1. Reporting issues

Exhibit A1: WhatsApp messages dated 21 September 2024 reporting issue

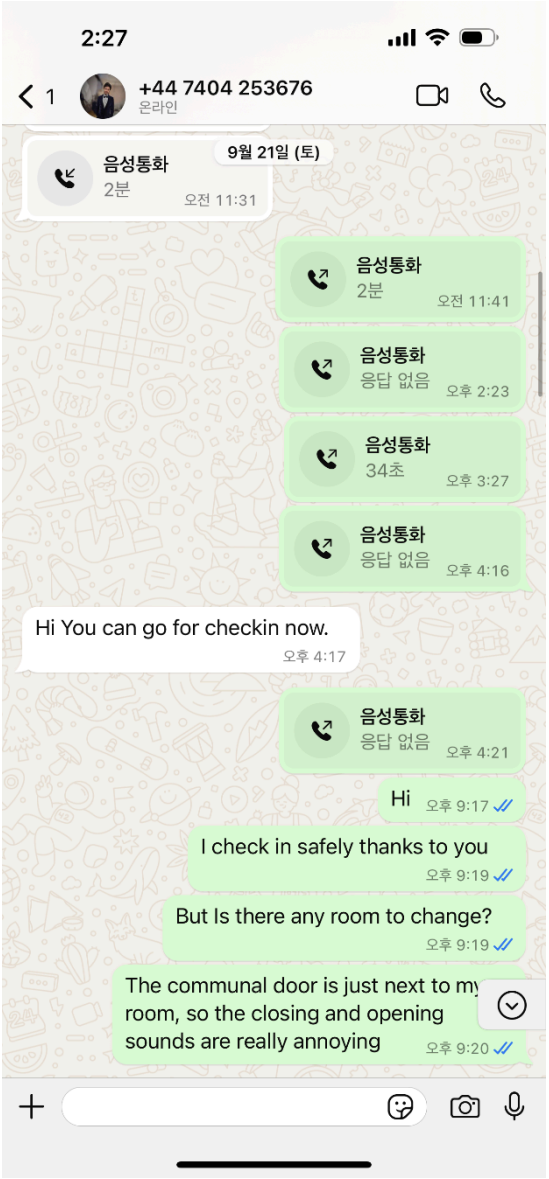
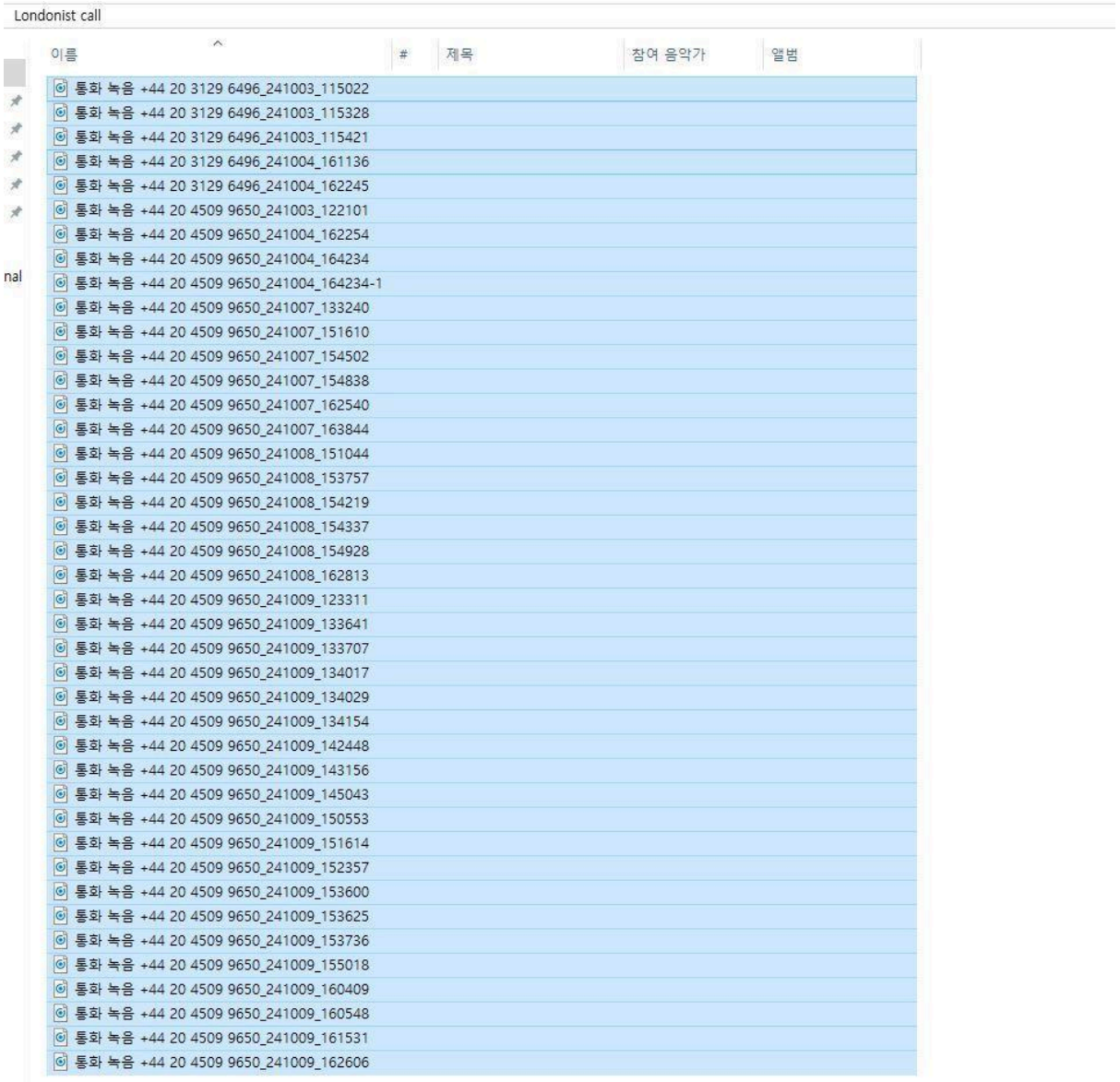


