

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**

6 May 2001

Dear Ms Hathaway,

### **Outstanding charges**

On 10 September I wrote you a letter in which I stated:

#### **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.

One year on and this is still outstanding. I have been withholding payment of my charges in protest. Clearly, nothing will be done about it. As I can no longer bear to be in debt over this matter, I enclose a **cheque for £1214.51** to cover the charges I believe I owe to date (see attached). Two points on these:

- I have **deducted the sum of £293.75** for Frank Morris Associates (invoice attached), the firm of chartered surveyors I was eventually forced to employ in order to get the external works (1) carried out; (2) to a reasonable standard. (As you know, I have correspondence to back this up, not to mention, of course, the firm of Frank Morris Associates).

I have **deducted this sum from the half yearly service charge**. It must be paid by whomever recommended that the works be carried out to such an appalling standard. (The fact that you had the work redone proves the point)

This brings the total for 'reserve', 'service charge' and 'ground rent' to **£1,141.23** (see attached for details).

- Electricity charges
- Although I still believe that the amount of electricity charged for the period 19 January to 18 April 2000 is inaccurate (my letter of 10 September 2000), I am also paying all the outstanding cost of the units of electricity (£73.28 - see attached).
- However, I am for the time being withholding payment of all outstanding 'standing charge' (or a total of £79.84 - see attached) as, in my letter of 10 July and of 10 September 2000, I queried the 59% increase in the quarterly 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".

My reply to you on 10 September was:

"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 99 to 18 Jan 00), 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.

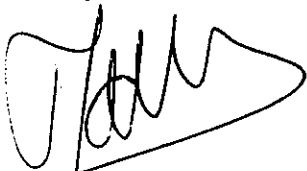
I phoned London Electricity to get an explanation. They told me that, in fact, the standing charge was reduced at 1<sup>st</sup> April from 12.1p to 9.5p (exc. VAT) – equivalent to a reduction of some 18%".

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.

I have had no communication from you on this matter since. (I am copying Mrs for the purpose of getting this matter clarified/brought to the attention of the residents).

Regards



Noëlle Rawé

Enc. Frank Morris Associates, invoice for £293.75, 18 February 2000  
 Details of charges being paid by enclosed cheque  
 Nat West cheque for £1214.51

cc. Mrs

Initials: 282

Post Office Ludgate Circus, London WC2E 9RN

Date stamp: 01 MAY 00

Value of item: £

We do not pay compensation for money or jewellery sent Recorded, use Special Delivery instead

signed for: recorded

Postcode: N.W. 4 3 1 2 N

your address on the back of package  
 label to front top left of package

Reference: RA 8929 7451 568