

Current address

113 Burncroft Avenue, Enfield, EN3 7JQ

Main phone

07708934948

Gender

Male ^

DOB

21/12/1995

Age band

18-24

Ethnic origin

Other

Appearance

Male,20 yrs. old, Other,

CLIENT (ACCUSED) Mr Simon Cordell,

Client (Accused) in CASE 16175 Client (Accused) in CASE 17753 Client (Accused) in CASE 17818 Client (Accused) in CASE 17834

Relationship to Cases

Incidents in which Person is involved

Witness: COMPLAINT: NO SPECIFIC DATE - Threats and intimidation (General)

Witness: INCIDENT: SINCE 05 Oct 16 - Threats and intimidation (General)

Witness: COMPLAINT: NO SPECIFIC DATE - Making threats Witness:

Current address

109 Burncroft Avenue, Enfield, EN3 7JQ

Main phone

020 8245 7454

Gender

Male

DOB

26/01/1981

Age band

35-44

Ethnic origin

White/Black Caribbean

Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his

Notes about this person

movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved. She explained that they use to be acquaintance's before the relationship went sour. She believes the whole problem started when he claimed the decoration in his flat was damaged as a result of a leak coming from her flat. She confirmed that she had a leak from her overflow a few months ago which has since been repaired but, the damage alleged had occurred.

Appearance

Male, 35 yrs. old, White/Black Caribbean,

History

05/10/2016: Threats and intimidation, Date reported: 06/10/2016

Threats and intimidation (General)

Perpetrator has been harassing complainant for a while in relation to alleged noise nuisance. Yesterday evening the perpetrator was banging on the ceiling (the complainant lives above perpetrator) and then came upstairs and tried to kick the door in. He was very aggressive, shouting through the door. He then went outside, dragged the complainant's motorcycle from its parking space and started smashing it up. The police were called and the perpetrator was arrested.

Referral Details

06/10/2016:

Organisation making referral

Housing Anti-Social Behaviour Response Team

History

06/10/2016: Contact Complainant, 06/10/2016: Contact Complainant, 06/10/2016: Contact Complainant, 06/10/2016:

Social worker for George Quinton (complainant) is Blossom Nation (Triangle Hse) 07947 406 733

10/10/2016: Update Complainant,

Follow on action from Contact Complainant

19/10/2016: Update Complainant,

Follow on action from Contact Complainant

08/11/2016: Update Complainant,

Follow on action from Contact Complainant

21/11/2016: 21/11/2016: 28/11/2016: 29/11/2016:

Copy of letter sent to Mr Cordell giving him until 25/11/16 to remove the CCTV he installed on the internal communal door attached.

06/12/2016:

Letter of complaint received from Mr Cordell's mother; copy attached.

16/12/2016 :11/01/2017:

I met with Mr Quinton today at the Civic Centre to discuss his complaints against Mr Simon Cordell. Mr Quinton stated that the problems started soon after he moved into the block in April 2016. He stated that soon after he moved into his flat, he went around to SC's flat to introduce himself. After he introduced himself, SC said to him that there is some kind of war going on between him and other neighbours. SC also told him that he's got a load of issues with the police and that he was trying to

sue them because he felt that they were treating him unfairly. He told SC that he was a musician and that he does not want anything to do with his issues.

Straight after he moved in, SC will come up to his flat at least once a week to shout at him and complain about loud banging from his flat and knocking pipes. SC would accuse him of making noise on purpose to wind him up and he will always explain to him that it is not true, that he does not make any banging noises inside his flat and that he cannot explain why the pipes were making knocking noises.

Mr Quinton stated that on 4/10/16, he was sleeping when SC started to bang on his ceiling but he ignored him. SC then came up and started kicking at his door and he still ignored him. SC then went downstairs, dragged Mr Quinton's motorbike from where he parked it, threw it on the ground and started to hit it with what he believed to be a mop pole, he is not sure how many times he hit it. He then called the police and they came and took him away, CAD No. 3309/4 Oct. 2016.

