

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

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Dear Ms Hathaway,

Electricity costs and works outstanding

Thank you for your letter of 3 August following my communication to you of 10 July.

1. Electricity charges – Number of units consumed

I note your comment that the electricity charge of £33.80 with a starting date of 18 January 2000 and no end date was entered by error on your invoice and that your records were amended accordingly.

About your conclusion that the consumption of electricity for the period 19 January to 18 April of 218 units is correct:

- As I said to you in my previous communication, during that period, I occupied the flat for only 13 days (during which my electricity consumption was as per usual). In fact, if I count – as full days – the days when I arrived in the UK very late and the days when I departed very early, the total number of days is 18 days
- If I had used 218 units of electricity during these 18 days, it implies that, had I been occupying the flat throughout the period (which amounts to 90 days) my electricity consumption would have been **1090 units**.
- Compare that with the electricity used over the similar period last year, from 14 January 1999 to 9 April 1999 (equivalent to 86 days) for which the number of units was 421 units, would mean a consumption that is 2.5 times higher this year. This is not possible.
- Furthermore, if you look at my electricity consumption in the other quarters of last year (when I was residing in the UK): 15-06-99 to 12-10-99 = 497 units; 10-04-99 – 14-06-99 = 315 units

It further reinforces the fact that the usage of 218 units in just 18 days (or c. 20% of a quarter) cannot be correct.

Action: I would therefore appreciate your looking at your records again.

2. Electricity charges – Standing charge

In my previous correspondence, I also queried the 59% increase in the standing charge (from £12.58 to £19.96). In your reply you stated that "... the standing charge varies according to the period that the account covers and is the figure that is charged by London Electricity".

Regarding your first point, looking back at the previous invoices for last year, I note that the first 3 quarters had a constant standing charge of £12.58. Then, for the last quarter (i.e. 13 Oct to 18 Jan), the standing charge jumped to £19.96. For the subsequent quarters, which I have up to 12 July 2000, this standing charge has remained constant at £19.96.

I phoned London Electricity to get an explanation. They told me that, in fact, the standing charge was reduced at 1st April from 12.1p to 9.5p (exc. VAT) – equivalent to a reduction of some 18%. As this is a daily charge, I would expect the following to have been charged:

For the 97 days covered by the 13 Oct – 18 Jan quarter = £11.86 + VAT = £13.93 (v. £19.96, equals a difference of £6.03)

For the 89 days covered by the 19 Jan – 17 Apr quarter = £10.47 + VAT = £12.30 (v. £19.96, equals a difference of £7.17)

For the 86 days covered by the 18 Apr – 12 Jul quarter = £8.17 + VAT = £9.60 (v. £19.96 or a difference of £10.36)

I appreciate that you take care of settling the electricity costs on our behalf, and that you would therefore charge for the service. However, I expect that this is taken into consideration in your management fees.

Hence, I would appreciate your getting back to me on this.

3. Works outstanding

In my last correspondence of 10 July I had also reported to you the following:

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 elements.

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

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.

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

Two months on and neither of these actions have yet been carried out. Can you please ensure that this is done before the wood starts rotting.

Regards,

Noëlle Rawé