

Jerry Flynn

From: Beverley Robinson <champaign2340@yahoo.com>
Sent: 01 January 2018 23:05
To: Christopher Jacobs
Cc: KAREN GREGORY/JERRY FLYNN
Subject: Fw: RE: COMPLAINT - A delay in being given a bidding number for Homesarch

Chris scroll down and look at all emails below to and from Melanie Hill.

Pay particular attention to the email dated the 20th October regarding my complaint of not being able to get on to Homesearch for the lack of being given a bidding number.

I have copied in Jerry Flynn in case this is one of the documents that you wish him to hold to submit in to the Inquiry in January 2018.

Regards

Beverley

----- Forwarded Message -----

From: Dave Jones <Dave.Jones@communities.gsi.gov.uk>
To: 'Beverley Robinson' <champaign2340@yahoo.com>
Sent: Friday, October 21, 2016 02:00:17 PM BST
Subject: RE: COMPLAINT - A delay in being given a bidding number for Homesarch

Beverley

Many thanks for your e-mail.

I should explain the process from now on.

1. If the Secretary of State contests the challenge and is unsuccessful in court, the CPO is not confirmed. The case will be **redetermined**, probably after a re-opened inquiry
2. If the Secretary of State contests the challenge and is successful in court, Southwark will most likely resubmit the CPO and, again, there will likely be a **further public inquiry**
3. If the Secretary of State submits to judgment, the CPO is still not confirmed but the case will be **redetermined**.

Hopefully, this reassures you that, in any event, the CPO will not be confirmed any time soon.

Our lawyers are now finalising their advice and the decision on what the Secretary of State intends to do will be announced shortly.

Kind Regards

Dave Jones | Senior Planning Manager – South Team| National Planning Casework Unit | Department for Communities and Local Government | ☎ 0303 444 8027 | ✉ Dave.Jones@communities.gsi.gov.uk | 5 St Philip's Place, Colmore Row, Birmingham B3 2PW |

For NPCU General Enquiries: ☎ 0303 444 8050 | ✉ npcu@communities.gsi.gov.uk

From: Beverley Robinson [mailto:champaign2340@yahoo.com]
Sent: 21 October 2016 13:40
To: Dave Jones
Subject: Fw: COMPLAINT - A delay in being given a bidding number for Homesarch

Dave,

Please make sure the Secretary of States sees before the 4pm deadline today in case it may influence his decision.

Could please pass this email trial to the Secretary of State to show the injustice that I continue to received from Southwark sending me on a wild goose chase! This is exactly why the SoS should not confirm the CPO because is what Southwark does to every leaseholder and they are too tired to fight back but I have no were else to go and Southwark's continuous disregard to my health and wellbeing in forcing me to conform to their requests and then they do not action on what they have stated they would do to offer me a rehousing option given the current situation.

I feel they are just using this as a strategy measure to try to pull the wool over the Secretary of States eyes to show that they are trying to provide me and other leaseholders with a rehousing options that do not really exists. But you can see for yourself if you read between line of the emails below.

Regards

Beverley

----- Forwarded Message -----

From: Beverley Robinson <champaign2340@yahoo.com>

To: "Hill, Melanie" <Melanie.Hill@southwark.gov.uk>

Cc: Simon Chambers <simon.chambers@southwark.gov.uk>; Beverley Robinson <champaign2340@gmail.com>

Sent: Thursday, October 20, 2016 9:50 PM

Subject: COMPLAINT - A delay in being given a bidding number for Homesarch

Melanie,

I do not understand what is going on, are you so stress or have too much work to do that you are not reading your emails correctly. I can only suggest you stop playing silly buggers!

I did not write my address on the application incorrectly as you have indicated below. And if you or your team could not find my Homesearch application based on the reference number supplied to you, you should have come back to me sooner as I had sent you the Homesearch application number as per your request. As for the Homesearch application number I copied and pasted it straight from the confirmation what appeared on my screen. So if there was any error it was an error with your system.

As for the change of email address saga this need to be done! I have reiterated to you again now and this is the 3rd time as to why a new email address had to be created and I will attempt to explain again for the final time. You tried to set me up on the Homesearch system when I came into your office on 8th September 2016 this failed because you failed to inform me that I needed to access my personal email account: Champaign2340@yahoo.com whilst in your office to verify the Homesearch application. This was the yahoo email address that you also always sent any previous correspondence to me. At that time I did not remember my password for that email account when I was at your offices because (1) I was a strong painkillers and (2) because I do not need to know it to access my computer at home because from that computer all I needed to do is to log onto my computer and it takes me straight into my yahoo email account. So therefore a password for the yahoo email was no need as my computer remembered my password automatically which I took great lengths to explained this to you on the day I was in your office. . But of course when you tried to set me up in your office on the Homesearch and you created the original application on the system you required me to verify this by accessing my personal yahoo email account and of course I could not do that at your offices from your computer as I did not have the password for my yahoo email account at hand.. But Whilst I was at your offices I tried to obtain the yahoo email password by calling my friend in front of you and Lara to see if she could remembered my password as it had been set up a long time ago but she couldn't remember using a password to access my email account - because once logged into the computer you can go straight into the yahoo email account. So that is what she said to me in the telephone conversation whilst in your office and I reiterated that to you and Lara at the time. I late informed you that I was unable to log into my email account from your computer to verify my account and that I would try to find the password and either 1) come back to the office and finish the Homesearch application - which you had stated and you agreed I could do that or (2) do it from my own home computer. I opted for the latter. But when I could not find the password the only solution to speed up the process for the Homesearch application to be done and provide you with the Homesearch application number was for me to be set up on the system was for me to set up a new email account specifically for the purpose of the Homesearch application which I have stated in my previous email. This was later done and I sent you the Homesearch reference number I had received.

