

1 Phoenix House  
3 Berridge Street  
Leicester  
Leicestershire  
LE1 5JE

Dear Ms. Henderson,

**RE: 1 PHOENIX HOUSE, LEICESTER LE1 5JE**

I am contacting you in follow-up to your mother's call to Electra Partners earlier this week.

We have worked hard to review and resolve all of the many queries and concerns your mother has raised since you moved into Phoenix House in 2010; most of which pre-dated that and even our own management of this development, too. Some errors were identified and put right and your mother was thanked at the time for helping to uncover some of these.

Despite this, I am saddened to see that you both have continued to allege further issues and to refuse to pay the full service charges due on the property. The way your mother has approached this has at times caused such upset for staff that we sadly also had to restrict her contact with our organisation to written only.

As at today, the still outstanding service charges on your account stand at £10,808.60, which is clearly depriving the development of much needed funds to ensure effective maintenance.

After repeated attempts by our solicitors to encourage repayment of these debts, we sadly felt our only remaining option was to institute recovery proceedings in court. However, with input from the landlord, it was then decided to try to settle matters directly with you in the best interests of all involved, including the other leaseholders.

I am hugely disappointed that you have not yet accepted this offer, which would have allowed us all to move forwards in focusing wholly on the needs of the development and its residents, which is what we think matters most. The solicitors sought your acceptance of a standard agreement in such matters, which I understand you are still refusing to sign.

This situation clearly cannot persist as it is disadvantaging everyone involved, not least the other residents. As a gesture of goodwill so that we can now all move forwards more positively, I have decided on the following course of action as our final position on this matter.

We will write-off the full current balance of £10,808.60 from your account on the basis that you accept this offer in full and final settlement of all of your existing concerns and that you will ensure that all future service charge dues will be paid in full by the due date.

This offer is given without prejudice and is non-negotiable to draw this long standing dispute to a suitable close.

I would be grateful if you would please sign and return the enclosed copy of this letter within 1 week of receipt to confirm your acceptance, whereupon your account will be duly adjusted and we will credit the monies to the development's funds.

However, should we not hear back from you within the next week, we shall assume acceptance anyway and so apply these terms in full and final settlement.

Should you have any new grounds for concern in future, then you should raise those through our formal complaints procedure. As we do with all complaints, we will carefully review any issues you raise and will give you a fully reasoned response.

However, should you still have cause to disagree with us on any matters following our final response, you will then be able to pursue matters independently through the Ombudsman or a Property Tribunal as appropriate. This process works well for our other customers nationwide and I am sure will help to avoid any recurrence of the prolonged difficulties we have all faced in the past.

Yours sincerely

Jonathan Astle  
Regional Director  
FirstPort Property Services

CC Chris Owens

*In full and final settlement of the above:*

*Name:*

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*Signed:*

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*Date:*

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Please return this copy in the stamped addressed envelope, enclosed.