

“A million thanks - I couldn't have done it without you and The PSU!”

Jackie was a 75-year-old woman, living alone and caring for herself, as her daughter and family lived in another part of the country. She rented her flat from a Housing Association, and came to the PSU for help in taking them to court.

She was doing so, she explained, because approximately nine months earlier, on the week before Christmas, she had moved into an allegedly refurbished flat, only to discover that the shower in the bathroom had not been fitted and the wash-basin wasn't properly plumbed in.

Jackie was unable to bathe at home, and was forced to venture out, in the depths of winter, at times during blizzards, and across a busy road, to use public baths. Because Jackie moved in during the holiday season, it wasn't until mid-January that bathroom facilities were properly installed in her home.

Jackie told the volunteer that she was terrified of the idea of going to court.

PSU volunteers went through the court procedure with her and helped her to overcome her fear of entering court. The day before her court hearing, a volunteer took Jackie to an empty courtroom to try to prepare her, but to no avail: Jackie sat down on a court bench and cried.

On the day of the hearing, Jackie was obviously racked with trepidation.



Thanks to supporters PSU volunteers can help people alone in court

The only people present were the district judge, the manager of the Housing Association, their barrister, Jackie and the PSU volunteer. The judge explained that as Jackie was the applicant, it was her duty to put her case first.

Clutching the arm of the volunteer, Jackie was obviously petrified and had no idea where to begin. The volunteer quietly suggested to her that she told the judge why she was there. “Oh yes of course!” she responded with surprise, before suddenly springing into action.

In spite of her initial anxiety, Jackie was seen to present her case with courage and clarity.

The Housing Association's barrister tried his best, but in light of Jackie's account, supplemented by written evidence, he seemed to realise quite quickly that his case was weak.

The judge took very little time in deciding in favour of Jackie, awarding her very generous compensation and costs against the Housing Association. Outside the courtroom, she threw her arms around the volunteer, exclaiming “A million thanks - I couldn't have done it without you and The PSU!”

Names have been changed for confidentiality



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Thank you to all our supporters who have done so much this year

"As the holidays approach, I'm thankful for our supporters who ensure we can be there for people forced to represent themselves in our complex legal system"

Eileen Pereira, PSU CEO

"People need support and someone to stand by their side. This is why I am honoured to become a patron of the PSU"

Martin Lewis OBE, PSU Patron

"PSU Sheffield's 4th Challenge Everest was a huge success, raising over £2,300 this November. The atmosphere among the student volunteers and the two law firms that took part, Irwin Mitchell LLP and CMS LLP, was fantastic and made the event very fun."

Emily Gilbourne, PSU Service Manager Sheffield

"White & Case is delighted to support the PSU and it's vital work with litigants in person, helping to ensure fair access to the courts system for all."

White & Case LLP, PSU Partner

"I would not have survived without their help I was so frightened and desperate. I cannot thank them enough, they went overboard to assist me without legal aid. Now they are definitely needed so thank you all very much!" **PSU client**



Our upcoming events 2019

Visit: www.thepsu.org/events to buy tickets

Contact: events@thepsu.org.uk or 020 7073 1703

Bake sales and PSU Spring raffle Feb-Mar

PSUs will be hosting bake sales across courts and launching our annual Spring Raffle. Watch out for closest PSU to win amazing prizes including; theatre tickets, a case of champagne and an exclusive *Montegrappa* pen.

An evening with Richard Coles 27 Feb, 6-9pm

Cleric, broadcaster and former Commundar, Reverend Richard Coles will share tales from his life in a very special evening at King's College London. Richard co-presents BBC Radio 4's Saturday Live and BBC One's The Big Painting Challenge and is a regular on panel shows, such as QI and Have I Got News For You.

Tickets are £35 and available [online](#)

Access to Justice and how the Legal Tech Community can help 25 Mar, 8.30-10am

Join us for our breakfast discussion at the Law Society.

Tickets are £35 and will be on sale from January
Register your interest: liana.telvi@thepsu.org.uk

Treks throughout 2019

From Ben Nevis to the Brecon Beacons, there are some stunning treks across the UK that will be a wonderful challenge for next year.

Registration from £25, find inspiration [online](#)

How you can help: **Christmas shopping?** Sign up to easy fundraising and choose the PSU to donate while you shop www.easyfundraising.org.uk

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