

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

Ms Noëlle K-Dit-Rawé
3 Jefferson House
11, Basil Street
London SW3 1AX

1 June 2003

(Sent recorded delivery)

Dear Ms Hathaway,

Trustee accounts and electricity standing charge

I note that the only reply I have received from you to my (recorded) letter of 15 May 2003 is an update of my account dated 23 May 2003. In this letter I requested:

Trustee accounts

"As per my rights under the Landlord and Tenant Act, and as a contributor and beneficiary to the trust fund in which contributions to service charges - including for major works - are held, can you please send me copy of the statements issued by the bank(s)/building society(ies) in which the trust fund is held for the period starting December 2002".

Why are you not complying with my request?

Electricity

Copy of invoices from London Electricity for:

- the last two quarters of 1999 as in Q3 of 1999 the standing charge was £12.58 (and had been such in previous quarters) while in Q4 (from 13 Oct 1999 to 17 Jan 2000) it jumped to £19.96 (i.e. a 59% increase).
- quarters of year 2000 and 2001 as the standing charge remained constant at £19.96 up to 27 Mar 2001 (i.e. for 17 months) and was then increased in the next quarter i.e. from 28 March 2001 to £20.68 (making it a 64% increase since Q3 1999)

as a means of resolving once and for all the issue of the standing charge which is that:

- when I contacted London Electricity in 2000 they told me that, rather than going up, the standing charge had in fact gone down
- you maintain that what you are charging me "...is the figure that is charged by London Electricity." (You have also stated that "... the standing charge varies according to the period that the account covers (which is what I would expect but, as supported by the evidence, this has clearly not been the case).

This makes it the **fourth** time I request copy of the invoices from London Electricity, as I previously requested them on 22 March 2003, 15 April 2003 and 15 May 2003 and the **eighth** time I am writing about this issue: my letters of:

- 10 July 2000;
- 10 September 2000
- 6 May 2001
- 17 October 2002 to CKFT, 'Steel Services'/Mr Ladsky's solicitors

Likewise, on several occasions, including in my letter to CKFT and in my defence to the County Court claim, I have stated that I have not received an electricity invoice for the periods of 21 October 2000 to 18 January 2001, and 12 July 2001 to 21 January 2002 – and therefore requested them. To date, this request is still outstanding.

Why are you not complying with these requests either?

In my letters of 22 March 2003, 15 April 2003 and 15 May 2003 I also requested:

"Revisiting your invoice for the number of units of electricity stated to have been consumed for the period 19 January 2000 to 18 April 2000 (which, at the time, I complained was far too high given that I had been in the flat for only 13 days, or 18 days if I counted the days I left very early/arrived very late over that period) as comparison with your invoice for the same period of this year supports my point"

In your reply dated 16 April 2003 you stated that my letter "will be passed to the Accounts Department for further investigation but our Accountant dealing with Jefferson House suffered a sudden close bereavement this week and is not expected to return to the office until late next week".

This was seven weeks ago.

Yours sincerely,



Noelle Rawe

cc. Mrs J.S.L. Goulden, Mr J.R. Humphrys, Dr A.M. Cox, Leasehold Valuation Tribunal
(Ref: LVT/SC/007/120/02)

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