



Rt Hon Harriet Harman QC MP

## Quarterly Casework Report January—March 2016

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

Over the years serving as the MP 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

We see the first 60 people to arrive at each advice surgery.

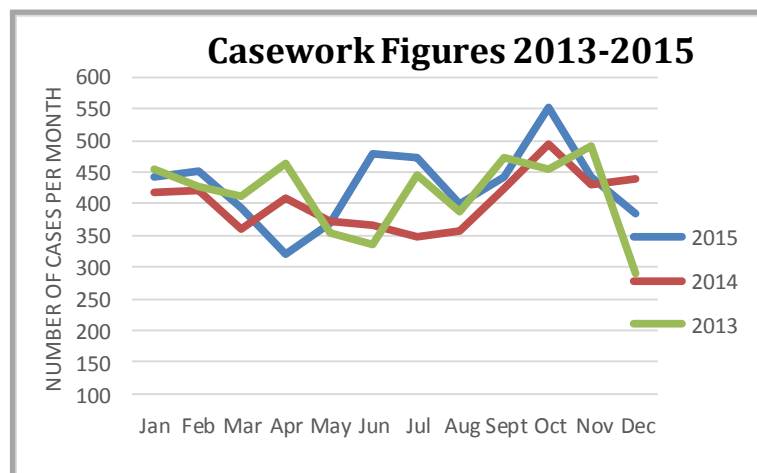
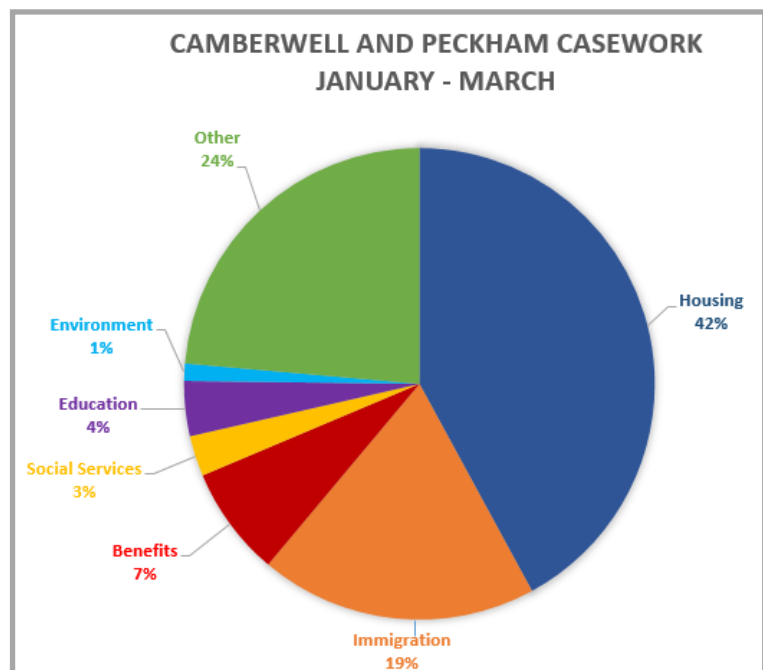
Advice surgeries are at  
Walworth Methodist Church,  
54 Camberwell Road, London  
SE5 0EN.

**Next advice surgery:**

**Friday 29th April (9am)**

You do not need to make an appointment as surgeries are run on a first come, first served basis.

In the last 3 months there were  
6 advice surgeries,  
attended by 219 people.



## Casework Examples

Since 2015 I have dealt with problems for nearly 3,000 people living in my constituency.

### **Child passport issued after long delay**

Ms V from Camberwell applied for a passport for her daughter last autumn but it had not been processed leaving her worried about the delay. She contacted me for help in January 2016 and I wrote to the Director General of HM Passport Office on her behalf. Her daughter's passport was issued on 1<sup>st</sup> March 2016. Ms V later emailed me to confirm receipt of her supporting documents and her daughter's passport, and she said she would use my service again in the future.



*Coffee morning with tenants and residents on the Brayards Road Estate in March 2016*

### **Eviction stopped for Peckham mum**

Ms L emailed me because she was being evicted in March 2016. She began her council tenancy in July 2014 and insisted that she no longer had any debt on her account. She was anxious about where she and her three year son were going to live if the eviction went ahead so I urgently raised her case with Southwark Council. The council had reviewed her case and the eviction was withdrawn. Ms L's tenancy was also changed to a secure status. Ms L got in touch with me again to express her relief that she and her son were not being evicted.

### **Housing benefit arrears paid to landlord**

Ms B purchased a property in August 2015 and she took on the existing tenant whose contract had been renewed in June 2015 under the previous owner. Southwark Council was supposed to make direct housing benefit payments to the landlord so she contacted them in September 2015 to arrange for the payments to be transferred to her. However she had not received any payments for five months despite her and the tenant submitting the necessary evidence. The arrears were over £4,500 when she contacted me in January 2016 and because of the impact on her finances, she was reluctantly considering evicting her tenant. I urgently wrote to Southwark Council and the problem was soon resolved. Ms B received over £5,000 in backdated housing benefit payments in February 2016.

### **Water leak fixed in council tenant's home**

Mr R had a leak in his home after Christmas last year and it was affecting the tenants and residents in the flats below. He reported the repair to Southwark Council and many plumbers attended his home over the weeks but the source of the leak was not identified until 22<sup>nd</sup> January 2016. There were further delays in getting the repairs done and Mr R was worried about the effect on his relationships with his neighbours, one of whom had a sick child. I wrote to Southwark Council on his behalf and they contacted Mr R to discuss his concerns. The leak has since been stopped in his home.