



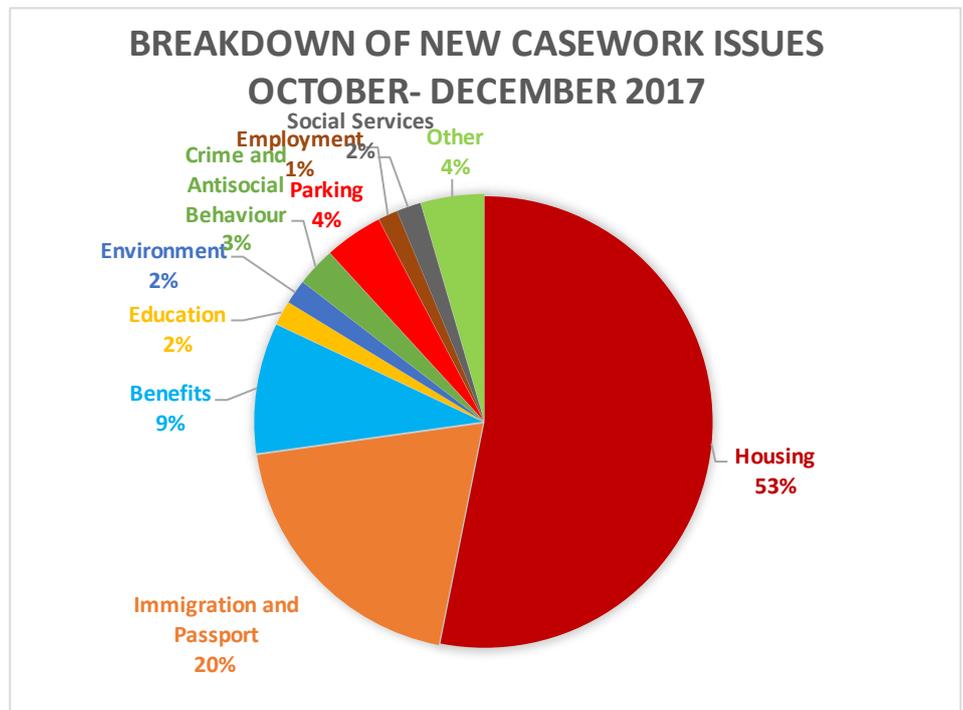
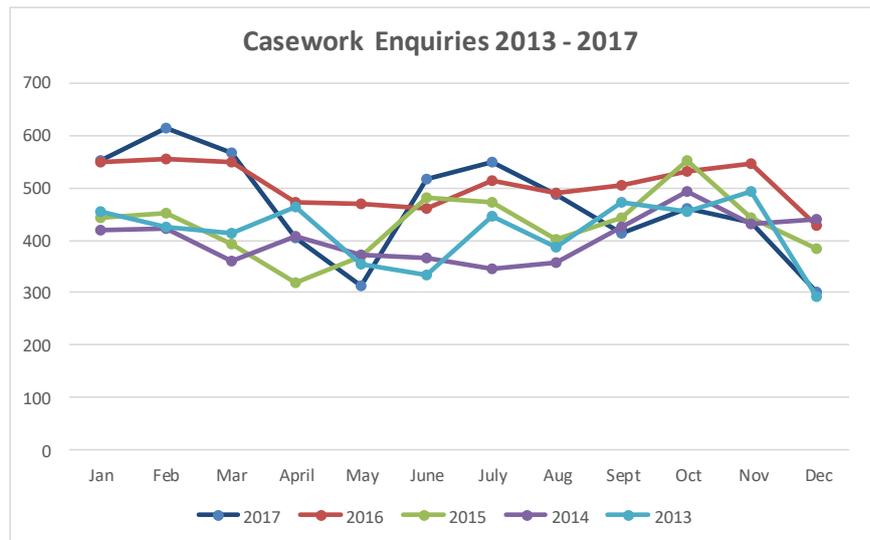
**Rt. Hon. Harriet Harman Q.C. M.P.**

**Quarterly casework report  
October—December 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.

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



House of Commons, London, SW1A 0AA

[harriet.harman.mp@parliament.uk](mailto:harriet.harman.mp@parliament.uk)

## **Casework Examples**

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

### **Elderly resident given heating vouchers**

An older woman who suffers from osteoarthritis and is eligible for a Warm Home Discount contacted me because British Gas told her the discount may not arrive until the end of January and she was worried about how she would afford to heat her home. I contacted British Gas and they sent her heating vouchers to use until the discount comes through.

### **Family facing eviction find a home**

Ms R, a mother from Peckham Rye, contacted me because she and her 19 year old twins were facing eviction as the landlord wanted the room back but they hadn't found another home to move to. I wrote to Southwark Council to ask for their help to prevent the family being made homeless. The Council housing team helped Ms R find a two bedroom property she was happy with in the private rental sector and made a one off 'incentive payment' to the landlord to encourage them to rent to the family.

### **Heating on estate restored**

Ms L who lives on the Acorn Estate in Peckham contacted me because she and her neighbours' heating and hot water kept breaking down after the new heating system was installed in October 2017. She told me many of her neighbours affected by this are elderly and disabled. I made urgent enquiries with Southwark Council's senior heating engineer. Contractors visited Ms L the same day and Southwark Council restored the heating to the Acorn Estate.