



BLOCK MANAGEMENT DEPARTMENT  
Martyn Gerrard House, 197 Ballards Lane, Finchley, London N3 1LP  
T: 020 8343 4340 ext 4 E: bm@martyngerrard.co.uk  
DX 57278 Finchley 2 www.martyngerrard.co.uk

"50 years of fulfilling dreams"

Ms N Y S Klosterkotter-Dit-Rawe  
3 Jefferson House  
11 Basil Street  
London

**= CONTINUATION of the ongoing criminal psychological harassment by the extremely sick, very seriously mentally deranged Martyn Gerrard (See my attached Comments)**

SW3 1AX

Our Ref: JRC/12906

**(It first started making the below statements, 4 years ago, in its 23.06.11 fraudulent demand. Of course, it has since continued to do this e.g. 05.10.15 demand "for electricity")**

10 July 2015

Dear Ms Klosterkotter-Dit-Rawe,

**RE: 3 Jefferson House - Electric 7-13 Basil Street SW3 1AX  
ELECTRICITY**

Please find enclosed our "Request for Payment" for the Electricity for period 17/07/2014 – 24/06/2015.

To further assist you we are able to take payment from you over the telephone using your Debit card alternatively you can make online payment directly to: NatWest Bank, Harrow Town Centre, Sort Code: 60-10-10, Acc. Number: 85806072, Acc. Name: 72 Client Account.

Should you choose to pay directly into our bank account please ensure you use first line of the property address with wording 'electrics' as your reference, in order for us to allocate your money correctly.

Please note that the payment is due 14 days from date of this letter and should we not hear from you, you will be automatically charged the Late Payment Fees.

However, we are sure you will make every endeavour to ensure that the payment is with us by return.

Yours sincerely

**YEP! Another one who specialises in criminal psychological harassment. (Previous demand: 31.03.14)**

**Roshane Dias  
MARTYN GERRARD ESTATES AGENTS  
blockmanagement@martyngerrard.co.uk**

Encl.

**See the last document in this pack for my assessment of these decorations**



Ms N Y S Klosterkotter-Dit-Rawe  
3 Jefferson House  
11 Basil Street  
London  
SW3 1AX

Tenancy Code: 12906  
Invoice Date: 10-07-2015  
Ref: 1291

See my attached Comments

## Request for Payment

Re: 3 Jefferson House - Electric 7-13 Basil Street London  
17-07-2014 Elec 17/07/14 - 24/06/15  
for the period 17/07/2014 to 24/06/2015

Total Amount

Arrears as at 10/07/2015

Total Amount Due

Net	VAT	Gross
49.31	0.00	49.31
49.31	0.00	49.31
		504.51
		553.82

Number of  
units alleged  
to be used?  
NOT supplied!

PLEASE MAKE CHEQUES PAYABLE TO:- "MARTYN GERRARD"

Please note payments not received within 14 days will automatically incur a Late Payment charge of £30.00.  
Each and every time it is necessary for us to chase payment you will incur a further Administration cost of  
£60.00

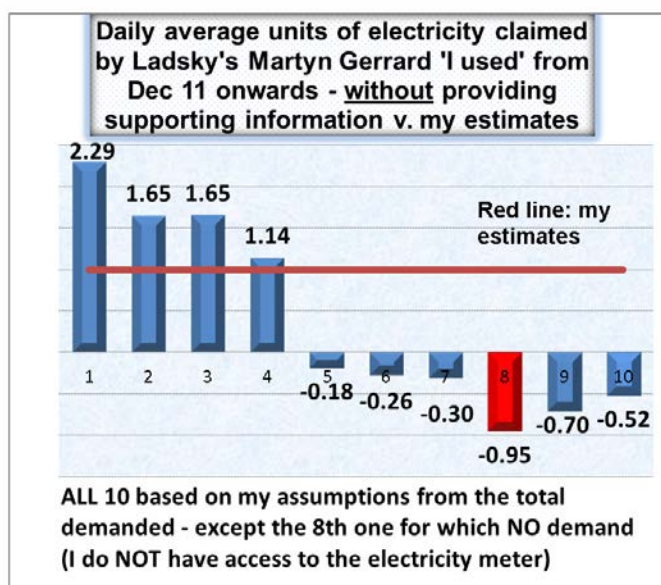
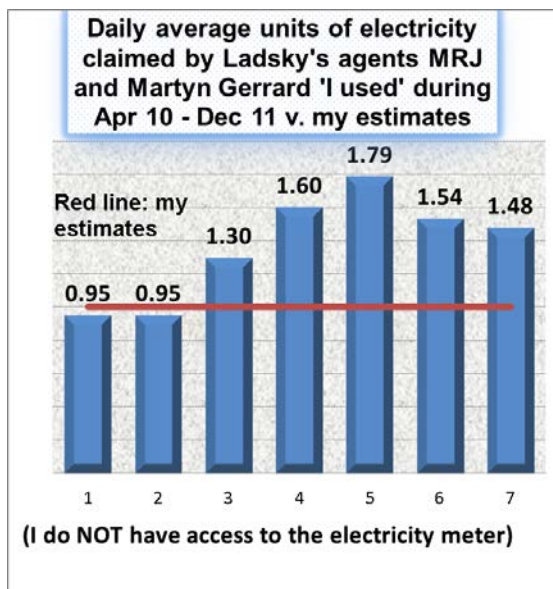
NOTICE IS HEREBY GIVEN pursuant to the Landlord and Tenant Act 1987 Section 48 that all notices (including  
notices in proceedings) may be served upon the Landlord:

