

## **Short case study - January 2021**

### **Ania**

This month we received the good news that the council have agreed that they have a legal duty to assist our client Ania, a vulnerable young woman who came to us for help with housing in August last year. Since then, we have been helping her to gather medical evidence for her homelessness claim, helping her to access appropriate mental health support, successfully advocating for her to be moved after she was placed in inappropriate temporary accommodation, and for access to food that met her dietary requirements; also helping with housing and disability benefit claims and pushing for a resolution to her application for settled status as an EU national. This new developments means that Ania will soon finally be leaving temporary accommodation to settle into her permanent accommodation.

We have also been working on the case of Gerald and his partner Alex, an elderly couple, both with multiple complex needs, who have been left with staggering council tax debt, due to only Gerald being classed as exempt from council tax, and the couple not understanding that this meant they were still liable. We have managed to link Gerald up with a specialist debt advisor who we hope will be able to argue that this debt should be waived. Meanwhile, we have managed to successfully reduce their repayments of the debt to a more manageable level.

Finally, we were able to link long term day centre user Pete and his dog up with free veterinary care through the Dogs Trust. Pete told us he had been reduced to tears watching his faithful friend suffering with a poorly leg but was unable to afford vet care. We are hoping Fido will be back on his feet soon.