I took the latter and did it from my computer once back at home and because you said that I needed to verify my Homesearch account by login in with a password I created a second email account with a password that I could remember so that I could use it when verifying my Homesearch application. I did what your instructions in your email and told me to do and followed the information on the screen. Once I had done it , it then generated a reference number which I copied and pasted and sent to your from my newly created email gmail account.. I asked you to continue to respond to my correspondence through my yahoo account. So I have yet to understand your confusion.

My home address was put on Homesearch application correctly not as you have stated below. If there was any errors in my address on the Homesearch application it was probably from the application form that you had initially set up on the system whilst I was in your office on 8th September 2016. Maybe the removal of my home address from the national database and Electrol Roll by Southwark has caused this on going problems with my home address to reoccur and continuously showing my address as invalid or not available. I know my address as I have been writing it for 29 years.

I have conformed to everything you have requested me to do to set be up on the Homesearch and this process has been going on for well over 6 months.

How long does this process normally take to obtain a rehousing bidding number because it seems to me your and your team want me to jump through hoops and as I do this you/your team continuously change the goal post.

- Firstly ,you couldn't give me a bidding number because I was a leaseholder and bidding number was only given to Tenants
- Secondly, you couldn't give me a bidding number because the process was not set up to accommodate someone like me with savings and looking to be rehoused by the council.
- you couldn't give me a bidding number because you needed to decide which rehousing route would be best for me.
- You couldn't give me a bidding number because I had to formally write to you to inform you wish rehousing route I wanted to take.
- You couldn't vie me a bidding number as I wanted my route of rehousing to run in parallel looking both at a Council Tenancy and Shared Equity
- You couldn't give me a bidding number because I wanted to take up shared equity and your system did not allow for this to happen
- You couldn't give me a bidding number until my require rehousing interest was considered by the Constitutional Team and Samantha Cheng
- You couldn't give me a bidding number until a policy change was made.
- You couldn't give me a bidding number because my case had to be approved by Geri Scott
- You couldn't give me a bidding number because I had to appoint a IFA but your team actually appointed the IFA and he did a financial assessment based on the information you had provided him with but you failed to inform him that Harvard Gardens was one of the shared equity properties that I had expressed an interest in and you took me through a financial assessment but failed to tell him about this so he was unable to confirm my affordability to take up that shared equity option. After the IFA financial assessment I put in an application for Harvard Garden as encourage by Simon Chambers and my application was unsuccessful as I needed an annual income of £90,000. Simon should have been aware of this requirement before he asked me to express and interest and put in an application at Harvard Gardens for rehousing when he know what my financial status is from the number financial assessment that has been conducted by Southwark, Nottinghill Housing and L&Q..
- You couldn't give me a bidding number because I needed to sign a rehousing agreement and a schedule of actions and activity timetable with a view for me to hand back the keys of my property by 31st October 2016. This rehousing agreement was amended but I still did not receive a bidding number.

- You couldn't give me a bidding number because your waiting for the team to put me on the system.
- Lastly, you couldn't give me a bidding number because your chasing the registration department.

Why is this process of going on to the Homesearch and obtaining a bidding number taking so long? It seems to me you and you/your and Officers want me to jump through hoops and I have still not been given or received a bidding number.

Can you confirm if any other leaseholder has been subjected to this length unequitable process?

I would be grateful for confirmation of the bidding number asap if you wish to take the rehousing application forward.

I have taken the liberty of cutting and pasting a section of an email I sent to you on the 14th September 2016 laying out the change of email address matter see below in the quotes:

"From: Beverley Robinson [<mailto:champaign2340@gmail.com>]
Sent: Wednesday, September 14, 2016 10:30 PM
To: Hill, Melanie
Cc: Champaign2340@yahoo.com
Subject: Homesearch set up

Melanie, I was unable to find my password to my yahoo email so I have set up a new email account please use this one for the purpose of the homesearch registration. Thank you regards.

I am disappointed that you did not tell me before we met last week that I needed my email account password to access my email account to verify the Homesearch registration application account on My Southwark. Given that you have registered many leaseholders on Hhomesearch (as you stated electronically) I would have thought this was something that you would be aware of was crucial in the completion of my online Homesearch application on your system.. I have now set up a new email address that you can use.