On 11/12/16, SC came up to his flat 3 times to shout abuse and complain about noise from his flat. Mr Quinton explained that the first time, he was running a bath when SC came and knocked on the door to complain about knocking pipes. He did not open the door and he shouted abuse at him and his friends and called them homophobic names. He later came back again to bang on his door and shout further abuse. He also made threatened him and his exact words are 'I'm off curfew in 12 days, when I'm, I am coming for you', he shouted further abuse and walked off. Mr Quinton stated that he is not sure why he came back the second time but he assumed that it was because of the pipes again. He later came back again the third time and this time he opened the door because he has had enough. SC complained about noise from his flat and he told him that he was not making any noise. SC then went on to tell him that he has been away for a long time and that his family was coming to look after his dog. He asked SC if he knew anything about his bike and SC replied 'You know what, I'm a grown man I'm not gonna lie, it was me that smashed your bike and I was gutted that the stick broke and I couldn't smash it up more'. He then asked SC about his tyres which was punctured with a knife and he denied cutting them. He then explained to SC that the knocking pipes has nothing to do with him and that he does not bang or make deliberate noise and he advised SC to play his music over the noise if it happens again as there is nothing he can do about the pipes and the noise as it is the nature of the building. SC said cool, fair enough and walked off and as he walked off, he turned round and gave him a dirty look.

About a week later, 2 of his friends left his flat and a short while later he heard SC running out of the front door. Soon after one of his friends called and told him that they have just had a confrontation with SC in the street. His friend informed him that SC ran up to them in the street and confronted his friend Jazz about the knocking pipe noises from his flat. Jazz told SC that it has nothing to do with him. SC then head-butted Jazz and as Jazz fell on the floor, SC jumped on top of him and started to punch him. His other friend Jevon who was with Jazz at the time pulled SC off Jazz and held him until 2 Turkish men came and separated them.

Mr Quinton stated that the police did not contact him to update him on what action was taken against SC regarding his smashed bike. He stated that he has recording of SC admitting to smashing up his bike and played the recording to me. Although it was very faint but you could make out what sounded like SC talking about smashing the bike. He stated that he wants to sue SC for criminal damage, he also wants to take out a restraining order against him and possibly an injunction.

He stated that his friends Simon Cocks (07393285528), Julian Jackson (07387277163) and Jazz Bramble (07375651241) are willing to provide witness statements and will attend court to give evidence on his behalf. He also wants us to find out why what action the police took regarding his smashed bike.

Telephone call received from Mr Cordell 22.11.16

I received a call from Simon Cordell of 109 Burncroft Avenue at approx. 1.20pm. The call was transferred by the customer services team informing me that Mr Cordell wished to discuss his housing options/how to move. I took the call - he sounded agitated and said that he had a few things that he wished to discuss with me. He said he was calling in response to a letter that I had sent him requesting the removal of a CCTV camera that he had installed on the inner communal/fire door on the ground floor of the block. He informed me that he would not be removing the camera as he believed he was legally allowed to have the camera as the communal area was his. I explained that he was in breach of his tenancy conditions as permission had not been sought or granted for the installation and he could not install anything in the communal area as this belonged to the Council. He maintained that his neighbour in another block had a camera and had taken the Council to court about it and won the case. I responded that I could not comment about other cases but my position remains as per the letter I sent: That the camera was in breach of tenancy conditions, was invasive to the privacy of other residents in the block as it points at the outer communal door and should be removed by Friday 25th November or the Council will remove it and charge him for the cost of doing so. He then said that the camera was fake so it didn't need to be removed. I responded that it did still need to be removed. His voice was raised throughout the exchange and I had to ask him to calm down and lower his voice more than once. He then said that he wanted to move on to finding out about moving to another address. He proceeded to give me a full history of his experiences with the police and previous housing management and alleged that 'Jackie', who had previously lived above him and 'Stan', his immediate neighbour on the ground floor, had victimised him over a long period of time and that he had done nothing wrong. This history was very full and it was difficult to get a word in because he was so worked up so I let him relay the information to me as it seemed like he wanted to get it off of his chest. He was very derogatory about the police and previous housing staff who had signed a request for an asbo application against him. I told him that I could not comment about previous action taken. He then came on to more recent events and stated that there had been an incident between him and another resident where she had shouted at him out of her window because of him starting up a scrambler bike in his garden. He maintained that he was courteous during the exchange but the police came and arrested him because she told them that he had threatened to kill her and that he had been put in the mental hospital, had won his case in court and was able to go home as of today. He said that he wanted me to give him 'points' so that he could move. I explained that his best means of moving would be through a mutual exchange but he was adamant that he did not want to do this and wanted to be moved in the same way that he moved into this property 11yrs ago by being given points. I explained that a transfer was unlikely based on what he had told me so far but that I could look into the position for him. He said a lot about his perceived victimisation by his neighbours and expressed that he felt that I should have a duty to protect him. I explained that I had a responsibility to all residents living at Burncroft Avenue and took the opportunity to mention that I had received some reports about antisocial behaviour by him that I would need to discuss with him but suggested that we leave that for today. He then put his mother on the line (she had been trying to interject throughout the conversation) who said she wanted to know why I had not responded to her messages to call her. I apologised for this and explained that I have been very busy but that I needed to know whether we had written permission from Mr Cordell for us to speak to her - she said that there was a written note recorded on our files in 2015. Mr Cordell asked her what I was asking her and when she replied that I was querying permission I clearly heard Mr Cordell say angrily and aggressively "I'm gonna do her over" and then "I'm gonna take her job just for fun". I informed Mrs Cordell that I had overheard these remarks and that I was ending the call. She said that her son had now left the room and she was talking to me. I repeated that I would be ending the call and that she should put what she wanted to say in writing to me.

