

**Feedback on issues - Peckham and Nunhead Community Council on
Wednesday 17 April 2013**

Question	Responses
<p>Question 4 Southwark Travellers Action Group</p> <p>On Brideale Close, residents are unhappy that an old electrical outtake unit has not been removed. The unit poses health and safety risks and encroaches on one resident's home- blocking out natural light. Residents have also made complaints about broken letterboxes and badly done sleeping policemen</p> <p>Question 9 (submitted after the meeting) Local resident - Kingfisher House, Pelican Estate</p> <p>Subject: Housing rent and council tax payments</p> <p>There seems to be a general problem with housing tenants that pay their rent and council tax by direct debit which is the preferred payment option of the council. However when the rent account goes into credit, residents are unable to claim back or receive a refund on the money owed. <u>Why does this happen?</u> Residents should be able to receive a refund when there are overpayments on an account.</p> <p>Please explain what the procedure is for this?</p>	<p>Response to question 4:</p> <ol style="list-style-type: none"> 1.The Southwark travellers officer is aware of this issue and has advised residents of the work being undertaken to resolve it. The electrical intake cupboard is not the property of Southwark Council and officers continue to liaise with the relevant organisation to get it removed as soon as possible. 2. In terms of the broken letter boxes, the Gypsy and Traveller officer will conduct a site visit to identify the issues, ensure that letter boxes are checked on all future site visits and work with residents to request any necessary repairs. 3. In relation to the sleeping policeman, this work was undertaken as part of the site refurbishment in 2008. All works in relation to the refurbishment of the site were completed as per the specification for the agreed works and signed off by the consultant engineer at the time, with no defects reported. <p>Response to question 9: All residents can request a refund of the credit on their rent account. The procedure is as follows:</p> <ol style="list-style-type: none"> 1 The request must be submitted by the tenant and be supported by the tenant's signature. In the case of a joint tenancy both signatures are require. If the request is submitted by a carer or relative of the tenant; documentation must be provided that they are able to act for the tenant or the request must be supported by the tenant's signature. 2 Once the request is received a letter will be sent to the tenant confirming receipt and the time scale of 6-8 weeks for completion. 3 If the tenant is in receipt of Housing Benefits the request will be sent to the HB team for verification that the credit can be refunded back to the tenant. 4 Once verification is received the credit is deducted from Iworld and a vendor request is sent to the Payments Team to create a new vendor on Sap (our payments system).

	<ol style="list-style-type: none"><li data-bbox="762 230 1485 327">5 If Housing Benefits deny the request due to an overpayment on the account the tenant will be written to and informed of this.<li data-bbox="762 344 1485 477">6 Once the vendor has been created a payment will be created and authorised on SAP for payment. The Payments Team will then release the payment via cheque or BACS.
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