HM Courts & Tribunals Service

Courts and Tribunals Service Centre
Telephone: **0300 123 7050**
(Monday to Friday, 9am to 5pm)
Call charges: www.gov.uk/call-charges

Londonist DMC
GREAT JAMES STREET
HOLBORN
LONDON
WC1N 3DB

0000468

t574925/0108/0000468

Case number:
695MC262
Respond by:
4pm 18 August 2025

Dear Londonist DMC

19 July 2025

You have been named as a respondent in a money claims case

We are contacting you because Miss Itzel Lopez has made a money claim against you for 4541.07 including interest and the claim fee. The claim is enclosed with this letter.

A money claim is when someone says you owe them money and takes legal action against you to get it back.

What you need to do

You must respond to the claim, by telling us whether you agree with the claim or not. You can do this yourself or you can pay a solicitor to do it for you.

How to respond yourself

Create, or sign-in to, a money claims account.

Go to: **www.gov.uk/hmcts/respond-money-claim**

1. **Respond to claim** https://www.moneyclaims.service.gov.uk/first-contact/start
2. **Enter the claim number** 695MC262
3. **Enter the security code** 8HLX564YSTE7 (this code can only be used once)
4. **Create an account** - after creating an account you'll be sent an email with a link to verify your account, or **sign-in to your existing account** – do not create a new account

How your solicitor can respond for you

Your solicitor should create, or sign-in to, a MyHMCTS account.

They must go to: **https://www.gov.uk/guidance/myhmcts-online-case-management-for-legal-professionals.** They'll need to enter (or use) the 16-digit reference 1752924979716494 to register with MyHMCTS.

Response deadline

You should create a money claims account to respond or request more time.
You must do this by **4pm 18 August 2025**

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After you respond

You can check on the progress of this case by logging in to your online account.

When there is an update to the claim you will be notified by email.

Help if you need support to claim online

You can phone the Digital Support helpline if you:

- do not feel confident using the internet
- do not have access to a computer or smartphone

Digital Support helpline
Telephone: 03300 160051
Monday to Friday, 9am to 5pm
Closed on bank holidays
Text FORM to 60777 and someone will call you back

If you would like to respond by post please go to https://www.gov.uk/respond-to-court-claim-for-money/respond-to-a-claim-by-post

Yours sincerely

Courts and Tribunals Service Centre team
HM Courts and Tribunals Service

Claim form

Claim number: 695MC262

Received on: 19 July 2025 at 11:42 AM
Issued on: 19 Jul 2025

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1. Claimant details

Name	Miss Itzel Lopez
Address	70 FLAT 15 HANGER LANE LONDON W5 2UD
Correspondence address	45 HOLLAND ROAD Flat 18 HOVE BN3 1JE
Date of birth	18 September 2004
Telephone number	07895881225
Email address	itzellucia180904@gmail.com

2. Defendant details

Company name	Londonist DMC
Contact person	Richard Champkins
Address	GREAT JAMES STREET HOLBORN LONDON WC1N 3DB
Telephone number	07459946602
Email address	legal@londonist.co.uk

3. Claim

Reason for claim	I am claiming a refund and reimbursement from Londonist DMC, a student accommodation agency, for failing to provide habitable accommodation as per our lease agreement. I paid in full in advance for a room at Drapery Place from

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	18 January to 31 July 2025. Due to an unresolved cockroach infestation and poor living conditions, I was forced to vacate the property from 1 June onwards. Londonist failed to provide a suitable alternative and ignored multiple reports and requests for support. I am claiming: A refund for 61 unused days of accommodation Reimbursement for emergency hotel stays Compensation for essential items and pre-paid meals I had to replace or discard A refund of the initial holding deposit The total amount owed is £4,541.07. Despite repeated contact and submission of evidence, no resolution or refund has been provided.
Timeline of events	
3 January 2025	I signed a lease with Londonist DMC for Drapery Place from 18 Jan to 31 July 2025, paying £9,645.71 upfront (including £330/week rent, a £250 holding deposit, and bedding/service fee).
29 May 2025	I reported a cockroach infestation in the kitchen and hallway via the Londonist Portal. I also reported seeing rats in the basement bin area and flagged my allergy. I requested to be moved to another room with its own kitchen.
30 May 2025	Londonist responded, saying the kitchen would be cleaned on 1 June and that no studio rooms were available.
1 June 2025	I notified Londonist I had vacated due to uninhabitable conditions and booked emergency hotel accommodation. I