Exhibit A2: Mutliple complaints requesting room change or refund



Request for the Space

인쇄

보낸사람 김새론 <sr_k123@naver.com>

받는사람 customersupport@londonist.co.uk University Living

2024년 10월 3일 (목) 오전 1:06

영어 → 한국어 번역하기

Dear University Living and Londonist Customer Service

I hope this message finds you well. I am writing to formally request a refund for my accommodation due to several issues that have significantly affected my stay.

I booked a room for £409 per week, expecting a living environment. Unfortunately, the reality has been far from this. The noise from the communal hallway is unbearable, and the construction quality of the building has led to constant disturbances, making it impossible for me to rest or sleep properly.

I reported these concerns upon my arrival and requested a room change, but my requests have been continuously delayed without resolution. I find it disheartening that communication seems to only occur when payment is due.
As a result of these conditions, I have experienced severe sleep deprivation and mental stress, which has greatly impacted my well-being. I can no longer continue my stay under these circumstances.

I request a full refund for the duration of my stay. I look forward to your prompt response and resolution of this matter.

Re: Regarding the Room Change

보낸사람 김새론 <sr_k123@naver.com>

받는사람 Londonist Customer Support

2024년 10월 7일 (월) 오후 10:36

첨부 5개 5MB 모두저장 | 이미지로 보기 ! 파일 저장 시 바이러스 검사 자동 수행

microsoftteams-image(172)_f40e71e3-4512-4f4b-84e8-b5a0af61405d.png 2.6KB

microsoftteams-image(171)_af264557-44b9-4436-9df2-c0efd7ee40f7.png 10.5KB

D9480F66-32FF-4526-9CE7-521AEBC30527.png 1.9MB

E25629A9-66A4-45F2-96C3-D2624AF72183.png 1.5MB

EFF3EAD0-D8AB-4A7C-AE3B-03D019101E24.png 1.5MB

영어 → 한국어 번역하기

I already pre-informed to you. No one was answer for 2 weeks. Don't try to shift the responsibility to me now for something your agents didn't address.

If you can't provide refund while I stayed, I want to leave this accommodation right now, and get refund of rest of it. I signed a contract for living environment. My patience is over.

