

I understand your point of view Elaine but looking at it from both sides the situation is getting no better. Marie was not home for 2 weeks because she was admitted to hospital due to the stress of this. She has now returned for Carl still shouting at her blaming her for things she hasn't done. What Marie is talking about was like last week, when someone went to repair her intercom, was Carl harassing the repair man to mend his first. The repairman explained he couldn't because he had not come to do his, but Marie said Carl argued the case causing a delay in the repair with her standing by her buzzer because the worker had asked her to be able to test it for 20 minutes.

The other stuff I mentioned because at our meeting with Marie you said no other resident had endured any problem with Carl, but Marie states since, a few neighbours have told they have issues with him as well.

As for knocking on other residents doors to gather information, I have no remit to do this. I am just advocating for Marie feeding back information she gives to me. As I say I believe the only way forward is mediation to resolve this problem.

Regards

John Poole

From: Elaine Baker [mailto:elaine_baker@Sandwellhomes.org.uk]

Sent: 16 April 2013 10:00

To: Poole John

Subject: RE: 34 Groveland Road

Good morning John,

Please accept my apologies for not getting back to you sooner. As I explained the last time I saw you, for several weeks all housing officers would be visiting every tenant that claimed housing benefit because of the welfare reforms that were taking place. I had well over 300 visits and only completed these last week.

I have already contacted the anti social behaviour team and I am awaiting their response on the best ways of dealing with the situation at Groveland including arranging mediation.

I can confirm that there is a shed for each resident. No one is entitled to more than 1. Therefore, it may be an idea to door knock each resident to collate information. Also, the last time I spoke to Carl he said he would keep away from Marie and have nothing to do with her. I've checked on our system and Carl has only had repairs done that have been logged, repair men cannot be dragged off other jobs to help Carl without a works order because they will not be paid for that work and they will not be issued materials.

However, as soon as I get a response from my emails to the ASB team I will keep you informed.



Please consider the environment before printing this e-mail. Thank you

From: Poole John [mailto:John.Poole@bcpft.nhs.uk]

Sent: 15 April 2013 10:55

To: Elaine Baker

Subject: RE: 34 Groveland Road

Hi Elaine.

Just wondering if you had been able to arrange anything around mediation for Marie and Carl. Carl is still harassing Marie. He is still hijacking workmen telling them to do his repairs first. Also you stated that no other resident doesn't have any problems with Carl. Marie has now been approached by other residents who complain about much the same things as Marie, and are bitter about the preferential treatment Carl receives such as the amount of sheds he has.

If this is not sorted one way or another I feel there will be more problems in the future. And I feel that Marie's mental health and welfare are being affected by the situation.

Regards.

John Poole

From: Elaine Baker [mailto:elaine_baker@Sandwellhomes.org.uk]
Sent: 25 February 2013 15:03
To: Poole John
Subject: RE: 34 Groveland Road

Hi John,
Wednesday at 12.00 is fine for me and I will meet you there.
Regards Elaine



Please consider the environment before printing this e-mail. Thank you

From: Poole John [mailto:John.Poole@bcpft.nhs.uk]
Sent: 25 February 2013 13:52
To: Elaine Baker
Subject: RE: 34 Groveland Road

Hi Elaine.

Sorry for the delay. visited Marie on Friday shes keen to meet up. we came up with this wednesday at 12pm if thats possible thats the only time I have this wek were Marie is available and I am as well. I am on A/L next week. The problem is due to Maries state of mind and she is not sleeping well over the last few weeks.

John Poole
Social Worker.

From: Elaine Baker [mailto:elaine_baker@Sandwellhomes.org.uk]
Sent: 25 February 2013 13:25
To: Poole John
Subject: 34 Groveland Road

Hi John,
Have you any ideas when we can catch up to do a joint visit at the above address please.
Look forward to hearing from you.

Kind regards
Elaine Baker
Housing Officer
Housing Services
Tel. 0121 569 6000
email: elaine_baker@sandwellhomes.org.uk