

DIARISED LIST OF EVENTS, COMMUNICATIONS & DOCUMENTS
(I will not include every copy of communication as it will take too much expense)

July 2007 Mr Hanlon takes over the property

From the beginning there were problems bringing issues of disrepair, damage or impending damage to the landlord. The woman Tracy and her family upstairs despaired as she felt it was quite dangerous to her family, children and her baby grand children.

Water started to come into my bathroom and bedroom through the ceiling. I informed my neighbour upstairs. Who said there as an extensive area of increasing damp across her ceiling, The landlord and property manager Mark Youngman ignored it. I called Mark Youngman in. He looked at it and did not do anything. He also saw Tracy and her flat. He again denied there was a problem. I was told Tracy persisted. Mark Poked the damp saying there was no problem and the whole area fell down as there was a large reservoir of water above it that had been caused by a simple leak in a pipe coming from the water tank. It gushed down and into my flat going through bathroom ceiling, bedroom ceiling and going down all walls of bathroom. It came through the electric light socket and soaked everything.

The ceiling and leak in upstairs flat was repaired. But there was no recognition, inspection or compensation for my soaked bathroom and bedroom ceiling. They never even checked. I know how important this is. 8-10 months later in the next year the walls were still damp, the plaster had buckled and bowed and the large damp patch on my bedroom ceiling remained.

In late 2008, after August when I won my Full and Highest DLA claim backdated I hired and paid a handyman Shawn Halsey to paint and decorate the water damaged bathroom and bedroom ceiling. In then there was still damp and the damage was easy to be seen. It took several big tins of paint to cover it, and you can still see the damp patch coming through. Shawn has written and provided his statement of that time. Please see copy attached.

February 2010

Landlord decided to convert flat upper maisonette above me

Weekend 19-22nd February 2010. Workmen upstairs take bathroom fittings out without properly turning off water and go off for weekend. No one in top flat from mid day Saturday.

Sunday 21st. I notice water coming through ceiling of both lounge and kitchen. Phoned on call property manager. No answer. Left message. No reply. Water increases in amount and persistency. Left more messages. Spoke to property manager who dismissed and ignored me and refused to come out. I felt frightened to try and go against him. However, water persisted so I contacted non emergency services number and got firemen to come out. They gently got themselves into the upstairs flat. Found the problem and switched off the water. I was very frightened of the landlord and property manager's reaction, even though I had acted in their best interests and the interest of the property and my own and others safety and welfare. The firemen agreed to leave a note explaining and also contact the landlord and tell them themselves. The firemen were also very concerned about the poor management, condition of the property and the lack of adherence to fire regulations. They put in a smoke detector in my flat and said they were going to make a report and refer the property and landlord to the local council housing department to be inspected. I left a message on Roost and the property manager's phone.

22nd February 2010

Again contacted and informed property agent. Property manager Mark Youngman and Mr Hanlon came running round. I saw them as they went upstairs to the flat above. I asked them to come and see the damage to my flat when they were done. I knew it was important for the landlord to be able to assess and evaluate the damage and put it back on his contractors or insurance. I knew to leave it would make it worse and cause more damage due to water damage and corrosion and affect on plasterwork and ceiling, as well as electrics which were soaked.

Both landlord and property manager Mark Young refused.

March – involved council due to damage and dangerous electrics. Filled in Application form. They lost it. Filled in another. They cannot find it and never referred to it.

03/04/2010

Letter To Oakfield Penny No response

14/06/2010

Letter to Oakfield about abusive workmen and damage to my garden and property. They then went on to damage even more. Pure spite.

May-August-October (letter) Contacted and informed Oakfield of water coming in bay window area from ceiling. No response. Just threat of I could easily be made evicted. Property manager eventually fixed rotten sill upstairs but did not repair or check my water damaged ceiling. Eventually coving came down and large area of ceiling plaster still remains unsafe.

February – April 2010.

Consistently asked for landlord to examine and check flat and get water damage done, check electrics which were tripping several times an hour, and stayed off for up to 4 hours. Also concerned about water damage to ceiling and especially large ornate ceiling “rose” which is over 3 and half feet across. Property manager and agency refused. I suggested to property agents Penny that I was going to write a letter direct to Mr Hanlon as it was in his interests. Penny and Oakfield assured me Mr Hanlon would not be interested and any letters that went to them he would not get. Even so I wrote a letter to Mr Hanlon via Oakfield.

February – June 2010

Landlord continues to renovate house and upstairs flat. Workmen damage garden working on roof, (see pictures) Again damage denied and ignored. Threatened with possibility of notice of eviction and garden taking off me. I am very distressed. The only way is threat against me with these people.