Sarah Fletcher Neighbourhood Officer

Simon Cordell
109 Bumcroft Avenue
Enfield
Middlesex
EN3 7JQ

Sarah Fletcher
Neighbourhood Officer
The Edmonton Centre,
36-44 South Mall,
Edmonton
London N9 OTN
Sarah.Fletcher@enfield.gov.uk
0800 40 80 160

18th November 2016

Dear Mr Cordell,

Re: CCTV camera on inner communal/fire door

It has been brought to my attention that you have fitted a security camera onto the inner communal/fire door on the ground floor of our building.

This is in breach of tenancy conditions as it has been fitted without permission.

Please arrange for the camera to be removed by Friday 25th November 2016.

Failure to remove the camera by this date will result in the Council arranging for the removal of the camera and carrying out any necessary repairs to the structure of the building for which you will be charged and we may take action against you for breach of tenancy conditions.

Please contact me on or before 5.00pm on Friday 25th November 2016 to advise that the camera has been removed or we will proceed with the action as advised above.

Yours Sincerely,



Sarah Fletcher
Enfield Council

Ian Davis
Director
Regeneration &
Environment
Enfield Council
Civic Centre, Silver
Street
Enfield EN1 3XY



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



The Government Standard

Case17818 Stanley Curtis Burncroft Avenue 111 EN3 7JQ
GENERAL Active. Phone call with Victim

Involved Persons

CLIENT (VICTIM) Mr Stanley Curtis,

Relationship to Cases

Client (Victim) in CASE 17818

Incidents in which Person is involved

Witness:

Current address

111 Burncroft Avenue, Enfield, EN3 7JQ

Main phone

07870655010

Gender

Male

DOB

16/02/1935

Age band

Over 60

Ethnic origin

White UK

Appearance

Male,81 yrs. old, White UK,

CLIENT (ACCUSED) Mr Simon Cordell,

Relationship to Cases

Client (Accused) in CASE 16175

Client (Accused) in CASE 17753 Client (Accused) in CASE 17818

Client (Accused) in CASE 17834

Incidents in which Person is involved

Witness: COMPLAINT: NO SPECIFIC DATE - Threats and intimidation (General)

Witness: INCIDENT: SINCE 05 Oct 16 - Threats and intimidation (General)

Witness: COMPLAINT: NO SPECIFIC DATE - Making threats

Witness:

Current address

109 Burncroft Avenue, Enfield, EN3 7JQ

Main phone

020 8245 7454

Gender

Male

DOB

26/01/1981

Age band

35-44

Ethnic origin

White/Black Caribbean

Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his

movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved. She explained that they use to be acquaintance's before the relationship went sour. She believes the whole problem started when he claimed the decoration in his flat was damaged as a result of a leak coming from her flat. She confirmed that she had a leak from her overflow a few months ago which has since been repaired but, the damage alleged had occurred.

Notes about this person

Appearance

Male, 35 yrs. old, White/Black Caribbean,

History

06/07/2016: Making threats, Date reported: 06/07/2016

Making threats Elderly

The defendant using threatening/abusive/insulting words and behaviour with intent to cause fear - provoke unlawful violence - directed at the victim.