2. Room Change Agreement

Exhibit B1: Phone call transcript dated 4 October 2024 (16:42) confirming agreement to change room or provide alternative accommodation

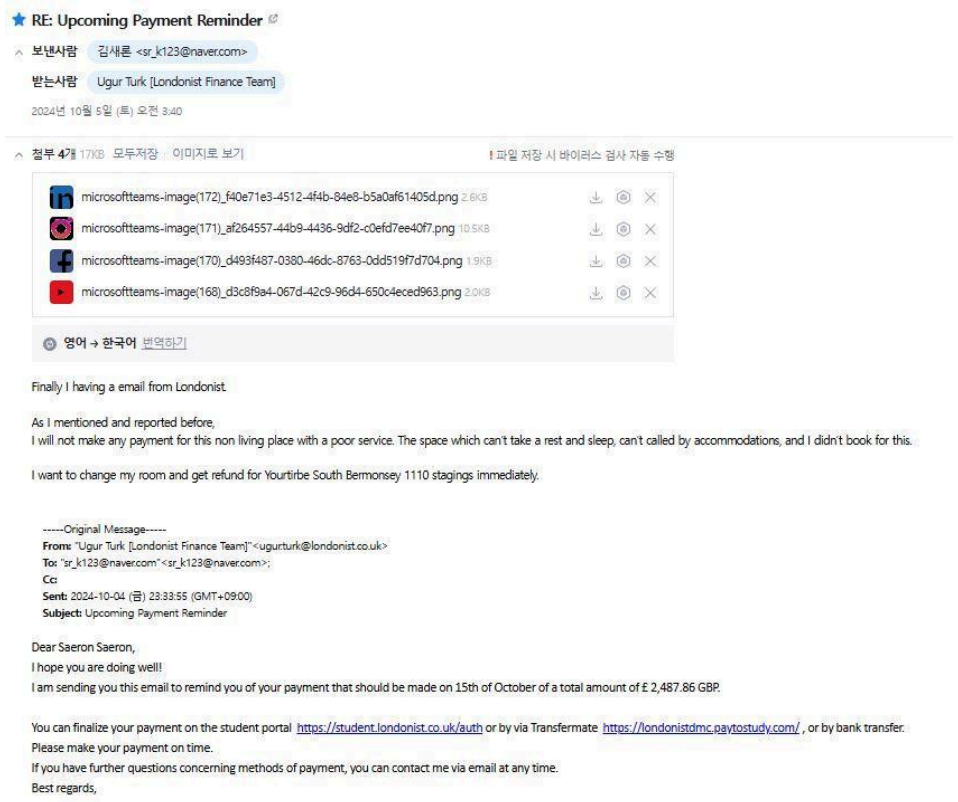
"We will try our best to get you something like some other room, get you in a place where you can live be sleep, ok?

Just in case they are not agreeing you to give another room, we will try to cancle here and get you book some other place."

Exhibit B2 : Recorded voice call (M4a)

3. Failure to Remedy

Exhibit C1: Notice to withhold second instalment due to unresolved issues



RE: Upcoming Payment Reminder

보낸사람 김새론 <sr_k123@naver.com>

받는사람 Ugur Turk [Londonist Finance Team]

2024년 10월 5일 (토) 오전 3:40

첨부 4개 17KB 모두저장 | 이미지로 보기 ! 파일 저장 시 바이러스 검사 자동 수행

microsoftteams-image(172)_f40e71e3-4512-4f4b-84e8-b5a0af61405d.png 2.6KB

microsoftteams-image(171)_af264557-44b9-4436-9df2-c0efd7ee40f7.png 10.5KB

microsoftteams-image(170)_d493f487-0380-46dc-8763-0dd519f7d704.png 1.9KB

microsoftteams-image(168)_d3c8f9a4-067d-42c9-96d4-650c4eced963.png 2.0KB

영어 → 한국어 번역하기

Finally I having a email from Londonist.

As I mentioned and reported before,
I will not make any payment for this non living place with a poor service. The space which can't take a rest and sleep, can't called by accommodations, and I didn't book for this.

