Outlook

Re: Request for Written Statement – Chapter London Bridge Refund Communication

From Londonist Human Resources[Londonist HR Team] <humanresources@londonist.co.uk>
Date Mon 10/11/2025 09:35
To Chak Wang Sou [Londonist Finance Team] <chak@londonist.co.uk>
Cc Anna Maria Allorio [Londonist Management Team] <anna.allorio@londonist.co.uk>; Anil Hayat [Londonist Management Team] <anil.hayat@londonist.co.uk>

Dear Chester,

I hope you are well

Thank you for submitting your responses. We are currently reviewing the information you provided and will contact you once the review process has been completed.

We appreciate your patience and cooperation.

Best regards

Anna

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From: Chak Wang Sou [Londonist Finance Team] <chak@londonist.co.uk>
Sent: Wednesday, November 5, 2025 2:52 PM
To: Londonist Human Resources[Londonist HR Team] <humanresources@londonist.co.uk>
Cc: Anna Maria Allorio [Londonist Management Team] <anna.allorio@londonist.co.uk>; Anil Hayat [Londonist Management Team] <anil.hayat@londonist.co.uk>
Subject: RE: Request for Written Statement – Chapter London Bridge Refund Communication

Dear Anna and team,

Hope you are well today.

I am surprise to see this email, please kindly see my explanation below:

1) The London Bridge project began from 1.10.2025 (attached above as Proof for project began date). Please note that we (Me, Sude and Mina) were only approved to contact 13,

14th September 2025 London Bridge Checked In students. We were not approved to contact Fully Paid students, if you are in doubt, you can double check with Mina, Sude or even Mr Joy. File was shared by Mr Joy for London Bridge students whom checked in 13th and 14th September

2) Completed the same day of called all student except fully paid student and agency as not approved (Attached above as Proof for contacted students)

3) I have reported back to Mr Joy that we have contacted all students except those who did not pick up the call and reply to us (Attached above as Proof for confirmed to manager)

4) Saved File for Online to common folder (Attached the Proof for saved in Server) In this file, it was included compensation amount, student's information, contacted track, notes and other financial information. Then I had been waiting for approval to issue new invoice to student

5) On 7th October 2025, Mr Joy requested me to share the file again, I have shared with him on WhatsApp (Attached as Proof for asked for the LB file), and you can see I have not adjust the invoice as I have not received the approval from Mr Joy yet that I can adjust/ apply credit note into the invoice to share with student. In the Meantime, I have also asked for the update for London Bridge as I do not want to do it until the very last minute like what we did in the past. This is not the first time we action at very last minute because we do not have approval. You can check with Vlad on the refund situation; we only got approval when we getting sue by students/ parents/ trust pilot bad review.

6) 14th October, still waiting for approval, (attached proof for waiting for update).
https://crm.londonist.co.uk/#/invoices/35408
This was sent by Joy and I am approve to send the confirmation email on 28th October, which is 2 weeks after, student is frustrated, I am also frustrated in these cases, and this is only 1 of the case.

7) 17th October, I have 2 very angry fully paid students, spamming my WeChat (Li Duan and Michael is also in the same wechat group, if you need, I can share the full conversation, I have to take this pressure because I do not get any response from the upper management), asking for refund. I have requested Mr Joy to check and approve it, he did not reply to me until confirmation on 30th October (In CRM notes) that I can send confirmation email to fully paid student whom contacted me for the refund (Attached as Proof for unresponsive)
https://crm.londonist.co.uk/#/invoices/37283
https://crm.londonist.co.uk/#/invoices/36252

8) 22nd October, Mr Joy received a list from Zeynep, which I contacted them Immediately (Attached proof for updating the list) One of the student's father Tanmay
https://crm.londonist.co.uk/#/invoices/36090
asked for 3 weeks, which I rejected already, he insisted me to check with my manager, Mr Joy did not reply the request until 30th October (attached as Proof for responsive to Tanmay 1,2,3)

9) On 23rd October, we finally got some progress on London Bridge, which we need to check with IT that we need to adjust on last instalment instead of the upcoming instalment. IT managed to do it until 27th October. Meanwhile I am not allowed to send out the new invoice to students.

