

## Types of issues residents have asked for my help with

## Advice Surgeries

Member of Parliament for Camberwell and

How you can contact me and how I can help

At my regular advice surgeries my staff and I see the first 60 people to arrive at each surgery.\*

All surgeries are now held at:  
Walworth Methodist Church, 54 Camberwell Road, SE5 0EN

Buses: 468, 12, 148, 171, 45, 68, 176, 40

### My next surgeries are:

Tuesday 9th July (5pm), Friday 19th July (9am) and Friday 26th July (9am)

Friday 9th August (9am) and Friday 23rd August (9am)

Tuesday 17th September (5pm) and Friday 27th September (9am)

You do not need to make an appointment.



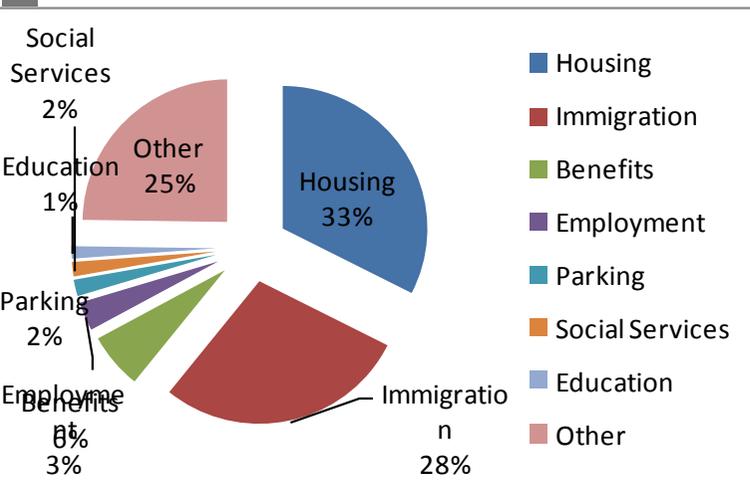
Harriet speaks to a constituent at an advice surgery

Since the general election in May 2010 I have taken action on behalf of over 6,000 people to help with problems they have raised.

Here are details of how you can contact me and just a few stories of the people who have sought my help and how I have been able to assist.

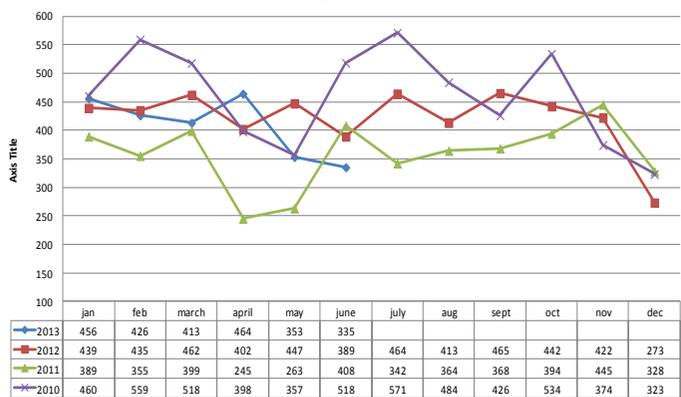
House of Commons  
London, SW1A 0AA

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I respond to each enquiry within 10 working days. Between April and June 2013 the average time was 10 days.

Casework Figures 2010 - 2013



I held 8 advice surgeries in the last 3 months and saw 356 people at advice surgeries

\*Please note, I am not prepared to make enquires in relation to immigration matters on behalf of constituents with criminal convictions.

# Harriet Harman MP

People seek my help for many different reasons: their housing situation, immigration status, benefit entitlement and many other issues.

Over the years serving as the Member of Parliament for Camberwell and Peckham I have helped many of my constituents to resolve a variety of different problems.

People either write to me, send me an email, telephone my office or come and see me and my team at my regular advice surgeries at Walworth Methodist Church on Camberwell Road.

I always do what I can to help.



Harriet visiting local businesses on Rye Lane.

## Helping Local Residents

### Tax debt waived

Mrs A is a pensioner living on the Aylesbury Estate. She retired 3 years ago but was recently informed by HMRC that she owed them a debt of almost £3,000 because she had under-paid income tax. Mrs A told me she had always given HMRC correct and up to date information about her earnings and so she could not see how they could not have been taxing her at the correct rate. I contacted HMRC on Mrs A's behalf and they admitted that the under-payment was caused by a number of errors on their part. They agreed to waive the debt and refund Mrs A for the deductions that they had already taken from her state pension to repay the debt.

### Benefits paid

Ms B, who lives in the Commercial Way area, is unable to work because of a permanent disability. She gets Employment and Support Allowance (ESA) and Disability Living Allowance (DLA) as well as housing benefit to help with her housing costs. Her ESA was stopped earlier this year as the DWP carried out a review of her entitlement, and as a consequence her housing benefit was stopped as well. This led to her building up rent arrears of almost £3,000. I contacted the DWP and the council and, following this, Ms B's ESA was reinstated and £760 in arrears was paid to her. Following this, her housing benefit was also reinstated and she received housing benefit arrears of £3,200 to cover the 3 month period that she had been without her benefits.



### Bathroom fixed

Mr C, who lives on the Gloucester Grove Estate, contacted me about problems with damp and mould as well as a broken bathroom sink which had not been fixed by the council. I contacted the council on behalf of Mr C and they have now fitted a new sink, washed away the mould in the bathroom and paid a £100 decorations allowance to Mr C in light of the inconvenience caused to him.

### Asbestos and damp sorted

Ms D, who works for the NHS part time, downsized to a 1 bedroom flat earlier this year but she found when she moved in that there was asbestos in the flat as well as damp and mould. She was told that follow-up works might take as long as another month to complete, but she could not afford to stay anywhere else in the meantime. I contacted the council on Ms D's behalf and the works were then promptly completed. Ms D's rent for the first month of her tenancy was also waived in light of the flat having been considered uninhabitable during this period.

Harriet visiting Peckham food bank

