

Ms J. Hathaway
Martin Russell Jones
5 Watford Way
Hendon Central
London NW4 3JN

Ms Noëlle Rawé
3 Jefferson House
11 Basil Street
London SW3 1AX
Tel

10 July 2000

Dear Ms Hathaway,

Works and Balance Outstanding

1. Works outstanding

1.1 Window frame

I note that, as a result of continuing pressure from Frank Morris Associates, the firm of chartered surveyors I had to employ to get the works carried out, that the splash back for the left hand corner of the window has been modified. However, in the process, the part of the window frame that is adjacent to it has been stripped of all the paint that had only been applied c. 4 months ago – leaving the bare wood now exposed to the element.

1.1.1 Action required by you: to ensure that proper priming and repainting of that part of the window frame is undertaken – to a reasonable standard – by 27 July

1.2 Sealant around the window that was replaced

I note that the sealant around the window has not yet been painted. This was reported to you through Frank Morris Associates on 27 March.

1.2.1 Action required by you: to ensure that the sealant is painted by 27 July

2. Outstanding balance

On 31 December, I sent you a cheque for £1,500. This left an outstanding balance of £499.28. This was less than the half-yearly service charge Dec 99-Jun00 (£509.70). Aside from the fact that in your subsequent invoice of 25 April you opted to list a series of items instead to reflect the amount, I note:

- An electricity charge of £33.80 with a starting date of 18 Jan 2000 and no end date.
- An electricity charge of £34.33 with a starting date of 19 Jan 2000 and an end date of 17 April

Clearly, there is an error.

Furthermore, regarding the invoice for £34.33 for the period 19 Jan to 17 Apr, I contest the amount as, during this period, I occupied the flat for only 13 days, during which my electricity

consumption was as per usual. The rest of the time the flat was unoccupied with only an alarm clock and a freezer – (both of which I have had for years) – being switched on.

Your invoice states that I used 218 units during this period. Comparing this to the same period last year (14 Jan to 9 April 1999) the consumption was 421 units. This confirms that an error has occurred.

I also note that the standing charge on 19 Jan – 17 Apr invoice is £19.95. Until then the standing charge had been £12.58. This represents a sudden 59% increase.


Actions required by you:

- 2.1 to determine the true amount of electricity that I have to pay
- 2.2 to determine the correct amount of standing charge/provide an explanation for the 59% increase
- 2.3 to re-submit the balance outstanding reflecting the necessary amendments

Thank you for taking care of this.

Regards,

Noëlle Rawé

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