Defendant response

Claim number: 717MC132

Case name: Mr Ruochen Liu v Londonist DMC

Claimant ref:

Defendant ref:

Received: 30 September 2025

Defendant's details

Business name	Londonist DMC
Address	5 Great James Street Holborn London WC1N 3DB
Telephone	07470543661
Email	legal@londonist.co.uk

Defendant's response to the claim

Classification: Controlled

Defendant's response	Defends all of the claim
Why they disputed the claim	Londonist DMC denies that the Claimant raised any formal objection before being relocated to an alternative residence or to the time given to the claimant to be able to move rooms. The Claimant did not express any objections when presented with suitable alternative residences, as such, Londonist DMC maintains that the relocation was handled appropriately and that the Claimant is not entitled to the amount claimed. By way of background, Mr Ruochen Liu booked a short stay with Londonist to stay in a shared, twin studio in our iQ Paris Gardens Residence [6 Paris Gardens, London, SE1 8ND]. This was booked from 1 December 2024 to 16 December 2024 [15 days]. Mr Liu paid a £250.00 bedding and service fee on 29 November 2024 and the accommodation fee of £495.00 on 30 November for his stay. Mr Liu checked into his room on 3 December 2024 and discovered that his roommate was of the opposite gender and reported this to the third party agency that he booked with. He also complained regarding the room cleanliness condition and that no bedding pack was supplied to him. The third party agency then informed Londonist and our sales representative of this situation. On 4 December 2024, one day after the complaint was received, the bedding pack was promptly supplied to Mr. Liu. On 5 December 2024, Korhan Kale, a sales representative from Londonist, got in touch with Mr Liu to offer two alternative remedies. Due to the residence's policy requiring same gender occupancy in shared rooms, Londonist, the agency who manages the room, was required to relocate Mr Liu from his original booked twin room to another suitable room. Whilst the Claimant did express a preference to be relocated to a different room within the same residence, there was no such room available at the time and the closest available residences Londonist had within our portfolio was offered to the Claimant. The first alternative offered was a standard private studio at Dashwood Studios [120-138 Walworth Rd, London, SE17 1JL] located in Zone 1, London, which is a 26-minute walk away from Mr. Liu's original residence at iQ Paris Gardens. The market value for this room is £350.00 per week, compared to the £231.00 per week value of Mr. Liu's original booked room and was offered at no extra charge. The second alternative offered was a shared twin studio at Drapery Place [65 Leman St, London E1 8EU] located also in Zone 1, which is a 48-minute walk away from Mr. Liu's original residence. The Claimant then went on to accept the standard private studio at Dashwood Studios. He also asked if he should

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	move the same day, to which our sales representative replied to say yes. Mr Liu did not object to this nor did he request any extra time to be able to move. If any adjustments or requests were made regarding this, this would have accordingly been offered to Mr. Liu. In sum, Londonist DMC argues that the amount claimed is disproportionate to the level of inconvenience caused. At no point were any formal objections raised before the relocation and Mr. Liu occupied an upgraded room for the duration of his stay without paying any additional charges. Additionally, the missing bedding pack was supplied promptly after being notified that this was missing. Given that suitable alternative accommodation was provided and fully utilised, Londonist DMC does not consider the claim for close to a full refund to be justified.
Timeline of what happened	
29 November 2024	Mr. Liu booked a shared twin studio at our iQ Paris Gardens residence, located at 6 Paris Garden, London SE1 8ND, from 1 December – 16 December 2024. Mr. Liu paid the Bedding and Service Fee of £250.00.
30 November 2024	Mr. Liu paid the accommodation fee of £495.00 for his stay.
03 December 2024	Mr. Liu checked into the shared twin studio room, and discovered he was sharing a room with a roommate of the opposite gender. Mr. Liu informed the agent they booked with of this, who later informed Londonist DMC of this issue. He also reported that there was no bedding pack which he had paid for, and the room was unclean. The agent told Mr. Liu that the bedding pack would be delivered the next day.
04 December 2024	Londonist supplied the additional bedding pack to Mr. Liu.
05 December 2024	Korhan, a sales agent from Londonist contacted Mr. Liu to arrange a possible room change, two alternative residences were offered. Mr. Liu asked whether the move would happen on the same day, and Korhan confirmed that it would. Mr Liu checked into his private studio at Dashwood Studios located at 120-138 Walworth Rd, London SE17 1JL and proceeded to stay until his checkout on 16 December 2025.
Comments	

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Defendant’s evidence	
Contracts and agreements	Signed licence agreement for Mr. Liu's stay.
Letters, emails and other correspondence	Text message chats.
Comments	

Mediation

Contact Name	Drishti Rangani
Contact Number	07470543661
Contact Email	legal@londonist.co.uk
Dates Unavailable From	2025-12-15
To	2025-12-30

Statement of truth

I believe the facts stated in this response are true. I understand that proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.
Umang Gandecha
Executive Director
30 September 2025

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Directions questionnaire

Claim number: 717MC132

Case name: Mr Ruochen Liu vs Londonist DMC

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Claimant's details

Name	Mr Ruochen Liu
Address	FLAT 6 DOVE HOUSE STOCKWELL STREET CAMBRIDGE CB1 3DZ
Phone number	07495529018
Email address	liuruochen2017@outlook.com

Defendant's details

Name	Londonist DMC
Address	5 Great James Street Holborn London WC1N 3DB
Phone number	07470543661
Email address	legal@londonist.co.uk

About Hearing

Do you consider that this claim is suitable for determination without a hearing, i.e. by a judge reading and considering the case papers, witness statements and other documents filed by the parties, making a decision, and giving a note of reasons for that decision?	No
If not, please state why not.	The hearing would be more suitable if both parties are able to present their case, and answer questions in more detail.
Do you want to give evidence yourself?	Yes
First name	Drishti
Last name	Rangani
Email	legal@londonist.co.uk
Phone	07470543661
Job Title	Paralegal

Experts

Do you want to use an expert?	No

Witnesses

Are there witnesses who should attend the hearing?	Yes

Witness 1

Name	Umang Gandecha
Phone number	Not Provided
Email address	umang@londonist.co.uk

What are they a witness to?	Umang Gandecha has witnessed Mr. Liu's responses on behalf of Londonist.

Language

What language will you, your experts or witnesses speak at the hearing?	English
What language will the documents be provided in?	English

Hearing

Are there any days within the next 12 months when you, your client, an expert, or a witness couldn't attend a hearing?	No
Do you want to ask for a telephone or video hearing?	No

Court location

Preferred court	Clerkenwell And Shoreditch County Court And Family Court
Explain your reasons	Court location is close to Londonist DMC's registered address.

Additional support

1. **Do you believe you, or a witness who will give evidence on your behalf are vulnerable?**	No
2. **If you have answered "Yes" to question 1,**	

how are you or the witness vulnerable and what support or adjustments do you want the court to consider?

Additional information

Do you intend to make any applications in the future?	No
Provide any other information that the judge may need	Not Provided

Statement of truth

I believe the facts stated in this response are true. I understand that proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

Londonist DMC