31/10/2016:

From: John Duncan [mailto:johnboy0070@virginmedia.com]

Sent: 31 October 2016 18:09

To: Kaunchita Maudhub

Subject: Contact phone number for Mr Stanley Curtis Hi Kaunchita,

This is the contact phone number for Stanley Curtis.

0787-0655010

As stated, he is partially deaf so may not hear the phone some times.

If I can be of further assistance, please do not hesitate to call me.

Thanks for your help.

Regards,

John Bates **03/11/2016:**

From: Kaunchita Maudhub

Sent: 03 November 2016 10:13

To: Jean Barton

Subject: FW: Contact phone number for Mr Stanley Curtis

Dear Jean,

We received a phone call from a Mr John Bates on behalf of his friend Mr Stanley Curtis. He explained that Mr Curtis is 83 and having to attend court to give evidence against a male named Simon Cordell who verbally abused him. We are aware of Simon Cordell as Steve/Pat obtained an ASBO against him for illegal raves etc. I believe he is also a council tenant (I need to check)

Could you initially contact Mr Curtis - obtain his address and the reasons he is going to court? Also ascertain what support he needs. It is not an open case as such but depending on your findings we

Wednesday to check it has been finalised. I will update you as soon as CPS contacts Witness Care.

Kind regards,

Thomas.

15/11/2016:

From: Thomas.Jones@met.pnn.police.uk [mailto:Thomas.Jones@met.pnn.police.uk]

Sent: 15 November 2016 11:56

To: Jean Barton

Subject: R v CORDELL - UPADTE from WITNESS CARE

Hello Jean,

CPS has not confirmed the taxi yet. I have a close eye on the case, with a view that we have till tomorrow - 16:00hrs - to obtain this information. As soon as CPS responds I will contact you.

Regards,

Thomas.

Thomas JONES | Witness Care Officer | Camden & Islington CJU | Holborn Police Station Met Prosecutions Crime | Met Phone 746339 | Telephone 0208 733 6339 | Facsimile 746391 (0208 733 6391) | Email thomas.jones@met.police.uk Camden Police - Reducing Crime, Serving Camden

16/11/2016:

I received a call from Thomas Jones - Witness Care he advised that the CPS have dropped the case of Curtis v Cordell. Reason - Not enough evidence to provide a realistic prospect of any conviction. In further discussion Thomas said DC Campbell was of ill - has now returned; however, he said he will contact Mr Curtis in relation to the current position of the matter. I asked Tom if the CPS will be writing to Mr Curtis directly - he said they should to advise accordingly. Tips given to report further incidents and keep records.

16/11/2016: 16/11/2016: 16/11/2016:

Visited Christine (flat 97 Burncroft Avenue) and Karen (flat 105). Christine stated that she witnessed the September when Mr Cordell threatened Mr Curtis. She stated that she was with her neighbour Karen when they heard Mr Cordell shouting and as they came out to see what was happening, she saw Mr Cordell shouting at Mr Curtis. She alleged that he was shouting abuse and threats and that Karen told him to leave Mr Curtis alone, that he is an old man. Mr Cordell then started shouting abuse and threats at Karen. Christine stated that she is not prepared to give a statement and that she will not keep incident logs.

We then met with Karen outside the block. She stated that she and Christine witnessed the incident that happened in September. She stated that Mr Cordell was shouting abuse and threats at Mr Curtis and that she told him to leave Mr Curtis alone as he is an old man and that Mr Cordell then turned against her and started threatening her. She stated that she is not afraid of him when she is on her own, that her only concern is that she is looking after 2 very vulnerable children and she will not be able to defend herself and them if Mr Cordell was to attack her when she is with them. She is happy to make a statement and will log any further incidents.

17/11/2016:

Visited Mr Curtis and Karen to hand deliver incident diaries.

28/11/2016:

Copy of the letter sent to Mr Cordell giving him until 25/11/16 to remove the CCTV he installed on the internal communal door attached.

07/12/2016: 09/12/2016: 14/12/2016: 09/01/2017: 10/01/2017: 10/01/2017:

Joint home visit conducted with Lemmy. Mr Curtis said that he has had no further problems from

Simone Cordell however, he was aware of altercations between Simone Cordell and other residents in the block. Mr Curtis said he will still maintain his own logs and call the police and the council if necessary. The camera directly outside of Simone Cordell flat has been removed however, we notice that there was a camera in the communal area pointed toward the staircase - we need to find out who the camera belongs to.

