

CLIENTS NAME: ANDREW JONES

SHEET No. _____

3.8.87	Went to Kirkton Housing office to obtain Rent/Rebates form plus an application for supply/maintenance cooker form. (cookers supplied to new tenants not rec. supp ben only low earners/unemployed) New address to be 132 Dunbar Crescent. Andrew was pleased about this and said he would complete as soon as possible. (needs employers stamp re wages)	
	Arranged to meet him Friday 7th re measuring.	
	M Cuthill	
7.8.87	Andrew mentioned his older sister is going to help him re appeal of refusal ^{FROM} form DHSS (he was told as he is earning over the unemployment/Social Security rate he does not qualify) On entering the flat, Andrew seemed pleased about showing me around and we both measured floors and windows. The flat is in not too bad a condition (compared to what I have seen). I also estimated for him, the amount of paint required. The flat consists of a main stairway into bed/living area, kitchen, small hallway and bathroom. The stairs, hall and bathroom are carpeted. The flat has ample cupboards also. I gave him no promises regarding supply of items required, but I did mention the possibility of obtaining some items from Whitfield Information Centre. His mother and older sister will also try and help out.	
	Attached list of main requirements.	
	M Cuthill	
	Cooker	may be available form housing department
	Electric Fire	£25 second hand
	Seating	£100
	Fridge	£40
	Curtains	£60 New (including fittings)
	Floor Covering	£160 New (living/bedroom and kitchen)
	Vacuum	£40 second hand
	Obviously other items are required i.e. kettle/pots/crockery/ cutlery etc., but these could be in the items which could be helped out with form family etc. I have a list of measurements of flooring and curtains if required. Passed above info to Alison re request to I.L.S.T. When we left the flat, we went to the Whitfield Housing Office. Andrew obtained his decorating Grant of £60. The date of tenancy is Monday 24th August. He was also told that in the next few months a modernisation programme would be happening to his block of flats i.e. double glazing/etc. He was advised in his interest not to decorate/carpet, if possible, just now due to this.	
	M Cuthill	
17.8.87	Andrew was at home - he had been in the town to spend his decorating grant on wallpaper and paint. His sister had accompanied him. As yet he has rec no word regarding cooker, but he had given 132 Dunbar Crescent as address therefore word could have been sent there. He didn't know when he was going over to Whitfield. I said I would phone the housing regarding this. Mum was looking well. Phone Whitfield Housing Office. They have his application form, but require confirmation of his wages. I gave them the phone no. of Community Industries where he is employed, if not adequate, I gave then his mum's address.	
	Asked if a cooker was available, they were unsure at present, but if it was, it would be installed as soon as possible.	

7.9.87	Phoned Whitfield Housing - 501466, regarding Andrews cooker. Was informed the cooker allocated to him was given to a pensioner and another was on order hoping to be installed in a weeks time. I was unable to ascertain whether a housing benefit form has been rec. She has his payslips, therefore if form is not found, will approach him on Monday 14th with this. He returns from Grouse Beating on Sunday 13th September. Visited his home, whereby mum said she feels Andrew is losing interest and seems happy enough that everyone else is doing necessities for him. Said I would visit on Monday 14th am with the purpose of transporting decorating materials etc to Whitfield and making housing benefit enquiry, also to ask about his central heating, which is to be installed in near future. M Cuthill
14.9.87	Previous week made 2 calls to Whitfield Housing re application for housing benefit. Picked up ANDrew (who was still in bed) and transported decorating materials. Whit field housing found his Benefit form whereby he has to pay approx £2 Rent/Rates, but told them Andrew probably didn't have a job (he will phone Community Indutries later today) At present, his new cooker hasn't been installed also no door or windows in flat. Work-site manager said it would be 6 weeks before work completed (even though they know it is a tennanted flat) if Andrew wanted to move in, District Council will have to make house habitable. Housing officer was furious saying they could postpone tenancy for another 6 weeks or offer Andrew another house. Andrew decided to wait till house gets modernised. M Cuthill
15.9.87	Saw mum. Andrew has been sacked. He will make appointment at Unemployment Office. I phoned Whitfield Housing again to tell them that NAdrew had been sacked. At present his tennancy will be reviewed every 2 weeks till the house has been completed, therefore he will have to make another application regarding Rent/Rates rebate. I also asked her if it was possible for Andrew to re-apply for a grant from DHSS, as at present his tenancy was suspended and he no longer was working. She said he could try. Will advise him on this next week, M Cuthill
19.10.87	Couldn't get Andrew at home last week. Phoned Whitfield Housing Office (501466) regarding his tenancy. Was informed that Andrew was offered an alternative house at 91 Dunbar Crescent on 21.9.87. Andrew viewed and accepted this house. which has already been modernised. His tenancy commenced 8.10.87. Not sure if he has actually moved in yet. Will visit his mum's this afternoon. Will also inform him re order note for £100 for carpeting. Saw Andrew and mum at home. Mum was quite cheery. Informed Andrew of phoning Housing regarding change of tenancy. Andrew still hasn't decorated and has to take up the tenancy at the end of the week, but is still awaiting his grant from DHSS. Gave him my telephone number to contact once his decorating is finished with a view to purchasing his carpets. Maureen Cuthill
27.10.87	Phoned DHSS Lindsay House (23211) re Andrew being refused his application for cooker, etc. Was informed that he doesn't fall into the categories for single payment regarding these items. If he had been claiming supplementary benefit for over a year or if he left his home because of overcrowding, or part of a resettlement plan, Andrew would have been allowed a grant for necessary items. Maureen Cuthill
28.10.87	Phoned Whitfield Housing telling them of Andrew's plight. They were eventually sympathetic, considering he was allocated a cooker whilst employed, therefore is to be given a "loan" of one until the result of an appeal. Maureen Cuthill
4.11.87	Visited Whitfield Housing to ascertain whether Andrew had had his cooker installed/

installed. Only one person in attendance, but he was unsure. Was told of Andrew's new address which has been changed to 11 Small Copper Court. Andrew was not at home. Left a note asking him to phone me regarding the order note for £100 for carpeting. Went to his mums. He only comes at tea-time. Mum says the cooker still hasn't been installed at this time. She says Andrew is visiting for his tea most days and asking for money (as well as food) as his money is still on a reduced scale. Advised mum to discourage him from doing this as it is a drain on her resources considering he no longer pays her board. He still hasn't arranged to pick up the various pieces of furniture etc. that he has. Mum also says he has a friend staying, who is awaiting a house also. Will try and see him next week.

Maureen Cuthill

16.11.87

Phoned Whitfield regarding cooker, was told it should have been installed before 11.11.87 - will check.

Visited mum, she informed me the cooker has been installed and Andrew has finished the decorating. Phoned Cosy Carpets re the flat, after a description was told the cost of cord carpeting at £1.99 will be £103.48 for everything apart from kitchen. Will write and arrange with Andrew to pick the colour.

Maureen Cuthill