10)IT confirmed on 28th October that we can process, but we decided to send out new instalment manually with the Compensation amount and outstanding instalment amount, these are sent manually, and each email are unique, these are done by myself only. If

required, I can attach all to here. However, I am still yet to receive the approve to send to student who fully paid and check in on 20th and 21st September

11) 29th October received approval to contact fully paid student (who contacted us, those who did not contact, not approved to send) (attached as proof for approval to Fully Paid).

12) 30th October, Mina, and I asked for the approval to add 20th check in student into the list, did not get back to us on the same day
https://crm.londonist.co.uk/#/invoices/40008 Mihir Gupta Check in: 20.09.2025

https://crm.londonist.co.uk/#/invoices/35732 Aashish Verma Check in : 20.09.2025

13)4th November, I was working on Xero reconciliation for the end of month and Deferred Revenue calculation.(In the morning Mr Joy called me and Ijas that I need to finish the defer revenue and post it to Xero, I have asked Mr Joy whether I can send 20 and 21st September checked In student (Ijas was in the call as well), but Joy said wait until he checked and approved)(attached as Proof for yesterday's conversation). You can tell from the chat history that I am still waiting for approval, if not, why I put " If you agree, I will add them into my list"? It will not make sense at all. Then finished Deferred Revenue calculation after lunch. Planned to finish the London Bridge at the point and received a new student which was not in my list
https://crm.londonist.co.uk/#/invoices/38451

Attached proof my first time receive for London Bridge issue. Student contacted Asim Bey directly. You are welcome to check my full device whether I am lying or not.

Then I finished 13th and 14th September full paid (Not contacted yet) by 6 pm yesterday and the summarised report. Also added 20th and 21st check in student into the list.

I finished everything today morning.

Here is the full track, in this case, did I postpone the London Bridge student? I was asking for the approval to send out all confirmation in the early October, as I knew that management would wait until very last minute until Students and provider chased and complains. This is not the first time, overpaid refund is always like this. We wait until student made a chargeback to us via their card company.

If this email is a warning letter to me, I do not accept it as I have done everything I was approved.
Please review the full email and let me know if you require additional information or proof, if you require victim, you are welcome to check with anyone.

Please reply to my email by next week what will happen next, if you are waiting for approval/ review, please reply to me as well. I have never received update from HR in the past.

Kind Regards,
Chester

Chak Wang Sou

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From: Londonist Human Resources[Londonist HR Team] <humanresources@londonist.co.uk>
Sent: 05 November 2025 10:42
To: Chak Wang Sou [Londonist Finance Team] <chak@londonist.co.uk>
Cc: Anna Maria Allorio [Londonist Management Team] <anna.allorio@londonist.co.uk>; Anil Hayat [Londonist Management Team] <anil.hayat@londonist.co.uk>
Subject: Request for Written Statement – Chapter London Bridge Refund Communication

Dear Chester,

It has come to our attention yesterday that a refund process took place for Chapter London Bridge student accommodation. However, it appears that this information was not communicated to the affected students as required.

This communication should have been shared with all impacted students who have checked in to the residence between the 13th and 21st of September.

Unfortunately, some students were not informed on a timely manner, which resulted in confusion, miscommunication, and a loss of trust from both customers and the accommodation provider.
The provider has confirmed that these refunds will still be processed, but the lack of timely communication has caused unnecessary issues which resulted this matter to be escalated to our management team directly from parents, agencies and provider.

It has also been noted that there have been instances of insufficient communication between you and the finance department, which may have contributed to the situation.

Please provide a statement explaining the circumstances surrounding this matter.
Kindly submit your statement by tomorrow, 6th November 2025 no later than 4pm.

Thank you for your prompt attention to this matter.

Best regards,

Anna Maria Allorio

