

Journal

Use your journal to:

- add details about your work search
- leave messages for Universal Credit
- view your Universal Credit account history

If your message needs a reply, we'll respond during office hours (Monday to Friday, 8am to 6pm).

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Journal entries

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Date and time	Message	Added by
27 Oct 2025 at 4:16pm	The time is now 16.14 pm yet still no calculation before close of business Fragrant abuse of authority	Zoe Holder
27 Oct 2025 at 1:24pm	Yourselves in application will not even allow me a Mandatory Reconsideration Why is that And now yourselves have decided in compliance of social reforms to NOT reply to my messages You have a Duty of Care	Zoe Holder

Date and time	Message	Added by
	Regards Ms Holder	
	Show less	
27 Oct 2025 at 1:03pm	Why am i being punished am my payment forfeited inn compliance attuned to Kym Whyte aka Tyler M Joy Whyte of 30a Relf Road SE15 4JT. This situation has happened before in relation to Sevgul Mehmet Ali Gulkan of 28 Relf Road SE15 4JT Yourselves are BLATANTLY BREAKING THE LAW	Zoe Holder
	Show more	
27 Oct 2025 at 12:27pm	To whom it may concern My Universal Credit Payment has yet to be calculated. The time is now 12.26 pm Regards Ms Holder	Zoe Holder
27 Oct 2025 at 7:44am	To whom it may concern Calculation of statement in period of award in entitlement still not completed and the time is now 7.44 am Regards Ms Holder	Zoe Holder
27 Oct 2025 at 7:05am	To whom it may concern My award of benefits has not been calculated to date even though it is stated upon my statement that calculation would be done. Can you please inform when the statement will be ready Regards	Zoe Holder
	Show more	

Date and time	Message	Added by
25 Oct 2025 at 7:17am	<p>To whom it may concern</p> <p>Please be aware that i have now contacted my legal counsel regarding the whole situation and am awaiting an response</p> <p>Regards</p> <p>Zoe Holder</p>	Zoe Holder
25 Oct 2025 at 6:53am	<p>To whom it may concern</p> <p>I can see from a entry made upon my journal today that the fradulent claim of Carers Allowance is still being made payable in my name to Kym Whyte aka Tyler M Joy Whyte of 30a Relf Road London SE15 4JT account ending 8026.</p> <p>I have made numerous attempts to contact the unit that is still allowing the fraudulent claim to happen to which i am being penalised Show more</p>	Zoe Holder
25 Oct 2025 at 3:31am	Other benefits affecting your Universal Credit	
7 Oct 2025 at 12:35am	Thank you	Zoe Holder
2 Oct 2025 at 11:59am	<p>Hello Zoe,</p> <p>We owe you some money. Please see the attached letter regarding an underpayment of £3,096.00.</p> <p>We have issued the payment and this will be in your account on the 6th of October.</p> <p>Read the attached file. If the letter asks you to call us, please try using your journal instead. UCSDP14_Zoe_Holder.pdf</p> <p>► Send reply</p>	<p>Gavin</p> <p>Glasgow Dundas Service Centre</p>
29 Sept 2025 at 10:12am	Okay will do thanks	Zoe Holder
29 Sept 2025 at	Hi Zoe,	Conall

Date and time	Message	Added by
10:04am	<p>Thanks for letting us know.</p> <p>I do understand your situation and worry in regards to this. Thank you for raising this with Carers Allowance department, the matter rests with them however. As they provide information to us here, at Universal Credit for us to make deductions on our customers claims if Show more</p> <p>► Send reply</p>	Belfast Goodwood Service Centre
29 Sept 2025 at 5:20am	<p>To whom it may concern</p> <p>I previously wrote to you in relation to an fraudulent claim of Carers Allowance upon my account.</p> <p>I did as told and contacted the Carer's allowance team to raise a concern.</p> <p>Show more</p>	Zoe Holder
16 Sept 2025 at 5:59pm	<p>Thank you</p>	Zoe Holder
16 Sept 2025 at 4:30pm	<p>Hello Zoe,</p> <p>We have decided you're entitled to a Universal Credit payment of £6,364.00, from 25 September 2017 to 24 October 2020.</p> <p>This is because before you claimed Universal Credit, you were entitled to disability premium with transitional protection.</p> <p>Show more</p> <p>► Send reply</p>	<p>Darren</p> <p>Canterbury Service Centre</p>
1 Sept 2025 at 8:53am	<p>We agreed to pay water arrears from your Universal Credit</p>	An agent
27 Aug 2025 at 11:25am	<p>Ok thanks</p>	Zoe Holder

Date and time	Message	Added by
27 Aug 2025 at 8:31am	<p>Hi Zoe,</p> <p>Thanks for letting us know.</p> <p>I have checked our payment system and can see that Carers Allowance payments are being made payable and encashed to a bank account ending 8062.</p> <p>Show more</p> <p>► Send reply</p>	<p>Conall</p> <p>Belfast Goodwood Service Centre</p>
27 Aug 2025 at 2:35am	<p>To whom it may concern</p> <p>Yet again and fraudulent claim in carer's allowance has been made in my name.</p> <p>I have reported the fraud to the benefits payments department yet payments have been made against my universal credit payment this month in advance award.</p> <p>Show more</p>	Zoe Holder
25 Aug 2025 at 3:18am	Other benefits affecting your Universal Credit	
4 Aug 2025 at 10:27am	<p>Hi Zoe,</p> <p>No problems, we've now reinstated this for you.</p> <p>Kind regards</p> <p>► Send reply</p>	<p>Conall</p> <p>Belfast Goodwood Service Centre</p>
4 Aug 2025 at 10:21am	Changes to your Universal Credit payment	An agent
4 Aug 2025 at 10:18am	Alternative payment requested	An agent
3 Aug 2025 at 11:46pm	<p>To whom it may concern</p> <p>Can you please reinstate direct rental payments to my landlord as soon as possible, thank you</p>	Zoe Holder