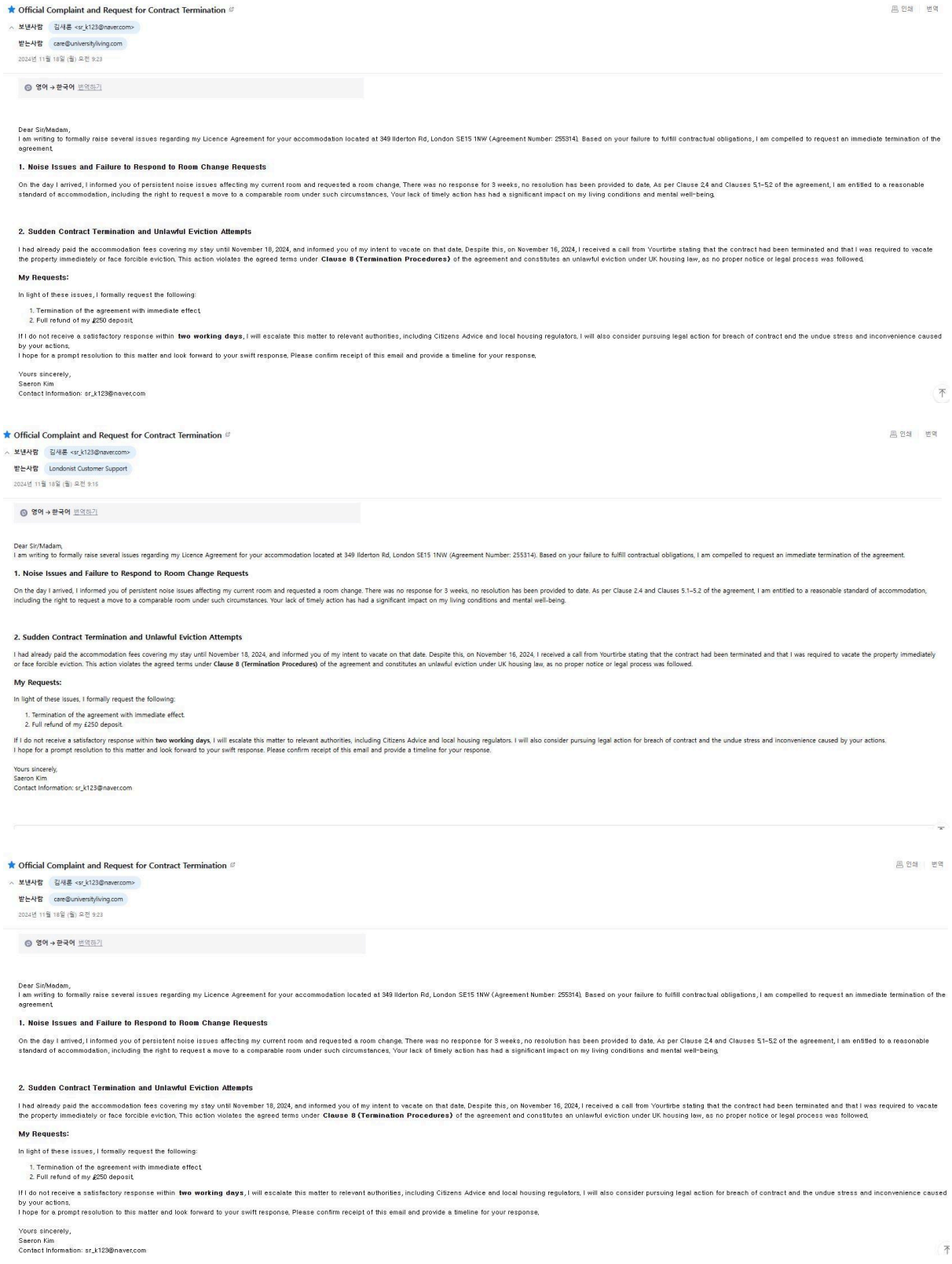
I want to change my room and get refund for Yourtirbe South Bermonsey 1110 stagings immediately.

