

Cranfords Trustees Limited  
International House  
Constance Street  
London  
England  
E16 2DQ

Data Gathering Team  
Email: datagathering@apjsolicitors.co.uk  
Reference: 113816.1  
Date: 19th November 2020

**DATA SUBJECT ACCESS REQUEST: SECOND SUBMISSION**

**Re: Our Client:** Mr Robert Armstrong  
**Address:** 89 Hexham Avenue  
HEBBURN  
Tyne and Wear  
NE31 2DL

Dear Sirs

Following our letter dated 29/11/2019 we are disappointed to note we have not received a reply to our Data Subject Access Request ("DSAR") in the required time as stated in Article 15 of the General Data Protection Regulation ("GDPR").

If we do not receive a satisfactory response from you within 14 days, we will not hesitate in taking further action. This may include but not be limited to complaints made directly to the relevant regulator seeking judicial remedy.

Should you require any information to enable you to action our request please contact our office on 0800 028 9791 alternatively you can email your request to datagathering@apjsolicitors.co.uk

We look forward to your response.

**Pensions and Investments Team**  
**Anthony Philip James and Co Ltd**  
Solicitors SRA 629443

# Letter of Authority

V2.00



Your Name:

Mr Robert Armstrong

Date of Birth:

25/12/1958

Joint Applicant Name:

Date of Birth:

Your Current Address:

89 Hexham Avenue  
HEBBURN  
Tyne and Wear  
NE31 2DL

Address at time of sale:

\* For joint claims both clients must sign below (one in each box) Please complete with today's date.

Client Signature 1

Client Signature 2

Dated: 11-6-2020

Dated:

1. To whom it may concern this is my/our explicit authority to authorise disclosure of all personal and financial information and documentation.
2. The request is made and authority given pursuant to the Data Protection Act 2018 and General Data Protection Regulations (EU) 2016/679.
3. I/we confirm that I/we have lawfully contracted with my/our Solicitors Anthony Philip James & Co Limited to act on my/our behalf.
4. For the avoidance of doubt I/we have given my/our Solicitors full authority to make a claim on my/our behalf.
5. I/we direct and authorise that any payment due in respect of investment and/or PPI and/or commission and/or loan and/or mortgage, and/or interest and/or compensation be sent directly to my Solicitors.
6. I/We authorise you to release any information and/or documentation deemed confidential or otherwise as may be requested from time to time by my/our Solicitors.
7. I/we direct and authorise Equifax and/or other Credit Reference Agency to release any information whether deemed confidential or otherwise as may be requested from time to time by my Solicitors.
8. The request for information and/or documentation relates to Banks, Building Societies, Independent Financial Advisors, Pension Providers, Financial Brokers, Insurance Companies, Mortgage Lenders, Loan companies, Payment Protection Insurers, Mortgage Brokers, SIPP

- Operators, Solicitors, Accountants, Insolvency Practitioners, Credit Card Companies and/or any other potential holder of information or documentation relating to me/us.
9. This authority is not for a limited period and is to remain in force until withdrawn in writing by me/us.
  10. I/We authorise the release of my file of papers from my solicitor and/or my accountant and/or insolvency practitioners
  11. A copy of this Form of Authority will have the same validity as the original.
  12. I/we agree to be bound by the Terms and Conditions, CFA what you need to know. Conditional Fee Agreement. Contingency Fee Agreement. Cover letter.
  13. I/we hereby authorise you to draft relevant forms and/or commence civil proceedings in such Civil Court as you consider appropriate, and to sign such statements of truth on my/our behalf.
  14. I/we authorise you to obtain suitable legal expense cover for me/us as you, in your discretion, deem necessary in the conduct of my/our case.
  15. I/we also irrevocably authorise you to endorse cheques solely for the purposes of discharging accounts and disbursements incurred on my/our behalf.
  16. I/we also irrevocably authorise you to pay accounts and disbursements incurred on my/our behalf.
  17. I/We confirm that I/we have read and understood the declaration.

Anthony Philip James and Co Ltd are authorised and regulated by the Solicitors Regulation Authority (SRA number 629443)



[Transcribed by authority of the Registrar General.]

CI 460659

B. Cert.  
S.R.

**CERTIFIED COPY of an  
ENTRY OF BIRTH  
Pursuant to the Births and  
Deaths Registration Act 1953**

Registration District		County of Durham		Eastern		In the		County of Durham	
1959 Birth in the Sub-district		Tollington		Tollington		Tollington		Tollington	
1	2	3	4	5	6	7	8	9	10
Child's name	Sex	When born	Place of birth	Name, surname and maiden surname of mother	Signature of father	Signature, description, and residence of informant	When registered	Signature of registrar	Name entered after registration
Robert James Armstrong	Male	20th 1959	25 Argyle Street, Hebburn	Maureen formerly Mrs. S. J. Armstrong of 92 Argyle Street, Hebburn	James Armstrong	J. R. Armstrong, 92 Argyle Street, Hebburn	Twelfth January 1959	H. J. Gilliland Registrar	

Certified true copy of an entry in a register in my

Andrew Clark

CAUTION—This is an abstract for reference only. It is not a certified copy and is not to be used as evidence in any legal proceedings. It is the duty of the Registrar General to ensure that the information is correct and that the abstract is a true and accurate copy of the original entry in the register.