Simon Cordell
109 Bumcroft Avenue
Enfield
Middlesex
EN3 7JQ

Sarah Fletcher
Neighbourhood Officer
The Edmonton Centre,
36-44 South Mall,
Edmonton
London N9 0TN
Sarah. Fletcher@enfield.gov.uk
0800 40 80 160

18th November 2016

Dear Mr Cordell,

Re: CCTV camera on inner communal/fire door

It has been brought to my attention that you have fitted a security camera onto the inner communal / fire door on the ground floor of our building.

This is in breach of tenancy conditions as it has been fitted without permission.

Please arrange for the camera to be removed by Friday 25th November 2016.

Failure to remove the camera by this date will result in the Council arranging for the removal of the camera and carrying out any necessary repairs to the structure of the building for which you will be charged and we may take action against you for breach of tenancy conditions.

Please contact me on or before 5.00pm on Friday 25th November 2016 to advise that the camera has been removed or we will proceed with the action as advised above.

Yours Sincerely,



Sarah Fletcher
Enfield Council

CASE HISTORY,

Case17834 Markandu Mathiyalakan Burncroft Avenue 117 EN3 7j GENERAL Active ,Interview with Victim

Involved Persons

CLIENT (VICTIM) Mr Markandu Mathiyalakan, Relationship to Cases	Client (Victim) in CASE 17834
Incidents in which Person is involved	INCIDENT: SINCE 06 Aug 16 - Threats and intimidation (General)
Current address	117 Burncroft Avenue,Enfield,EN3 7JQ
Main phone	07891740939
Gender	Male
Ethnic origin	Unknown
Appearance	Male,Unknown,
CLIENT (ACCUSED) Mr Simon Cordell, Relationship to Cases	Client (Accused) in CASE 16175 Client (Accused) in CASE 17753 Client (Accused) in CASE 17818 Client (Accused) in CASE 17834
Incidents in which Person is involved	Witness : COMPLAINT: NO SPECIFIC DATE - Threats and intimidation (General) Witness : INCIDENT: SINCE 05 Oct 16 - Threats and intimidation (General) Witness : COMPLAINT: NO SPECIFIC DATE - Making threats Witenes:
Current address	109 Burncroft Avenue,Enfield,EN3 7JQ
Main phone	020 8245 7454
Gender	Male
DOB	26/01/1981
Age band	35-44
Ethnic origin	White/Black Caribbean
	Home visit to Ms Deborah Andrews flat. Attendees Dawn Allen TMO and CPN Bola Quadri Home visit to Ms Andrews advised that her neighbour at number 109 has for the past few months harassed, intimidated, stalked her and made a life a complete misery. He continuously plays loud music, bangs on her ceiling and door alleging that she is monitoring his movements in his flat. She feels petrified by his presence and as a result refused to leave her flat for fear bumping into him on her way out. She has

Notes about this person

missed a few appointments with her social worker as a result, she has now been subjected to making home appointments pending the time this matter is resolved. She explained that they use to be acquaintances before the relationship went sour. She believes the whole problem started when he claimed the decoration in his flat was damaged as a result of a leak coming from her flat. She confirmed that she had a leak from her overflow a few months ago which has since been repaired but, the damage alleged had occurred.

Appearance

Male, 35 yrs. old, White/Black Caribbean,

History**06/08/2016: Threats and intimidation, Date reported: 17/10/2016**

Threats and intimidation (General)

Letter received from complainant via MEQ alleging that another resident who is drug addicted has been aggressively demanding money, making threats and exhibiting threatening behaviour towards him/his wife. Complainant requesting action be taken against Waltham Forest District Council and the police. (Complainant is living in a leasehold property - accommodation provided by Waltham Forest?). Perpetrator identified as living on ground floor but door number not specified.

Referral Details

17/10/2016:

Organisation making referral

Housing Anti-Social Behaviour Response Team

History

17/10/2016: Contact Complainant, 17/10/2016: Contact Complainant,

17/10/2016: Contact Complainant,

We discussed the complaint; confirmed that the perpetrator was Simon Cordell at 109 Burncroft Avenue; confirmed that complainant is housed in temporary accommodation by Waltham Forest District Council and has been trying to report issues to them and police; Issues have been going on for some time and include: intimidating/threatening behaviour, aggressive demands/threats for money, tyres slashed, swearing/name calling etc.