Greyclide Investments Ltd, Martyn Gerrard House, 197 Ballards Lane, Finchley, London, N3 1LP

(If the linked PDF documents don't open, try with:



**This made it the 8<sup>th</sup> UNSUPPORTED demand “for electricity” from the “RICS and ARMA regulated – AND – award-winning agency” Martyn Gerrard – as demonstrated by the following (which also includes the next demand, dated 05.10.15):**



(The following **demands “for electricity”** are discussed on the [Martyn Gerrard page](#). Up to the [27.01.14](#) demand, I have also discussed them in my [10.02.14](#) document to Gerrard...to which it *never* responded)

	1	2	3	4	5
	Demand	Period	Demand (£)	Arrears claimed / NOT claimed (£)	Total demanded / NOT demanded (£)
1	09-Jul-10	MRJ- 14Apr-8Jul10	32.07		
2	01-Nov-10	MRJ - 18Jul-12Oct10	32.45		
3	18-Jan-11	MRJ - 14Oct10-11Jan11	37.84		
4	04-Jan-12	MG (thereafter)- 11Jan-6Apr11	48.61		
5	04-Jan-12	7Apr-10Jul11	56.69		
6	04-Jan-12	11Jul-28Oct11	60.90		
7	04-Jan-12	29Oct-19Dec11	28.30		194.49
8	17-Jul-12	20Dec11-22Jun12- NO detail of units	106.35	232.33	338.68
9	05-Nov-12	23Jun-25Sep12- NO detail of units	45.35	323.85	369.20

	1	2	3	4	5
	Demand	Period	Demand (£)	Arrears claimed / NOT claimed (£)	Total demanded / NOT demanded (£)
10	28-Jan-13	26Sep-20Dec12- NO detail of units	41.09	369.20	410.29
11	15-Aug-13	21Dec12-4Mar13- NO detail of units	29.99	410.29	421.23
12	21-Aug-13	5Mar-11Jun13- NO detail of units	21.52	421.23	442.75
13	31-Oct-13	12Jun-14Oct13- NO detail of units	25.75	442.75	468.48
14	27-Jan-14	15Oct-20Dec13- NO detail of units	13.46	468.48	481.94
15	NO demand	21Dec13-16Jul14 - NO DEMAND	22.57	481.94	504.51
16	10-Jul-15	17Jul14-24Jun15 - NO detail of units	49.31	504.51	553.82
17	05-Oct-15	24Jun-15-30Sep15- NO detail of units	16.81	553.82	570.63
18	Sub-total		669.05		
19	Less “EDF VAT credit” – stated in the <a href="#">15.08.13</a> demand		(19.05)		
20	Less Row 1: £32.07 + Row 2: £32.45 – claimed in <a href="#">16.02.11</a> “service charge” demand		(64.52)		
21	<b>Total</b>		<b>585.48</b>		

Shortfall of £14.85 started with the [05.11.12](#) demand

I stress (as noted at the bottom of each of the above graphs) that I do not have access to the electricity meter. (ALL are under lock and key).

**Column 4**

‘Amount of arrears claimed, not claimed’ (due to ‘no demand’ for the period “21 Dec13 – 16 July 14”, at Row 15) - by [Martyn Gerrard](#).

**Column 5**

‘Total amount demanded / not demanded’ (ditto about the reason for this heading).

**Row 15**

I did not receive a demand for the period “21 Dec 13 – 16 July 14”.

Well, I did receive this [31.03.14](#) demand for “£11.44”- ‘based’ on a made-up “share” of “the electricity for the block” – “based on a 3-month budget, from 21 Dec 13 to 20 Mar 14”...



...- when, in fact, **Martyn Gerrard had already charged me** “for electricity for the block” – **for the whole of 2014** - in its [23.12.13](#) demand ([MG # 20](#)).

### Reason for the above two events?

As explained e.g. in my Comments to the [22.12.14](#) and [08.10.15](#) demands “for service charges”, **the mafia very clearly ‘did not like’ my** (Special Delivery Next Day) [10.02.14](#) **reply to its [27.01.14](#) demand** – as it undermined its - et.al. in the [Jewish-Freemason Brotherhood \(Persecution # 6\)](#) obvious Machiavellian plan: to forfeit the lease on my apartment i.e. take it away from me ([copy of definition of forfeiture](#)) ([MG # 17](#)).

