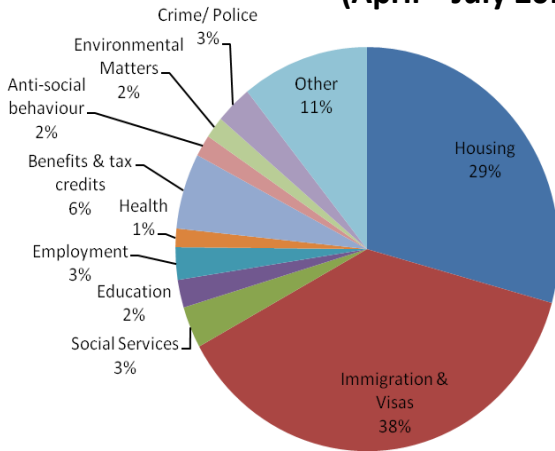


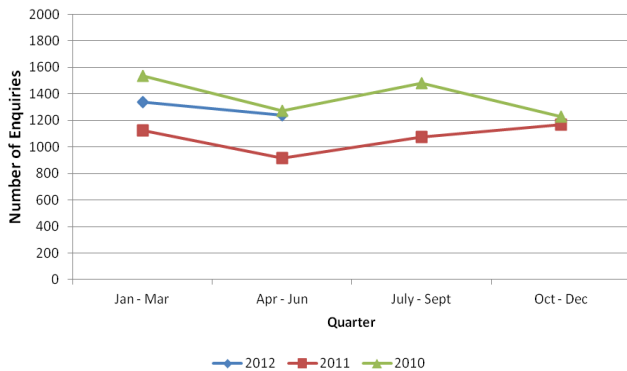
Member of Parliament for Camberwell and

Types of issues residents have asked for my help with (April—July 2012)



I respond to each enquiry within 10 working days. Between April and July 2012 the average time was 10 days.

The number of casework enquiries I received by quarter (2010-2012)



Advice Surgeries

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:

Friday 7th, Tuesday 18th and Friday 28th
September 2012

Friday 5th, Tuesday 16th and Friday 26th
October 2012

Friday 6th, Tuesday 16th and Friday 23rd
October 2012

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 3,600 people at my surgeries

*Please note, I am not prepared to make enquires in relation to

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 9,000 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.

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 Walworth Methodist Church on Camberwell Road.

I always do what I can to help.



Harriet visiting the Wyndham & Comber Estate for an advice surgery.

Helping Local Residents

Estate rubbish cleared

Mr A lives on the Aylesbury Estate and is a carer for his mother. He emailed me as he was concerned about rubbish being left by tenants around the estate. He said the rubbish was encouraging rats and the bin cupboard had food waster strewn about and not properly bagged up. I contacted Southwark Council and they cleared up the rubbish and cleaned out the bin cupboard. The estate manager also confirmed that they are currently in the process of ensuring Fixed Penalty Notices are issued to those who litter the blocks and cause a nuisance to their fellow residents.



Eviction Avoided

Mr A is over sixty and has lived in Peckham for thirty-five years. He came to my advice surgery as his fiancée had recently moved in with him. Mr A explained to me that he had immediately notified Southwark Council in writing that she had moved in and he was asked to provide a list of supporting documentation for this change of circumstances including confirmation that the Pension Service had included his fiancée on his pension credit claim. Mr A had submitted the required forms to the Pension Service on 4 separate occasions but had been informed by Southwark Council that Pensions Service records did not indicate that his fiancée was named on his pension credit claim. This problem had a knock-on effect as Mr A's housing benefit was then suspended. As a result he had built up rent arrears and had been informed by Southwark Council that they would begin eviction proceedings against him due to the rent arrears. I made urgent enquiries with Southwark Council and with the Pensions service on behalf of Mr A. The Pension Service apologised for the delay in updating Mr A's pension credit claim and confirmed it was now updated and Southwark Council confirmed the suspension on his housing benefit claim had been lifted and there were no rent arrears or council tax arrears.

Harriet meets a local resident at an advice surgery