Date and time	Message	Added by
	Kind regards Zoe Holder	
31 Jul 2025 at 8:15am	<p>Hi Zoe,</p> <p>Your payments have been issued to your bank account. This can take up to 8pm on the day they're due to be paid. If you do not receive your payments by tomorrow, please let us know and we'll further investigate this for you.</p> <p>Kind regards</p> <p>▶ Send reply</p>	<p>Conall</p> <p>Belfast Goodwood Service Centre</p>
31 Jul 2025 at 3:46am	<p>To whom it may concern</p> <p>I have not received my universal credit payment due today.</p> <p>Can you please inform when I will receive my payment.</p> <p>Kind regards</p> <p>Show more</p>	Zoe Holder
9 Jul 2025 at 2:21am	Where you live and what it costs: updated details	Zoe Holder
9 Jul 2025 at 2:21am	Where you live and what it costs - changed	Zoe Holder
29 May 2025 at 8:11am	<p>Hi Zoe,</p> <p>No problems, I'll have that money sent over to your account today.</p> <p>Kind regards</p> <p>▶ Send reply</p>	<p>Conall</p> <p>Belfast Goodwood Service Centre</p>
29 May 2025 at 8:10am	Advance payment approved	An agent

Date and time	Message	Added by
28 May 2025 at 7:47pm	6 months please	Zoe Holder
28 May 2025 at 3:20pm	<p>Hi Zoe,</p> <p>Apologies for the delay in response to your journal, yes, you have a budgeting advance available. If you wish for the £348, please choose one of the options below for repayment.</p> <p>24 months at £14.50</p> <p>Show more</p> <p>► Send reply</p>	<p>Conall</p> <p>Belfast Goodwood Service Centre</p>
28 May 2025 at 2:20pm	So now you are going to try and delay the rights/ responsibility statutory for access to Mandatory Consideration within aspects of the Laws	Zoe Holder
28 May 2025 at 12:36pm	<p>To whom it may concern</p> <p>Can you please inform me how to go in applications to apply for a Mandatory Reconsideration</p> <p>Regards</p> <p>Zoe Holder</p>	Zoe Holder
28 May 2025 at 11:51am	Is my application being penalised in contrasting effect of efforts to my findings and complaints?!	Zoe Holder
28 May 2025 at 11:38am	<p>To whom it may concern</p> <p>Will my application for a budgeting loan be considered and processed today?</p> <p>Zoe Holder</p>	Zoe Holder
28 May 2025 at 9:09am	<p>To whom it may concern</p> <p>Can I please in allowances of advance make a claim for a budgeting loan for a new sofa sum £348</p>	Zoe Holder

Date and time	Message	Added by
	Thank you	
12 May 2025 at 1:32pm	We have stopped paying water arrears for you	An agent
15 Apr 2025 at 8:45pm	Your landlord has confirmed your housing costs	
15 Apr 2025 at 12:55pm	Report annual changes to your housing costs completed	Zoe Holder
15 Apr 2025 at 12:55pm	Confirm your housing costs completed	Zoe Holder
25 Feb 2025 at 9:06am	<p>Hi Zoe,</p> <p>As previously stated in my past journal messages to you in relation to this matter, we are still making payments to the information provided to pay Hexagon housing your due rent payments and any arrears owed to them.</p> <p>These payments are still being paid successfully to their accounts.</p> <p>Show more</p> <p>► Send reply</p>	<p>Conall</p> <p>Belfast Goodwood Service Centre</p>
25 Feb 2025 at 7:44am	<p>WHERE are My Rent payments including arrears going.</p> <p>The payments are not being made applicable to myself rent account with Hexagon Housing Association Ltd Sydenham that is a dissolved through insolvency entity.</p>	Zoe Holder
25 Feb 2025 at 7:40am	Where's in my £6000 in excess that yourselves stole to give to Mehmet Ali Gülkan and Sevgül Mehmet Ali of 28 Relf Road SE15 4JT Southwark	Zoe Holder
25 Feb 2025 at 7:30am	<p>WHY do Yourselves keep on a contingency of continuing fraudulent behaviours and frameworks keep on stealing my benefits entitlement for yourself and Conspirators Sevgül Mehmet Ali of 28 Relf Road SE15 4JT Southwark and KYM Whyte aka Tyler Smith of 30a Relf Road SE15 4JT Southwark.</p> <p>Yourselves behaviourisms is Despicable Heinous Insidious Archaic deappreciations coinciding with Negligent developmentals.</p>	Zoe Holder

Date and time	Message	Added by
	Show more	
25 Feb 2025 at 7:04am	<p>To whom it may concern</p> <p>I am writing to inform yourselves that my monthly calculations that are due to date have yet to be applied to my universal credit account.</p> <p>Therefore as a matter of urgency in relation to the short month of February when will the administrative process be completed.</p> Show more	Zoe Holder
25 Jan 2025 at 1:28pm	Okay thanks	Zoe Holder
25 Jan 2025 at 9:13am	<p>Hi Zoe,</p> <p>Thanks for letting me know.</p> <p>I can see the information you've stated is correct. However, regarding payments being sent to them upon your regard, this is the information we're using to make payments.</p> Show more	Conall Belfast Goodwood Service Centre
	▶ Send reply	
24 Jan 2025 at 12:04am	Yourselves can even check via the Financial Conduct Authority, Financial Services Register that Hexagon Housing Association Ltd are not regulated registered nor listed in litigation and compliance.	Zoe Holder

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