Champaign2340@gmail.com

please note it is similar to the other email except it is a [gmail.com](mailto:champaign2340@gmail.com) account. So please make the necessary amendment to the registration document we started on line.

In future if I am required to bring any specific information to complete the registrations process could you let me know in advance because the lack of informing me of this vital piece of information has further delayed the process.

Please note that any other correspondences you can continue to send them to my [yahoo.com](mailto:champaign2340@yahoo.com) account not the [gmail.com](mailto:champaign2340@gmail.com). If this email message is not self explanatory please don't hesitate to call me.

I have also taken the opportunity to cut a few paragraphs from my email of the 14th September 2016 for your information about which email account to use:

Regards

Beverley Robinson "

I don't know how much clear this can be.

From: "Hill, Melanie" <Melanie.Hill@southwark.gov.uk>
To: 'Beverley Robinson' <champaign2340@gmail.com>; "'Champaign2340@yahoo.com'" <Champaign2340@yahoo.com>
Cc: "Chambers, Simon" <Simon.Chambers@southwark.gov.uk>
Sent: Wednesday, October 19, 2016 4:44 PM
Subject: RE: Home search

Dear Beverley,

I had provided an update as per my email to you of the 13th October and since that time I have been chasing the registrations manager to ensure see if you are able to start the bidding process.

There was some original difficulty in finding your application on the system because you had provided me with the wrong reference application number. In addition, when you had inputted your address on the application screen your address was listed as

"105 8th floor Chiltern". The first line of the address should have been "105 Chiltern".

The registration manager eventually found your case and has asked his team to process the information/ID that I had provided on your behalf.

I will continue to chase the registration department and I will notify you as soon as I can to ensure that you are able to start the bidding process.

I note that you sent the last email from your gmail account and I would suggest that if you wish for future emails to be always sent to your yahoo account then it would be a lot easier if you sent all of your emails from the yahoo address to save confusion.

I have responded this time to both of your email addresses.

I will endeavour to update you as soon as possible.

Regards

Melanie Hill

Acquisitions officer

Sales & Acquisitions Group| Customer Experience | Housing & Modernisation

📞 020 7525 4342 | 📠 020 8929 9387 | 🌐 www.southwark.gov.uk

✉ Correspondence | Southwark Council, Housing & Modernisation, Sales & Acquisitions Group, 2nd Floor – Hub1, PO BOX 64529, London, SE1P 5LX

Important Notice – Changes to Abbeyfield Road Office

Please be advised that from 4th April we will no longer operate a walk-in service to tenants and homeowners from the Abbeyfield Road office. You will still be able to contact us via the telephone or email, however if you would like to meet with an officer it will be by appointment only. Please note that all appointments with the various teams will need to be pre-arranged at least 2 working days in advance. Appointments can be made by contacting the relevant teams from the details below.

Right To Buy team – 020 7525 7850 or righttobuyteam@southwark.gov.uk

Conveyancing Team – hsg.conveyancing@southwark.gov.uk

Social Homebuy Team – 020 7525 5407

All post should now be addressed to

Housing & Modernisation

Sales & Acquisitions Group

2nd Floor, Print hub 1

PO BOX 64529

London

SE1P 5LX

From: Beverley Robinson [<mailto:champaign2340@gmail.com>]
Sent: Wednesday, October 19, 2016 12:55 PM
To: Hill, Melanie
Cc: Chambers, Simon
Subject: Fwd: Home search

----- Forwarded message -----

From: **Beverley Robinson** <champaign2340@gmail.com>
Date: 18 October 2016 at 16:16
Subject: Re: Home search
To: "Hill, Melanie" <Melanie.Hill@southwark.gov.uk>
Cc: Beverley Robinson <champaign2340@yahoo.com>, "Chambers, Simon" <Simon.Chambers@southwark.gov.uk>

Melanie,

You said you were going to give me a update on my case re rehousing in your telephone call 2 weeks ago and I asked you to do so by email and it has been several weeks since I provided you with my Homesearch reference number and I have still not got a bidding number, as you stated I would, to be about to look and bid for properties on Homesearch. Can you please confirm what the delay is?

Secondly in my email I sent to you several weeks ago I explained the reason why I had to set up another email account for the purpose of setting up the Homesearch at your request I asked you specifically to continue to use my Champaign2340@yahoo.com account for all correspondence. If you not clear on my instruction please do not hesitate to give me a call.

I only set up the gmail account to register on Homesearch but I wish you to continue to use my yahoo account as previously for all future correspondence pertaining to my rehousing and Homesearch etc. If in doubt please copy me in to both accounts at the same time.

Regards

Beverley

On 13 October 2016 at 10:46, Hill, Melanie <Melanie.Hill@southwark.gov.uk> wrote:

Morning Beverley,

This is to advise you that I'm still actively chasing the registration team in order for your bidding to be activated.

I will revert to you as soon as I can and I thank you for your patience in this matter.

I have noted that there has been an additional change to your email – Please confirm if you wish for future emails to be sent to the yahoo or gmail account?

Kind regards

Melanie Hill

Acquisitions officer

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