



Enfield Floating Support Service  
185 Angel Place, Fore Street, Edmonton, N18 2UD  
Tel: 0208 803 1893 Fax: 0208 803 1867

Wednesday 16<sup>th</sup> May 2007

BCONN/NINE DAY  
Housing and Council Tax Benefit

Dear Sir/Madam

Re: Mr Simon Cordell - JH 65 38 11 D

My name is Shola Ibrahim, and I am the support worker for the above who was referred to our service by the Estate Officer as someone who may benefit from ongoing support regarding maintenance of his tenancy.

I have attached a copy of a signed letter of consent allowing you to discuss with me Mr Cordell's benefit details.

Mr has a low level of literacy which means that he has difficulty in dealing with his written mail and following up on any action necessary. In the past, this has resulted in the curtailment of benefits, rent arrears and also additional charges being applied to utility accounts.

During the period 26/12/06 - 27/03/07, Mr Cordell encountered particular difficulties associated with his literacy when benefits were stopped, and he had to rely on family and friends to supply him with food (a letter from Simon's mother is enclosed).

Mr Cordell was contacted by the Income Support Department to furnish them with original documentation in order to expedite a claim. He was accompanied to Enfield Jobcentre Plus, where he was handed an addressed envelope and instructed to post

