6 Headingley Mews
Wakefield
West Yorkshire
WF1 3AB

Date 22 October 2025
Our Ref CGV/IGV/DP7
Your Ref 30317

Londonist DMC Ltd
5 Great James Street
London
WC1N 3DB

Dear Sirs

RE Contract 30317 - Isabelle Viles Drapery Place room 701

I am writing to you regarding my daughter Isabelle's accommodation at Drapery Place, 65 Leman St, London E1 8EU.

Isabelle has been without electricity to her room since 6th October 2025. This was due to a fault caused by a student (the **Student**) in the room above Isabelle's flooding his bathroom i.e. the fault was not due to anything Isabelle had done wrong.

Despite reporting the fault to Unite on the 6th October, they failed to act on the incident, providing the excuse to Isabelle that the Student was refusing them access to his room and threatening to call the Police each time they made an effort to access his room. Unite has provided Isabelle with alternative rooms, but only on an ad hoc basis and not a permanent move. Isabelle has requested a permanent move to a different room, but her request has been refused.

The electricity to Isabelle's room was restored on 20th October, but this lasted less than 24 hours before she was left without power again on 21st October. Isabelle again reported the fault to Unite and was informed 'it looks like this is going to be an ongoing problem'.

This situation is completely unacceptable and requires your immediate intervention. You are in clear breach of your own license terms. Section 2.4a states that you will procure the owner to 'Maintain the installations in the Property for the supply of water, gas and electricity as necessary for the occupation of the Property'. Your company provides accommodation to students who, by their very nature, require the use of their rooms to study and work. You have failed in your obligations to provide accommodation which adheres to your own license terms.

This matter is having a detrimental impact on Isabelle's mental health. She has been without electricity for 16 days at the time of writing this letter and has been given no assurances as to when the fault will be corrected permanently. How do you expect someone to live without the basic essentials like electricity? It is not like we are talking about a luxury item like a TV not working. This is a basic essential which you are failing to provide.

We now require an immediate and permanent move to a different room at Drapery Place. In addition, we require compensating for the period that the power was off.

You have until 5.00pm on Friday 24th October 2025 to remedy this situation, otherwise I will have no hesitation in taking legal action against your company.

I look forward to receiving your reply.

Yours Faithfully

C Viles

Christopher Viles