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	requested reimbursement and outlined the contract breaches. I also sent the hotel invoice.
2 June 2025	A flatmate confirmed no cleaning took place on 1 June. I submitted a ticket requesting updates on reallocation, pest control, and reimbursement.
4 June 2025	Londonist said the kitchen was cleaned and they were awaiting pest control. I asked for more information about the emergency room and requested essential items if relocated.
5 June 2025	Londonist stated a new room was provided. I responded that the room was unclean, had mould, and a fruit fly infestation. I sent photo and video evidence. Their reply only acknowledged the mould. Zeynep Turan from Londonist confirmed the room offer and asked if I was still in the hotel. I explained the condition of the room and shared receipts for a fourth hotel night.
8 June 2025	I submitted a formal complaint to multiple Londonist contacts, reiterating the infestation, rejecting the unsuitable reallocation, and requesting termination of contract, refunds, and reimbursement. I gave a 7-day deadline before escalation.
12 June 2025	Londonist's Head of Customer Support asked if I was still staying at the hotel yet provided no other information.
13 June 2025	I replied confirming I vacated on 1 June and returned the keys. I asked for the pest control report due to health sensitivities and raised concerns over my belongings left in the room.I also followed up with Zeynep

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	and Richard, reiterating my refund and reimbursement requests.
13 July 2025	I sent a Formal Letter Before Action to Richard, Marawan, and Londonist Legal. I restated my position, requested a full refund (£4,541.07 total), and gave a final deadline (17 July) before submitting a court claim. I again asked for the pest control report regarding my belongings.

Evidence type	
Contracts and agreements	I have the signed lease agreement between me and the Londonist DMC.
Letters, emails and other correspondence	I have emails from all the conversations between me and the Londonist I referenced on the timeline of events, as well as screenshots of the tickets I raised via the Londonist portal to report all the issues and whatsapp messages exchanged with Richard and the sales agent Marawan who sold me this room.
Receipts	I have the receipts of the hotel accommodation, as well as receipts for new bedding, bathroom and kitchen essentials I had to re-purchase to move into a new flat I had to rent for the remaining of the time I was in London. This is part of the money I am claiming.
Photo Evidence	I have photo evidence of the first cockroach I observed in the hallway, the state of the 'emergency room' I was given which was infested by fruit flies, images of the current state of the flat and room (10th of July) with the cockroach traps as well as a picture of a section of the pest control report on the 9th of July which shows the pest company name.

4. Claim amount details

Claim amount items

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Refund for 61 unused days of accommodation at Drapery Place (1 June – 31 July) at the confirmed weekly rent of £330	£2875.71
Reimbursement for 4 nights of emergency hotel stays	£1065.37
Reimbursement for re-purchase of bedding	£215.20
Reimbursement for re-purchase of kitchen essentials	£49.44
Refund of the initial holding deposit paid prior to moving in	£250.00
Reimbursement for 2 missed meal deliveries due to uninhabitable living conditions	£85.35
Total interest	£0
How interest was calculated	
Interest end date	
Interest rate claimed	
Explanation of rate claimed	
Date interest claimed from	
Explanation of date interest is claimed from	

5. Total amount

Claim amount	£4541.07
Total interested claim to date of submission	£0
Claim fee	£205.00
Total	£4746.07

6. Statement of truth

I believe that the facts stated in this claim form 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.

Miss Itzel Lopez

19 July 2025