20/10/2016:

Response sent to Members Enquiry - no prior reports received from Complainant - may have been reporting to Waltham Forest District Council? Contact information requested for complainant in order to investigate further.
Contact number subsequently provided.

26/10/2016: Update Complainant,

Follow on action from Contact Complainant

01/11/2016: Update Complainant,

Follow on action from Contact Complainant

02/11/2016: Update Complainant,

Follow on action from Contact Complainant

11/11/2016: Interview Complainant,

I interviewed the Complainant. He reported that the issues have been ongoing for about 18 months (He, his wife and daughter have lived at Burncroft Avenue in temporary accommodation provided by Waltham Forest DC for 2.5yrs). Please see attached notes of interview - The complainant is really

frightened for his family - Mr Cordell is very aggressive and has previously kicked him in the nose/face and threatened to hit him with a piece of wood; his wife is so scared that she accompanies him to work and waits in the car with their daughter for his shifts.

28/11/2016:

Copy of the letter sent to Mr Cordell giving him until 25/11/16 to remove the CCTV he installed on the internal communal door attached.

06/12/2016: 06/12/2016: 07/12/2016: 08/12/2016: 22/12/2016: 10/01/2017: 16/01/2017:



ASB Interview Record

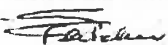
<u>Name Of Interviewer(s)</u> Sarah Fletcher		<u>Name Of Interviewee(s)</u> Mr <u>Markandu Mathiyalakan</u> .	
<u>Date Of Interview</u> 11-11-16		<u>Reason for Interview</u> ASB Complaint.	
<u>Start Time</u> 10:05 am	<u>End Time</u> 11:15 am	<u>Location</u> Green Towers meeting rm	

Interview Details

Resides at 117 Burncroft Avenue - placed by Waltham Forest District Council (temp. accommodation) → has lived there for 2.5 yrs.
Household: Mr + Mrs Mathiyalakan + 2 yrd d daughter.

Complaint re: Mr Cordell, 109 Burncroft Avenue. Have been experiencing issues for about 18 months. Mr Mathiyalakan was approached by Mr Cordell asking him to write a letter of support in relation to a problem he was having with the lady who used to live at 113 Burncroft Avenue. Mr Mathiyalakan told Mr Cordell that he did not wish to get involved as he had no problems with the lady that lived at 113 (this lady moved out earlier this year).

Since then, Mr Cordell has made living in this block difficult for Mr Mathiyalakan's family.

<u>Signed, Printed And Dated (Interviewers)</u>  11-11-16 SARAH FLETCHER	<u>Signed, Printed And Dated (Interviewees)</u> M. Mathiyalakan 11.11.16 MATHIYALAKAN MARKANDU
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Interview Details

Incidents include:	
- Threatening / intimidating behaviour - aggressively demanding money (6-8-16) (27-9-16) (28-9-16) <small>6pm 11.45pm 5.30pm</small>	
- Constantly going on about noise - Mr Mathiyalakan, this is on JUST A road of family to be quiet / drug use	
- Tyres slashed on car (all 4). to be quiet / drug use	
- Living in fear → wife + child → No complaints from	
(When Mr Mathiyalakan goes to work, they are frightened to stay at home so accompany him and stay in car).	113 (new resident since young man) Summer 2016
- Damaged fuse box resulting in no electricity (8-8-16)	
⇒ Suspect that Mr Cordell uses drugs / possible mental health issues.	
⇒ Has a big dog that he brings out with him when he approaches	
⇒ Has put a camera on his door (facing communal area)	
- Physically threatened with a piece of wood.	
o Have reported all of the issues to the police	
o Have tried to report the problem to Waltham Forest District Council (Jabin, Kehinde, Ibrahim?)	
↳ temp. accommodation team:	
Tue 16-10-16 Ibrahim	020 8496 5503 /
Fri 12-8-16 Kehinde	5501 / 5502
↳ Advised to contact Enfield Council about Mr Cordell.	
o Have written to MP.	
Signed, Printed And Dated (Interviewers)	Signed, Printed And Dated (Interviewees)
<i>SARAH FLETCHER</i> 11-11-16	11-11-16 Mathiyalakan
SARAH FLETCHER	MATHIYALAKAN MARKADU

