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**From:** Pat Moriarty [mailto:p.moriarty@lgo.org.uk]  
**Sent:** 14 April 2005 09:08  
**To:** Rawé, Noëlle  
**Subject:** Your complaint against RBKC

Dear Ms Rawé

Further to our telephone conversation I confirm I will be writing to you shortly to respond to the points that you raised in your letter of 27 February.

However I would like, if possible, to try to achieve some resolution to your original complaint which was that the Council had failed to take action to secure from the landlord the written summary of costs as set out in section 21 of the Landlord and Tenant Act 1985.

I have sent you the summaries of service charges to 31 December 2002 and 31 December 2003. As I understand it you remain unhappy that the summaries do not show how costs are or will be reflected in demands for service charges. I am happy to pursue this matter with the Council for you if you can direct me to the wording in the Act which makes this a requirement of the summary of costs. You said to me on the telephone, and indeed mention in your letter, that this is covered by Clause 21(5) of the Act, but I have been unable to find this wording in our office copy.

Yours sincerely

Pat Moriarty  
Complaints Investigator  
Office of the Local Government Ombudsman  
Direct Line: 020 7217 4641

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