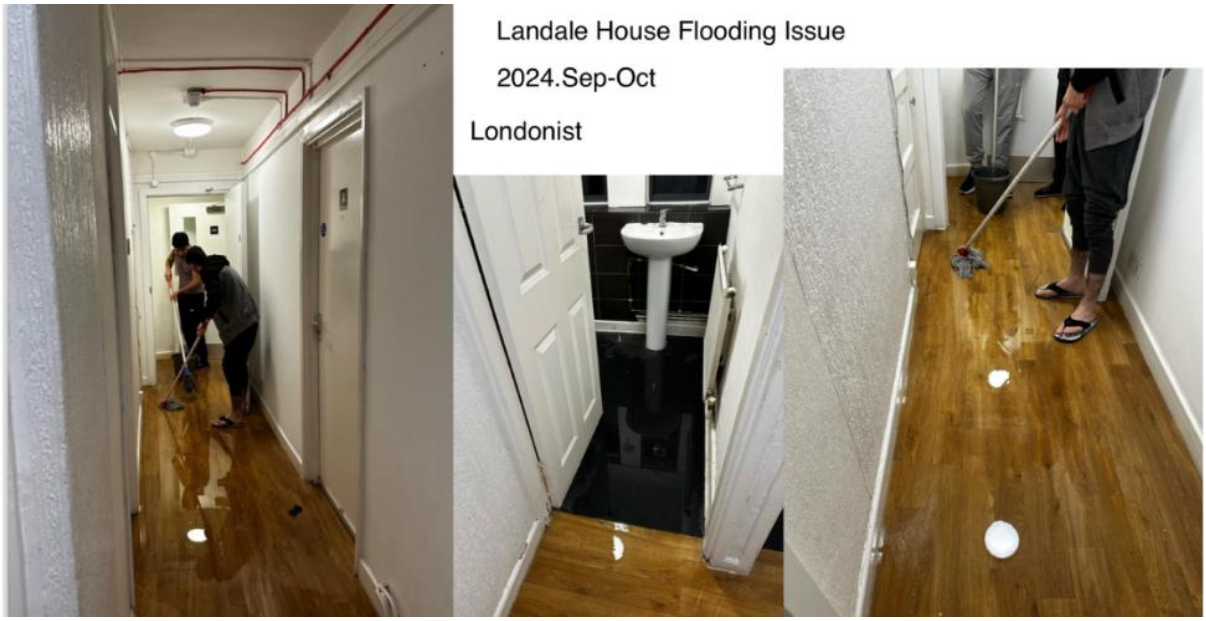
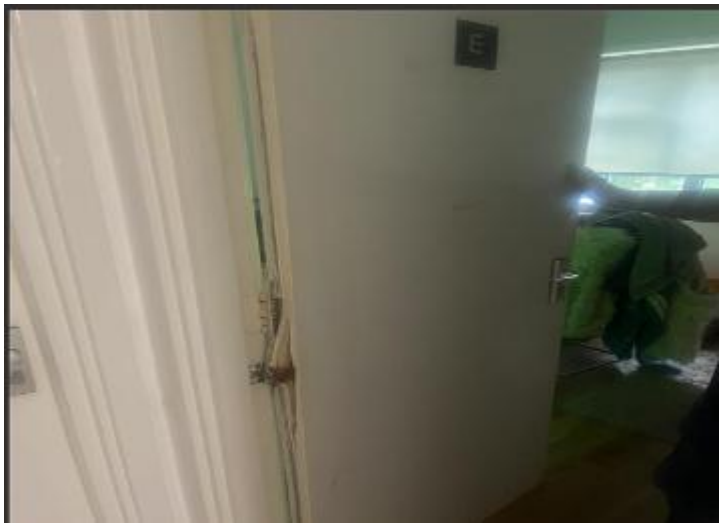
Landale House





FLAT 101 Reported on October 29 2024

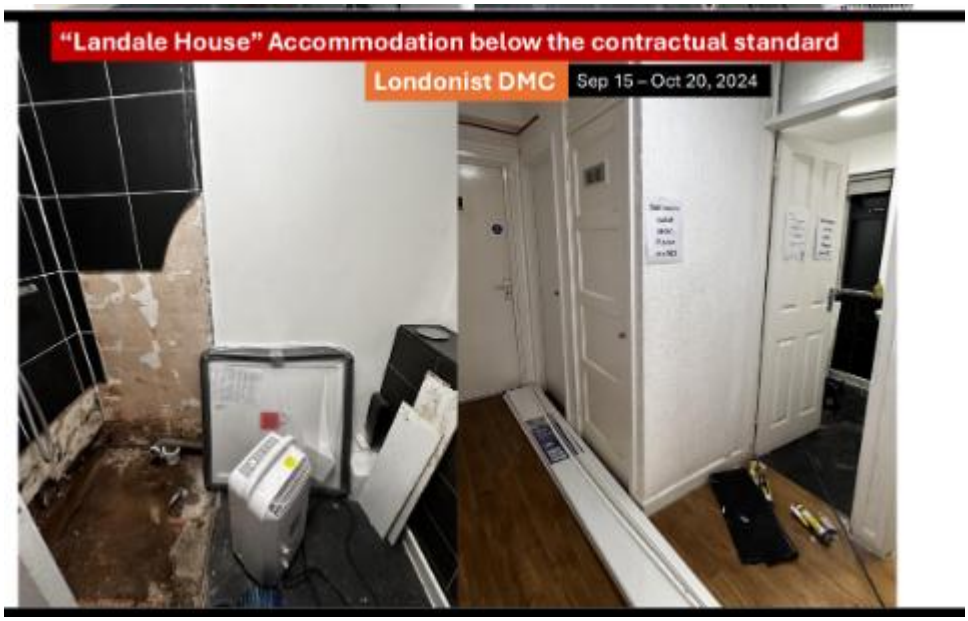






101B Chelsea Chen (Hsin Tzu Chen) room State upon check-in (taken from their complaint and compensation e-mail to us)





Hawley Crescent

Formal Complaint and Request for Full Refund – Accommodation at Hawley Crescent

Dear LondonistDMC,

I am writing to formally request a full refund for the accommodation provided at Hawley Crescent, London, which I booked through your agency.