-----Original Message-----
From: "Ugur Turk [Londonist Finance Team]"<ugurturk@londonist.co.uk>
To: "sr_k123@naver.com"<sr_k123@naver.com>;
Cc:
Sent: 2024-10-04 (금) 23:33:55 (GMT+09:00)
Subject: Upcoming Payment Reminder

Dear Saeron Saeron,
I hope you are doing well!
I am sending you this email to remind you of your payment that should be made on 15th of October of a total amount of £ 2,487.86 GBP.

You can finalize your payment on the student portal https://student.londonist.co.uk/auth or by via Transfermate https://londonistdmc.paytostudy.com/ , or by bank transfer.
Please make your payment on time.
If you have further questions concerning methods of payment, you can contact me via email at any time.
Best regards,

Exhibit C2: Emails showing no inspection or remedial action before the first instalment period ended



★ Official Complaint and Request for Contract Termination

인쇄 | 번역

보낸사람 김새론 <sr_k123@naver.com>

받는사람 care@universityliving.com

2024년 11월 18일 (월) 오전 9:23

영어 → 한국어 번역하기

Dear Sir/Madam,
I am writing to formally raise several issues regarding my Licence Agreement for your accommodation located at 349 Ilderton Rd, London SE15 1NW (Agreement Number: 255314). Based on your failure to fulfill contractual obligations, I am compelled to request an immediate termination of the agreement.

1. Noise Issues and Failure to Respond to Room Change Requests

On the day I arrived, I informed you of persistent noise issues affecting my current room and requested a room change. There was no response for 3 weeks, no resolution has been provided to date. As per Clause 2.4 and Clauses 5.1–5.2 of the agreement, I am entitled to a reasonable standard of accommodation, including the right to request a move to a comparable room under such circumstances. Your lack of timely action has had a significant impact on my living conditions and mental well-being.

2. Sudden Contract Termination and Unlawful Eviction Attempts

I had already paid the accommodation fees covering my stay until November 18, 2024, and informed you of my intent to vacate on that date. Despite this, on November 16, 2024, I received a call from Yourtribe stating that the contract had been terminated and that I was required to vacate the property immediately or face forcible eviction. This action violates the agreed terms under **Clause 8 (Termination Procedures)** of the agreement and constitutes an unlawful eviction under UK housing law, as no proper notice or legal process was followed.

My Requests:

In light of these issues, I formally request the following:

1. Termination of the agreement with immediate effect.
2. Full refund of my £250 deposit.

If I do not receive a satisfactory response within **two working days**, I will escalate this matter to relevant authorities, including Citizens Advice and local housing regulators. I will also consider pursuing legal action for breach of contract and the undue stress and inconvenience caused by your actions.
I hope for a prompt resolution to this matter and look forward to your swift response. Please confirm receipt of this email and provide a timeline for your response.

Yours sincerely,
Saeron Kim
Contact Information: sr_k123@naver.com

★ Official Complaint and Request for Contract Termination

인쇄 | 번역

보낸사람 김새론 <sr_k123@naver.com>

받는사람 Londonist Customer Support

2024년 11월 18일 (월) 오전 9:16

영어 → 한국어 번역하기

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Yours sincerely,
Saeron Kim
Contact Information: sr_k123@naver.com

