Formal Complaint –

Unlawful Removal of Belongings and Breach of Tenancy Agreement

Dear Sirs,

I am writing to lodge a formal complaint regarding a serious breach of my tenancy agreement and unlawful conduct which occurred during my short-term stay arranged through Londonist at Chapter King's Cross.

I signed a short-term let agreement with Londonist for the period 23 August 2025 to 27 September 2025 at Chapter King's Cross, Bronze Ensuite Penthouse. I overpaid the full amount due in advance, including £250 deposit and £2020 rent, £2270 totally.

Despite this, while I was away for a few days during my contracted period, my personal belongings were unlawfully removed from my room. I have since discovered that the room was re-let to another occupant, even though my agreement had not yet expired. My belongings remain unaccounted for.

This conduct amounts to:

1. Breach of contract – failure to provide me with the accommodation for the full duration of the let, despite full payment.
2. Unlawful eviction under the Protection from Eviction Act 1977, as I had exclusive possession of the room under a valid agreement.
3. Conversion and/or theft of my property, as my belongings were removed without my consent and their whereabouts remain unknown.

I have already filed a report with the Metropolitan Police regarding the disappearance of my belongings (Crime Reference Number: 01/7940931/25).

I am acting on the advice of my legal adviser and have also arranged to meet with my local MP, Emily Thornberry, on Saturday should this matter not be resolved by then. In addition, I will be referring this case to the Local Council Tenancy Relations team, who have enforcement powers in cases of unlawful eviction and housing misconduct.

Accordingly, I require the following within **48 hours** of this letter:

- Immediate confirmation of the whereabouts and safe return of all my belongings, or compensation for their full replacement value.
- A refund of rent and associated fees for the period during which I was unlawfully deprived of the accommodation.
- A full written explanation as to how this incident occurred.

If I do not receive a satisfactory response within the specified timeframe, I will proceed with legal action, formal complaints to the Council, regulatory bodies, and escalation through my MP without further notice.

I trust you will treat this matter with the urgency and seriousness it warrants.

Yours faithfully,

Ruijin Zhang

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