Gmail rajesh jain <rajeshfca.jain@gmail.com>

Stuff missing from Room

Chapter Aldgate <aldgate@chapter-living.com> Fri, Aug 1, 2025 at 8:57 PM
To: rajesh jain <rajeshfca.jain@gmail.com>

Dear Rajesh,

Thank you for your email regarding your daughter, Paridhi Jain, and her previous stay in Room 7.6.3 at Chapter Aldgate.

We understand your concern and the inconvenience this situation may have caused. However, please note that the room Paridhi was staying in was managed by Londonist, who operate their own booking system and handle their own cleaning and check-out procedures independently from Chapter.

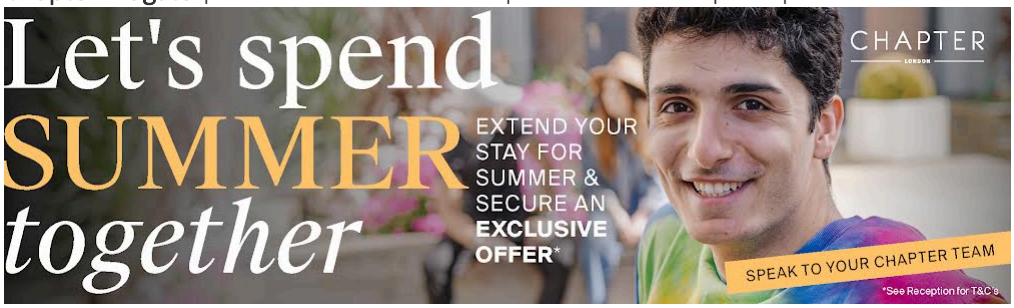
As such, if any belongings were left behind in the room, they would have been dealt with by Londonist's team, including any actions regarding removal or storage of items. We kindly recommend that you contact Londonist directly for further information regarding the missing boxes and to follow up on the matter with their team.

Should you require any assistance from our end in liaising with Londonist or need any confirmation regarding room details, we will be happy to help where possible.

Please let us know if you need anything further.

Kind Regards,

Armando |Customer Service Associate| aldgate@chapter-living.com
Tel: +44 (0) 203 675 9192
Chapter Aldgate | 35 Commercial Road | 1-2 Education Square | E1 1FA



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From: rajesh jain <rajeshfca.jain@gmail.com>
Sent: 31 July 2025 16:16
To: Customer Support <customersupport@londonist.co.uk>; Chapter Aldgate <aldgate@chapter-living.com>; aayush.trivedi@londonist.co.uk <aayush.trivedi@londonist.co.uk>
Subject: [EXTERNAL] Re: Stuff missing from Room

Please update on the below appended mail.

Regards
Abha jain

On Tue, 29 Jul 2025, 10:02 rajesh jain, <rajeshfca.jain@gmail.com> wrote:

> Dear sir,
> We want to inform you that our daughter Paridhi jain was residing in Room No 7.6.3 at Chapter Aldgate .
> Her Room agreement for 7.6.3 was till 26/7/25
> She was traveling back to India for her 3 months session break and as she was leaving London on 17/6/25 she handed over the room key at the reception, but she did not checked out the room officially in the App.
> She had some stuff left in her room, (4 boxes filled- of which we have the photo). She had mailed the chapter that the same will be picked up by her relative in some time. Copy of mail attached.
> The Chapter official has confirmed the same through a reply mail.
> We ensured that the stuff be picked up before her official date of agreement closure i.e 26/7/25.
> But when our relative went in the room on 20/7/25, the room was empty. They found one box in the locker room. rest 3 boxes are missing.
> She had all her college stuff in those boxes. Missing it will poise a lot of issues.
>
> Kindly look into the matter.
>
> Regards
> Abha jain
> M/o Paridhi jain