Workmen staying and working in upstairs flat abusive when approached. Very bad aggressive language used against me, very sexist and prejudiced about my mental distress. They told me they had been shown my letters to the landlord and Oakfield and instructed to ignore me.

That I was a mentally ill woman. They said all that I had put in the letters and denied and mocked every one. They were so abusive I collapsed. I phoned Oakfield who denied it was their problem. They were not responsible for their workmen or their behaviour. Told me it was a police matter and call police. I called police reservedly and apologetically. Who came round and spoke to the workmen and cautioned them. But I had to continue to live like this. Did not want to go out due to accidentally meeting them, and did not want to come home when out.

My home was not my home. It was a very nasty and abusive place. And that was totally supported and enabled by Mr Hanlon, his property manager and his agents and workmen.

Hence my distress at having them anywhere near me. Yet I try and persist

February – November 2010

I am in constant communication with oakfield, landlord and housing officers. 2 housing officers came round in spring and summer to assess property and damage. Never made any inspection. Just judged at a distance the water damage and ceiling cracks and decided it was “historical” damage even though I had decorated the flat and ceiling twice myself and that the reason they were round was due to the water damage in February. No interest or concern in the damage and dangerous electrics. Said they would have a word with landlord about ceiling and electrics. They never did and left me like this. In November, I again got through and spoke to Stephen Maguire-Richards, again emphasised the damage to ceiling, water coming through bay window, electrics still going off and cutting out many times a day and several times over a few hours. (see communication to Councillor Matthew Locke. Who also ignored, avoided and did nothing. He too has no evidence of anything he did. Because he did not do anything. I asked again this year. He had failed to do anything at the time)

November 2011 Communications with Council officer Maguire-Richards and Councillor Matthew Locke who did not do anything. Neglected or filed it away as unimportant.

November; Housing officer Mr Maguire- Richards made aware by myself of no work or improvement ordered my landlord only to do the fire regulation work. They built a huge 3.5 x 3.5 meter square box from floor to ceiling. It cut into the period ornate plaster and ruining 150 years of Victorian period architecture. It is a hazard as the doors in it open contrary to each other. So doors would bang into each other and you have to open, get round and close one door to be able to open another. The now 3 doors between me and my flat front door mean I do not hear anyone knocking or wanting to get in, or even the doorbell. The box has no light in it and is in total darkness once all doors are closed. A fireman friend told me it hinders firemen as they cannot see or find occupants or injured passed out victims in any of the rooms as the firemen cannot see past the doors and walls of box. Also if you rescued a person and had to carry or drag them out you could not do it through the conflicting door system. In addition, the box has narrowed the doorways and I cannot get out my furniture, or

have the pleasure of using or disposing it as I wish. I am told by both landlord and housing officers I am not due any respect or compensation. Also it has remained as it is, a huge plastered box with no help or compensation for me decorating and re-decorating the flat. The interior of the flat is my responsibility and both landlord and housing officers have destroyed what I have done and paid for with no compensation.

When the lobby was built I was so distressed I had hypertension, pains in my chest and high blood pressure. I have passed out, heart stopped and had mini strokes. So had to go to hospital that day, to be discharged to my unhappy destroyed flat and home later.

As I was so bad I made video tapes of the time, in case through ill health or despair I was not longer here, but the evidence was.

22.11.10 Letter to Brighton Housing Trust

Told they could not help due to my high distress. I had no rights or advocacy. Went to several law firms and solicitors. Again the same. No support for distressed unhappy people under threat and damaged property by landlords. Made homemade video of my distress after this.

I contacted BHT again this year. They again have not provided any support or advocacy and again still did not return phonecalls or emails despite promises. I had to chase them up to find they had not done anything or even read my information.

. 01/03/2011

Letter to Mr Stephen Maguire-Richards

Housing Officer asking him to intervene in matter of disrepair and damage. Letter ignored. No response. I found it was filed without any action.

YEAR 2011 I was very ill and totally incapacitated with it all. Could not cope with anything. Yet despite this managed to chase up my landlord in regard to withheld overpaid rent. I actually met Mr Hanlon on the stairs several times, again when he went to see the students and asked him to come in and see the damage. And help getting the overpaid rent back. He refused on all occasions. And even denied that he was the landlord. I knew he was because of his distinctive "sandy haired" appearance and public schoolboy manner. But there was nothing I could do about it. I really was too ill to keep trying and every attempt just left me shaking and ill.

January 2012.

I had slowly regained recovery and looked at still existing mess and ceiling, lobby and unpainted and undecorated flat. I contacted Hastings Council to find out what they had done and how far it was up to sorting out my flat. I as informed that the Hastings Council Housing department had closed the case without checking as landlord had assured them that he had done all the work on my flat and all the disrepair. They had done this without checking or visiting. I told them he had not and it stayed in the exact same disrepair. They told me I had to submit a new complaint and it would be taken from the beginning again.

