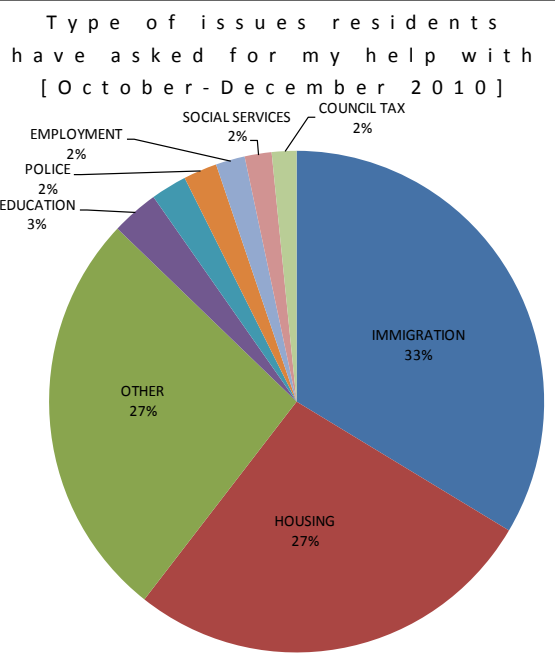
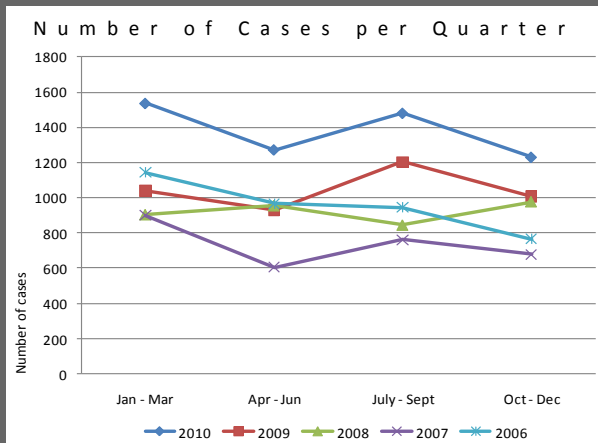


Casework Statistics



I respond to each enquiry within 10 working days. Between Oct & Dec 2010 the average time was 8.3 days.



Harriet Harman MP

Member of Parliament for Camberwell and Peckham

How you can contact me
and
how I can help



Harriet listens to her constituents at Southwark Town Hall

Since the general election in May last year I have taken action over 3,000 times to help people 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.

Advice Surgeries

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

All surgeries held at:
Southwark Town Hall, Peckham Road, SE5 8UB
Buses: 12, 36, 436, 171, 345 and 453

2011

March							April						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
		1	2	3	4	5						1	2
6	7	8	9	10	11	12	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23
27	28	29	30	31			24	25	26	27	28	29	30

May							June							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	
1	2	3	4	5	6	7					1	2	3	4
8	9	10	11	12	13	14	5	6	7	8	9	10	11	
15	16	17	18	19	20	21	12	13	14	15	16	17	18	
22	23	24	25	26	27	28	19	20	21	22	23	24	25	
29	30	31					26	27	28	29	30			

○ Friday surgeries start at 9am

□ Tuesday surgeries start at 5pm

You do not need to make an appointment.

Since the last general election my team and I have met with over 1,700 people at my surgeries

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

House of Commons
London, SW1A 0AA

harrietharman.org
twitter: HarrietHarman
harmanh@parliament.uk

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 Southwark Town Hall on Peckham Road.

I always do what I can to help.



Harriet listens to one of her constituent's housing problems in Marchwood House

Helping Local Residents

Honeymoon on Hold

Mr and Mrs A live in Peckham and were married in the winter last year. Mr A is British Citizen and Mrs A is Jamaican. A few days before their honeymoon in Jamaica Mrs A mislaid her UK residence permit. Mr A came to see me at my advice surgery because he was worried that if they went abroad his wife might not be able to return to the UK with him. The couple had spent nearly £1,000 on their honeymoon and would not be given a refund if they did not travel. They had tried to have the residence permit re-issued only to be told there was not enough time, and that nothing could be done. I contacted the UK Border Agency about the couple's situation and they approved an "out-of-country application" for a replacement ID card which the couple were able to be issued with whilst on their honeymoon. Mrs A was able to come back to the UK without any problems.



Nightmare Neighbours

Ms B lives with her partner and their young daughter near the Old Kent Road. Two years ago a new neighbour moved into the flat downstairs. The neighbour would stay up all night arguing with his partner or banging on the walls and keeping Ms B's daughter awake. Ms B called the police many times and they came round. But once the officers left, the arguing and banging would continue. When the neighbour started making racist comments about Ms B's partner she complained to the council. The council offered mediation, but the neighbour refused, so the situation

continued. Next her bicycle tyres were slashed, rubbish was left at her front door, and when Ms B had friends over, the neighbour would shout abuse at them. After two years of harassment Ms B asked the council if they could help her move, but they said no because Ms B had rent arrears which she was working to pay off. Ms B did not know where to turn. As soon as I read the letter from Ms B, I immediately contacted the council, pointed out the length and severity of the problem and asked for a full investigation. The neighbour was forced to leave the block and Ms B tells me her peace of mind has returned.

Tax Relief

Ms C and her family used to live in the borough of Lambeth and the family were tenants of Lambeth Council. The family needed to move home and Lambeth Council agreed they could be transferred to a new home which was in Southwark. Ms C was told to continue paying her rent and council tax to Lambeth Council and Lambeth would then pay rent and council tax to Southwark. Lambeth Council did pay the rent to Southwark Council, but they did not pass on the council tax. Ms C asked for my help because she was being billed twice a month for council tax, once from Southwark and once from Lambeth Council. As a result, she was struggling financially and had built up arrears. Ms C was getting nowhere trying to resolve this and was getting further into arrears. I worked with both councils and arranged for Lambeth to backdate a refund for Ms C so she could clear her tax arrears with Southwark Council.

Harriet meets a local resident at a recent advice surgery

