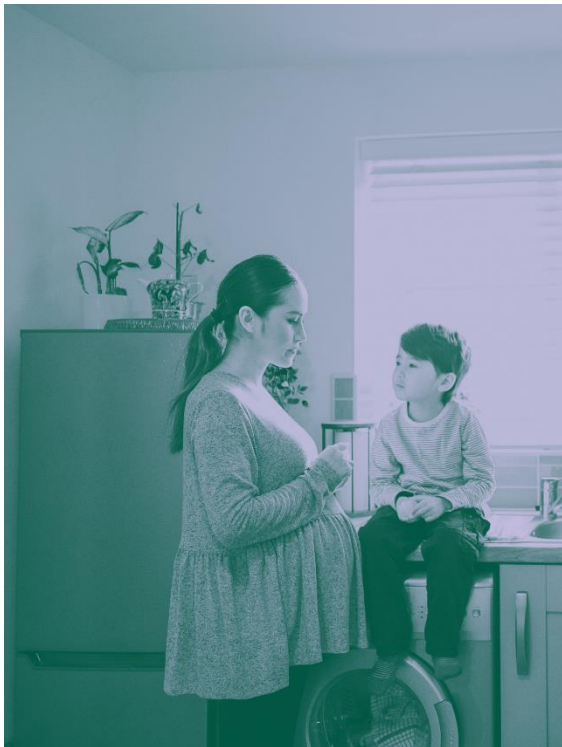


Cheryl gets housing support in Camden



Cheryl lives with her son in a one-bedroom flat with leaks, damp and mould; both have health issues and rely on means-tested benefits as their only income. She contacted us for support when she had reached crisis point after her landlord had increased her rent but hadn't been able to get an increase in her Housing Benefit, all her benefits income were now going on her energy

bills and rent shortfalls.

Our crisis adviser dealt with the immediate crisis by issuing a food voucher and obtaining a Cost-of-Living award from the local authority, we then appealed their decision not to increase housing benefit in line with her rent increase. She was awarded Housing Benefit to cover her rent in full, backdated to the date of her rent increase. We also advised about landlord's responsibilities to repair her property. In her thank you email Cheryl said *"I cannot thank you enough for your help.... with your letter there was such a turn around and so quickly."*