31st January 2012

Letter accompanying resubmitted request to Hastings Housing Officers after I found they had closed the case without checking work and accepting landlord's word that he had done all the work and made my place safe. They lost the resubmission and I had to resubmit it again.

This time I insisted on a receipt. Both applications came accompanied with documentation and pictures which cost nearly £10 each to copy.

Pictures of Flat 02.02.2012

Sent to housing accompanying letter which they lost. Had to print again. Very expensive.

Landlord had these as the plumber took pictures and told him as had other people.

Monday 26th March 2012 - 9.15am

Marie Connolly (Housing Officer)rings 9.15am to introduce herself, confirms that I need a female officer visiting and arranges visit on coming Thursday 29th March 2012. It is clear I need an independent objective person to take down the facts and history of my case, and needed to feel free to do that alone. No mention was made of anyone else with her.

Same Monday 26th March 2012 – 10.30 approx

Loud knock on the door as I was in the kitchen partly dressed with only a top on as filling washing machine and making cup of tea. I was still easily distracted and not aware if caught unawares and asked to answer the door.

Both Mr Maguire Richards who I had made the complaint about as housing officer who had failed, and my landlord Mr Hanlon stood outside the door with two of their workmen. They insisted and demanded entry. I said no, as I was on my own. They were both people I had a complaint against that was being investigated. I had no representative, I had not been given notice. It became very aggressive. Landlord and Mr Maguire-Richards threatening me as to what they could do and "force". The workmen were allowed to stand there and watch me and I realised later could see up my short top. I told Mr Maguire Richards and Mr Hanlon that they were upsetting me. That due to my experience with them, my distress at males and all male parties this was not wise. I told them that they had made me ill before and this was not wise. I asked Mr Hanlon to ask his workmen to move as it was 4 males against one female, vulnerable disabled. He said the workmen could stand were they liked. It was terrible and I became upset. I mentioned the arranged visit by Marie Connolley in Thursday and only female visitors. Both Mr Maguire Richards and Mr Hanlon said they knew about the arrangements as Mr Maguire Richards was in the office that morning and heard the call Ms Connelly made too me. Mr Maguire-Richards and Mr Hanlon said that that did not matter. They could still insist on coming in and seeing me on my own as male only party and as those I had a complaint about. Mr Hanlon said he would be in the visit with Ms Connelly on Thursday. I became quite distressed and said they were making me distressed. I feel I held my own, but was shaking at the end. But they left. Later the workmen made several personal comments too me and their opinion. I said it was none of their business and I was not open to their comments.

29th March 2012

Letter to Mr Hanlon about inappropriateness of his visit with Mr Maguire Richards, a reminder of our history so far, and again an appeal for him to make good, get an independent surveyor in and proper assessment, repair and compensation.

No response

Only response was a letter with certificate telling me my tenancy deposit had been registered with a Tenancy Deposit Scheme and my end of tenancy was planned for July this year. The tenancy deposit should have been paid in when Hanlon took over the property. He acted illegally by withholding it. It was plain his only response was to evict me and make sure he could evict me. Which he could not without registering my deposit. Housing were aware of this, yet did nothing but continue to work with Mr Hanlon.

Letter from Landlord and Property manager with Tenancy Deposit Certificate attached. Asking me to sign the agreement that I understand it being deposited.

I rang Tenancy Deposit Scheme to find out. I was informed landlord should legally have registered 14 days after he took over the property in 2007. He had withheld it until now, but could not legally evict me unless he had registered it. It was clear the only response from my landlord was to further harass me and use his threat of eviction. He had no intention of making good.

June. I put in my Fast Track Claim. I find out Hastings Council should have completed the internal enquiry by now. Pressure and distress continue. I am again referred to Mental Health Assessment and the attempt to undermine my case by misusing the distress they are causing and undermine my reliability as a witness and person.

June 29th – Surprise Mental Health Assessment

Got a loud knock on the door. Opened it to find 5 people there. A Senior Social Worker, 2 Psychiatrists and 2 police officers. They insisted on coming in even though I was on my own and no one with me. They then cross examined me for over 2 hours. And asked very personal questions, including sex and rape, and did not think the extensive disrepair, water damage, falling ceiling and harassment and threat by landlord and Hastings council was a problem. They offered no help with the flat and disrepair. Just medication and hospitalisation. This would undermine my case and my ability to address and challenge. Its was awful, but I managed it. I know the system as used to take part in these things myself. I know the disasters these teams of imposing professionals can have on a person's life and they undermine and destroy real issues and concerns while prescribing medication and reiki therapy or drop in art classes. No help with landlord offered. GP RELATIONSHIP RUINED.

This Diary list up until July 2012. A lot has happened since.