Superintendent Registrar

25.4.59



329A

392/1565/1/2/2417331

Miss N Hudson & Mr R Armstrong  
89, Hexham Avenue  
Hebburn  
Tyne & Wear  
NE31 2DL

Date: 24/02/2020  
Our reference: HBR  
Your reference: 0175303



Dear Miss Hudson & Mr Armstrong

Ref: Tenancy: - 89, Hexham Avenue

## **Notice of Changes to Rent and Service Charges 2020-2021**

From 6th April 2020 the weekly net rent for your home will change in line with the Government's rent guidelines. Your basic rent will **increase by 2.7%**.

### **Charges relating to other services that you may receive**

Services such as cleaning of communal areas, concierge, caretaking and warden charges will increase. See charges below.

Your rent and service charges are shown below

<b><u>Charge name</u></b>	<b><u>2020/21</u></b>
Net rent	£85.64
Garage rent	
Service charge	
Management support charge	
Warden charge	
Warden VAT	
Heating charge	
Concierge charge	
Cleaning	
Caretaking charge	
Furniture charge	

If you have any queries relating to your new charges please contact South Tyneside Homes, Housing Service Centre or the Income Team on 0300 123 66 33.

Town Hall and Civic Offices, Westoe Road, South Shields, Tyne and Wear NE33 2RL  
Tel: 0300 123 6633 [www.southtynesidehomes.org.uk](http://www.southtynesidehomes.org.uk)

Registered in England and Wales. Registration number 05481700  
Registered Office: South Shields Town Hall, Westoe Road,  
South Shields, Tyne and Wear NE33 2RL  
A company controlled by South Tyneside Council

Facebook [southtynesidehomes](https://www.facebook.com/southtynesidehomes)

Twitter [southtynesidehomes](https://twitter.com/southtynesidehomes)

Live Chat [southtynesidehomes.org.uk](https://www.southtynesidehomes.org.uk)





**APJ**  
ANTHONY PHILIP  
JAMES & CO. LTD

v2.0

Cranfords  
1 The Pavilions.  
Cranford Drive  
Knutsford  
WA16 8ZR

**Molissa Hughes**  
**Email:** datagathering@apjsolicitors.co.uk  
**Ref:** MH/Shelly Farrell/113816.1/Armstrong/PRO  
113816.1  
**Date:** 29th November 2019

**DATA SUBJECT ACCESS REQUEST**

**Re: Our Client:**  
**Address:**

Mr Robert Armstrong  
89 Hexham Avenue  
HEBBURN  
Tyne and Wear  
NE31 2DL

We527126b

Dear Sirs

Anthony Philip James & Co Ltd have been appointed by the above-named client to request access to personal data pursuant to *Article 15* of the General Data Protection Regulation ("GDPR"), specifically in relation to our client's pensions and investments

We would like to make you aware from the outset that we expect a response within the one month period as stated in *Article 15*, failing which you '*shall bear the burden of demonstrating the manifestly unfounded or excessive character of the request*,' as laid out in *Article 12*. If our request is not satisfied we will be forwarding a complaint to the Information Commissioners Office and seeking judicial remedy.

We would also like to clarify our right to access source material to ensure fair and transparent processing on our clients behalf, as stated in *Article 14 - 15*, and therefore expect to receive copies of original documentation alongside the information requested to support your response. We also expect this information to be provided in a '*concise, transparent, intelligible and easily accessible form, using clear and plain language*' as stated in *Article 12*.

Please **do not** contact the customer, who has given Anthony Philip James & Co Ltd full authority to handle this complaint. You will find a signed letter of Authority attached along with the client information detailed above, providing confirmation of the identity and authorisation of the data subject.

enquiries@anthonyphilipjamesandco.co.uk - www.anthonyphilipjamesandco.co.uk  
freephone: 0800 028 9791 - phone: 0161 777 2162 - fax: 0161 239 1035  
Registered address: 7700 Daresbury Park, Daresbury, Warrington, WA4 4BS  
Company no: 10011883 - VAT no: 290608789 - DPA no: ZA188164

In the case you are unable to fulfil our request within the period stated, you must endeavour to protect the data subject's rights and freedoms and legitimate interests, including making the information publicly available. The General Data Protection Regulation advises using an online portal to collate information held on the data subject to make it more easily accessible and transferable due to the recent changes in regulation that allow for a more substantial volume to be requested and provided.

We look forward to receiving your response within 30 days from receipt of this request.

Yours faithfully

Molissa Hughes  
**Anthony Philip James and Co Ltd**

Solicitors SRA 629443