Upon arrival, the property was found to be in unacceptable condition, in clear breach of the agreement and basic UK housing standards. The following issues were observed:

The room was significantly smaller than what was advertised;
There were live insects present in the property;
There were holes in the wall;
The toilets were broken;
The overall condition made the accommodation
uninhabitable.

These conditions render the property unfit for purpose and completely inconsistent with what I was led to expect when I signed the agreement.





Georgi Stefanov[Londonist Operations Team]

To: Zoe Goff <Zoe.Goff@wearehomesforstudents.com>; **+1 other**

Sun

Cc: Richard Champkins [Londonist Operations Team]; **+4 others**





3 attachments (342 KB) Save all to OneDrive - LONDONİST YURT DIŞI DANIŞMANLIK HİZMETLERİ Ltd Save All Atta

Dear team,

I hope this e-mail finds you well.

After check-in in room A-15-A our student found the following issues:

- Light in the bathroom is dim
- 1 of the lights in the bathroom not working at all
- refrigerator seems to lack shelves on the inside of the door

Please use the attached photos as reference.

Activate Window
Go to Settings to activa

LS Londonist Customer Support

To: hawleycrescent@wearehomesforstudents.com

Sat 9/21/2024 9:54 AM





3 attachments (4 MB) Save all to OneDrive - LONDONİST YURT DIŞI DANIŞMANLIK HİZMETLERİ Ltd Save All Attachments

Hello,

Hello,

Hope you're doing well. I got a mail from student Duc Pham who stays in room A1-14-A. Student listed few problems;

The screw to turn the water from the shower head is super hard to use, the flush is broken on one side, and the shower screen is also miss placed.

Can you please check?

Activate Windows



ROOM 51 Reported on 06.05.2025 at 16:39







Re: Maintenance issue

MG Mohammed Godhrawala [Londonist Operations Team]

Reply | Reply all | Forward | ...

To: Zoe Goff; HawleyCrescent@wearehomesforstudents.com; Ceyba.little@wearehomesforstudents.com

Tue 03/12/2024 10:43

Cc: Richard Champkins [Londonist Operations Team]; Omercan Akcit [Londonist Operations Team]; Georgi Stefanov [Londonist Operations Team]; Zeynep Turan [Londonist Customer Support Team]; **+2 others**

Dear Zoe,

I hope you have a great day ahead.

Can I please have an update on the maintenance issue of room 10.

Thank You,
Kind Regards,

From: Mohammed Godhrawala [Londonist Operations Team] <mohammed.godhrawala@londonist.co.uk>
Sent: Monday, December 2, 2024 1:31 PM
To: Zoe Goff <Zoe.Goff@wearehomesforstudents.com>; HawleyCrescent@wearehomesforstudents.com <HawleyCrescent@wearehomesforstudents.com>
Cc: Richard Champkins [Londonist Operations Team] <richard@londonist.co.uk>; Omercan Akcit [Londonist Operations Team] <omercan.akcit@londonist.co.uk>; Georgi Stefanov [Londonist Operations Team] <georgi.stefanov@londonist.co.uk>; Zeynep Turan [Londonist Customer Support Team] <zeynep.turan@londonist.co.uk>; Marawan Ayman Abdelaal [Londonist Sales Team] <marawan.abdelaal@londonist.co.uk>; Davide Bruno [Londonist Sales Team] <davide.bruno@londonist.co.uk>
Subject: Re: Maintenance issue

Dear Zoe,

I hope you are doing well.

Can I please get an update on the maintenance issue of the below mentioned room.

This the 3rd time I am chasing on the same issue.

Thank You,
Kind Regards,

From: Mohammed Godhrawala [Londonist Operations Team]
Sent: Monday, November 25, 2024 1:31 PM
To: Zoe Goff <Zoe.Goff@wearehomesforstudents.com>; HawleyCrescent@wearehomesforstudents.com <HawleyCrescent@wearehomesforstudents.com>
Cc: Richard Champkins [Londonist Operations Team] <richard@londonist.co.uk>; Omercan Akcit [Londonist Operations Team] <omercan.akcit@londonist.co.uk>; Georgi Stefanov [Londonist Operations Team] <georgi.stefanov@londonist.co.uk>; Zeynep Turan [Londonist Customer Support Team] <zeynep.turan@londonist.co.uk>; Marawan Ayman Abdelaal [Londonist Sales Team] <marawan.abdelaal@londonist.co.uk>
Subject: Maintenance issue

Dear Zoe,

I hope you are having a great start to the day.

Just a quick follow up on our phone conversation on Friday related to maintenance issue of **broken extractor fan** in room **A1-10-A .**

Can I get a quick update if this will be resolved today?

Thank You,
Kind Regards,











Maintenance Issue

MG Mohammed Godhrawala [Londonist Operations Team]

Reply Reply all Forward ...

To: Hawley Crescent; Zoe Goff; Cayba Little

Mon 16/06/2025 12:18

Cc: Georgi Stefanov[Londonist Operations Team]; Davide Brunero [Londonist Customer Support Team]; Michael Zhang [Londonist Sales Team]

! High importance

Dear team,

I hope you are doing well.

Resident in room 52 has reported their toilet sink to be clogged.

Can you please resolve it by the end of today ?

Thank You,
Kind Regards,

Reply Reply all Forward