Defendant response

Claim number: 695MC262

Case name: Miss Itzel Lopez v Londonist DMC

Claimant ref:

Defendant ref:

Received: 14 August 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	The Defendant, Londonist DMC, denies that it failed to provide the Claimant with habitable accommodation. It also denies that the Claimant's complaints were ignored, maintaining that her concerns were addressed promptly and dealt with in a fair and reasonable manner. The Claimant, Itzel Lopez, made a booking for a 194 day stay, from 18 January 2025 to 31 July 2025, for a Premium Range 1 Ensuite at Londonist's Drapery Place Residence, located at 65 Leman Street, London, E1 8EU, for a total fee of £9,395.71. The flat that the Claimant has booked was shared with five other people, which is typical of ensuite rooms in student accommodation buildings. In such arrangements, while each resident has a private bedroom and bathroom, communal areas like the kitchen and hallway are shared. As a result, the general cleanliness of the flat depends on the behaviour and habits of all students. The Claimant first reported the dirty kitchen and cockroach infestation on 29 May, 2025 to our operations team, and requested to move from an ensuite to a studio in the residence. One day later, our operations team responded to explain that the kitchen would be cleaned shortly and there were no other studios available in the residence for the Claimant to move to. However, one day later, the Claimant informed Londonist's staff that she will be moving to a hotel and requested a reimbursement of the associated costs. On Wednesday, 4 June 2025, Londonist's operations team informed the Claimant that the kitchen had been cleaned and an emergency room was available for her with a complimentary move-in pack as a gesture of goodwill. Additionally, pest control was organised for the following week in their original room. However, the claimant did not accept this and decided to check out. In summary, the Claimant had not allowed sufficient time for Londonist to resolve the situation, and only allowed for a few working days before the Claimant had decided to check out of the property. Additionally, while the Defendant aims to maintain common parts of residences, regular kitchen cleans are not typically the landlord's responsibility. Despite this, after receiving the Claimant's complaints, Londonist cleaned the Claimant's kitchen only three days after the initial complaint, however the Claimant still decided to check out without allowing sufficient time for the cleaning or pest control to be operationally organised. The Claimant also rejected an alternative room.

Timeline of what happened	
03 January 2025	The Claimant made a booking for a 194 day stay, from 18 January 2025 to 31 July 2025, for a Premium Range 1 Ensuite at Londonist's Drapery Place

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	Residence, located at 65 Leman Street, London, E1 8EU, for a total fee of £9,395.71 and signed their licence agreement. The Claimant made a deposit payment of £250.00 on the same day to secure the booking.
10 January 2025	The first instalment payment of £3,131.90 was made by the Claimant.
18 January 2025	The Claimant checked into their residence.
20 January 2025	The second instalment payment of £3,131.90 was made by the Claimant.
20 February 2025	The third and final instalment payment of £3,131.91 was made by the Claimant.
29 May 2025	The Claimant submitted a complaint to Londonist regarding a dirty kitchen in the shared flat, along with a reported sighting of pests. A studio was requested by the Claimant.
30 May 2025	Londonist's operations team responded by stating that a warning would be issued to the other flatmates, instructing them to keep the kitchen clean.
01 June 2025	A follow up complaint was sent by the Claimant regarding the pest issue, and the Claimant complained that a pest was now found in their room. Londonist's operations team informed the Claimant that a deep cleaning would be scheduled. The Claimant informed Londonist that they have decided to vacate the room and check into a hotel nearby until 4 June 2025, totalling to £761.77. The Claimant subsequently requested a full refund of their accommodation stay, compensation for missed deliveries, and a hotel stay.
04 June 2025	Londonist DMC informed the Claimant that the issue of the kitchen has been resolved, and cleaned by Londonist's cleaners. In the meantime, an emergency room was offered to the claimant and the landlord has organised pest control to visit the flat. A move in pack was also provided as a gesture of goodwill to the Claimants' new room. However, the Claimant did not accept this and checked out.

Classification: Controlled

Comments
Defendant’s evidence
Contracts and agreements
Letters, emails and other correspondence
Photo Evidence
Comments

Mediation

Contact Name	Drishti Rangani
Contact Number	07470543661
Contact Email	legal@londonist.co.uk
Dates Unavailable From	2025-08-15
To	2025-09-01

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.
Executive Director
Umang Gandecha
14 August 2025

Classification: Controlled

Directions questionnaire

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Claimant's details

Name	Miss Itzel Lopez
Address	70 FLAT 15 HANGER LANE LONDON W5 2UD
Phone number	07895881225
Email address	itzellucia180904@gmail.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?	Yes
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?	No

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?	Yes

Dates unavailable

From 15 August 2025 to 1 September 2025

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	Close to registered office 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