



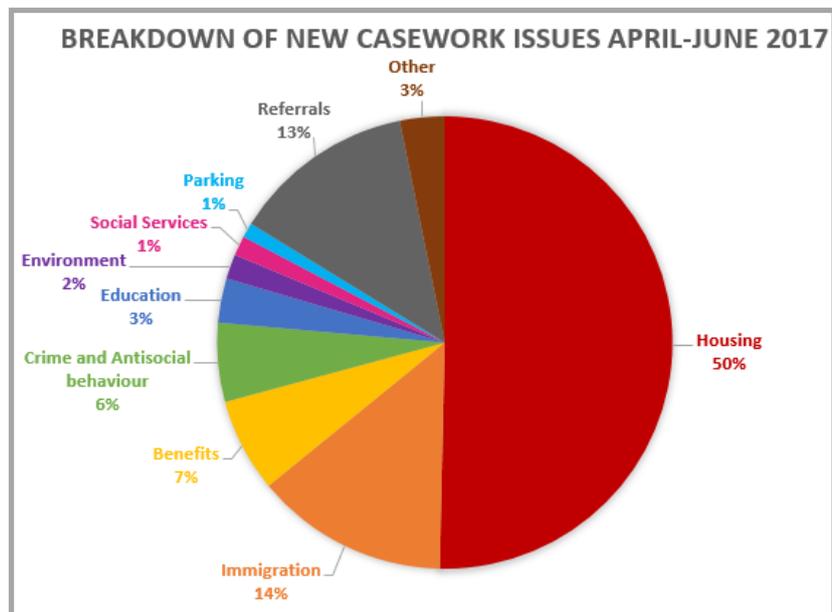
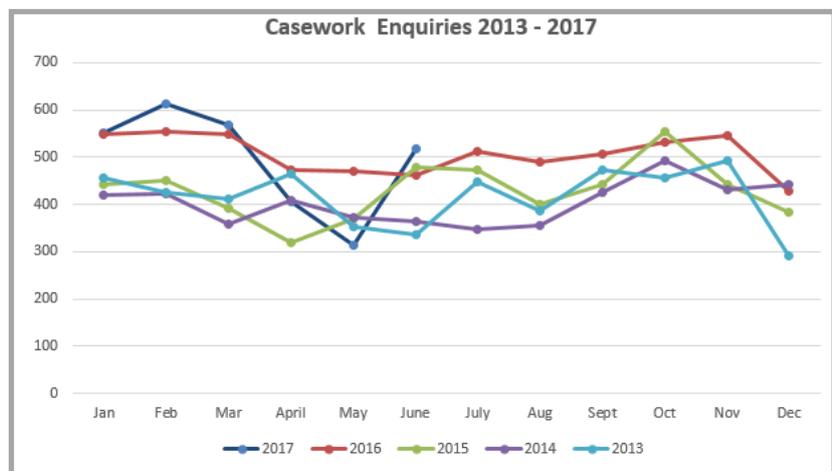
Rt. Hon. Harriet Harman Q.C. M.P.

**Quarterly casework report
April—June 2017**

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 or telephone my office. For people who I need to see because they do not want to, or cannot communicate with me by phone or email, I am able to use Cambridge House premises. I always do what I can to help.

If you have a casework enquiry please email me at harriet.harman.mp@parliament.uk or telephone 0207 219 4218 or write to me at House of Commons, London, SW1A 0AA



Casework Examples

Since December 2015 I have dealt with problems for more than 4,000 people living in my constituency.

Water rebate issued to elderly Peckham couple

Mr N emailed me in May 2017 because he and his wife had been struggling to get their water rebate from Southwark Council since September 2016. Southwark Council had overcharged them for their water rates from 2001 until 2013. I contacted Southwark Council on their behalf and their claim was soon processed and they received their rebate. Mr W's wife was refused her entry to the UK in August 2016 but they had not issued her with the visa. I wrote to the Home Office on Mr W's behalf and his wife was given her visa.

EEA visa and passport issued for Walworth man

Mr F is a Nigerian national who contacted me in April 2017 because he had applied for a permanent residence card as the spouse of a European Economic Area national in October 2016. They normally take six months and he was waiting for a decision from the Home Office. He was concerned that his application would be refused again therefore I made enquiries with the Home Office on his behalf. Ms F's application was concluded and he soon received his documents and visa.

Communal repairs completed in Camberwell block

Ms B contacted me in May 2017 about the communal front door in her block which had been faulty for almost a year. She had reported the issue with Southwark Council and although engineers had been sent out, the door was not fixed. Ms B was concerned about the security risk residents faced as anyone could access the block. I wrote to Southwark Council's housing department and they confirmed that a new door and Intercom system will be installed in July 2017.

Family allowed to remain in home after grandparent passes away

Ms N contacted me in May 2015 about her housing situation. She, her partner and their four young children lived with her grandmother in order to care for her. Her grandmother sadly passed away in February 2017 and she was facing eviction. Ms N was worried about having to leave her home and the community where she and her family have strong ties. This is because her grandmother's tenancy had already been succeeded once. I contacted Southwark Council on her behalf and asked them to look into Ms N's housing options and in June 2017, the Council decided to allow Ms N to remain in the property under a new tenancy on a discretionary basis.