

Gentleman called on 26th February 2009

He was very concerned about the way in which he had been treated at Social Security and the misinformation that he had been provided with.

On the 6th January he had been made redundant from Mercury Construction and was advised that he had no more work, he went to register as unemployed and was advised to register with Income Support. 4-5 days later he was advised that his claim had been unsuccessful as he had received some salary at the end of December which would cover the month. He explained about mortgage payments coming out at the beginning of each month with all other standing orders he was advised that his payment would start on the 2nd February.

The Gentleman got a job and advised them on the 3rd February just after his 1st payment. He took his contract in on to show them on that day and that was noted. On the 13th February he was told by a lady who assisted him not to worry that he was still receiving benefit he got paid for 4 weeks after his first pay cheque.

On the 14th February he got a letter advising of an error and overpayment, the payment did not even arrive until the 16th February 2009. From the 5th January to the 1st February with no benefit and no IS he was forced to borrow which he is now struggling to pay back and is still not straight. He has been overpaid by £426.50

He can appeal he has been told, he has to do that in writing. He asked for a review but was told that had been done when he was on the phone. He is not sure what to do now. His letters have been sent to 2 addresses. On the 19th February he received a letter asking what job he had, his contract had been handed in already. He will supply a copy of all the letters that he has received he is content for us to discuss his case with the minister if necessary to make any points. He is content to talk to the Sub-Panel work permitting.

26th February 2009.