★ Official Complaint and Request for Contract Termination

인쇄 | 번역

보낸사람 김새론 <sr_k123@naver.com>

받는사람 care@universityliving.com

2024년 11월 18일 (월) 오전 9:23

영어 → 한국어 번역하기

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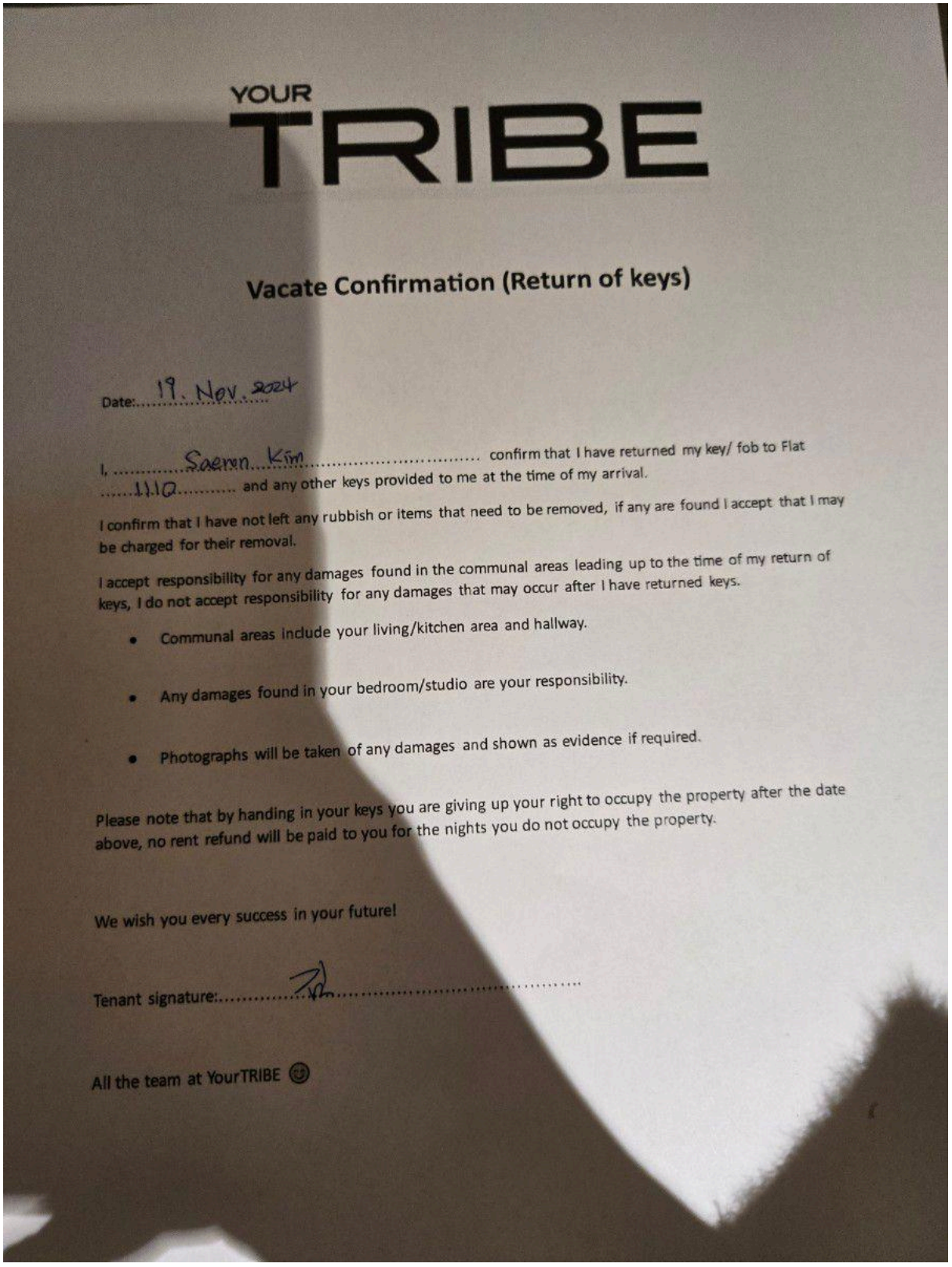
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I hope for a prompt resolution to this matter and look forward to your swift response. Please confirm receipt of this email and provide a timeline for your response.

Yours sincerely,
Saeron Kim
Contact Information: sr_k123@naver.com

4. Vacate confirmation

Exhibit D



YOUR
TRIBE

Vacate Confirmation (Return of keys)

Date: 19. Nov. 2024

I, Saeron Kim confirm that I have returned my key/ fob to Flat 1112 and any other keys provided to me at the time of my arrival.

I confirm that I have not left any rubbish or items that need to be removed, if any are found I accept that I may be charged for their removal.

I accept responsibility for any damages found in the communal areas leading up to the time of my return of keys, I do not accept responsibility for any damages that may occur after I have returned keys.

- Communal areas include your living/kitchen area and hallway.
- Any damages found in your bedroom/studio are your responsibility.
- Photographs will be taken of any damages and shown as evidence if required.

Please note that by handing in your keys you are giving up your right to occupy the property after the date above, no rent refund will be paid to you for the nights you do not occupy the property.

We wish you every success in your future!

Tenant signature:

All the team at YourTRIBE ☺