Indeed, more than 21 months later, its ONLY ‘response’ has been to add to the fraudulent demands, as well as limit the ‘supporting information’ even further. In other words: **add to the ongoing regime of [criminal psychological harassment](#)...**

– thereby **endorsing undeniably the content of my [10.02.14](#) document ([MG # 19](#))**, as well as conclusions as to the intended plan.

Consequently, **Row 15 is based on - even more of my assumptions** on my alleged usage of electricity (I had to start making from the [17.07.12](#) demand = **more than 3 years ago**) – by using the totals in the previous and subsequent demands.

As can be seen from the above graph, it represents the highest amount (so far) of my alleged **negative use of electricity: -0.95 unit per day** (!!!).

The supporting table demonstrates that **this 10 July 15 demand represents the 8<sup>th</sup> unsupported demand**.

As can also be seen, it has since been followed by another, equally unsupported demand, dated [05.10.15](#).

### **Row 19**

‘In response’ to my highlighting, on my website that, in its [04.01.12](#) demand (covering practically the whole of 2011), **Martyn Gerrard had illegally added “£32.42 VAT”** – **1.5 years later** - in its [15.08.13](#) demand, it introduced a “**19.05 credit**” falsely describing it as an “**EDF credit for VAT**”.

Hence, relative to the [04.01.12](#) demand, **it failed to deduct “£13.37 of VAT”** (£32.42 - £19.05).

### **Row 20**

In its initial demand, dated [16.02.11](#), **Martyn Gerrard** stated: “**Balance brought forward from previous managing agents as at 9<sup>th</sup> February 2011: £24,066.87**”.

The ‘managing’ agents were the then (equally corrupt and criminal) and equally “[Royal Institution of Chartered Surveyors regulated](#)” [Martin Russell Jones \(MRJ\)](#).

As discussed under ‘Background’ on the [Martyn Gerrard page](#): in its (= Andrew David Ladsky’s) [09.07.10](#) demand, MRJ stated: “**Brought forward balance: £24,002.35**” - “**14 Apr – 8 Jul 10 electricity: £32.07**” - “**Balance to pay: “£24,034.42”**”

The only ‘response’ to my repeating to [MRJ’s Joan Doreen Hathaway](#), then [MRICS](#) – that the demand of £24,002.35 was totally unsupported (my letters of: [15.07.10](#), [17.11.10](#) and [16.12.10](#)) - was to repeat the demand – **while adding demands “for electricity”**:

- [01.11.10](#) – adding “**18 Jul – 13 Oct 10 electricity: £32.45**” – “**Balance to pay: £24,066.87**”
- [18.01.11](#) – adding “**14 Oct 10 – 11 Jan 11 electricity: £37.84**” – “**Balance to pay: £24,104.71**”

Hence, from the beginning, [Gerrard](#)’s demands “for service charges” have included “**£64.52 for electricity**” - covering: “**14 Apr – 8 Jul 10 electricity: £32.07**” and “**18 Jul – 13 Oct 10 electricity: £32.45**”.

In its subsequent demand “for electricity” of [04.01.12](#), [Gerrard](#) covered the period “**11 Jan 11 – 19 Dec 11: £194.49**”. Consequently, it excluded the “**£37.84**” demand from MRJ “for 14 Oct 10 – 11 Jan 11” (Row 3).

However, in its typically extremely sick, perverse, sadistic style, [Gerrard](#) then included the “**£37.84**” in the next demand of [17.07.12](#) (Row 8) – by including it in “the arrears” – without referring to the fact that it had done this.

## Row 21

From the [05.11.12](#) demand onwards, in Row 9, [Gerrard](#) understated the “arrears” by £14.82.

NOTE that with my [10.02.14](#) document, I enclosed a cheque for ‘£514.34 for electricity’ – based on my estimates. **The mafia did NOT cash it within the 6-month statutory limit.**

**GOT THE OVERALL MESSAGE?**

**AVOID [RESIDENTIAL LEASEHOLD PROPERTY](#) LIKE  
THE PLAGUE**

The subsequent pages include my assessment of [Martyn Gerrard](#)’s decorations on its letterhead paper.

## Assessment of the decorations on [Martyn Gerrard](#)'s letterhead paper

### 1. The “professional” memberships



(NB: If the linked PDF documents

don't open, try with:



#### 1.1 [ALEP – Association of Leasehold Enfranchisement Practitioners Limited](#)

I noticed this **new decoration** on [Martyn Gerrard](#)'s letterhead paper when it sent me the [10.07.15](#) demand “for electricity” (making it the 8<sup>th</sup> **unsupported demand** “for electricity”, since Dec 11; in my (Special Delivery) [10.02.14](#) correspondence to Martyn Gerrard, (to which it did not respond), I reported and discussed what were, by then, its first seven demand of this type).

On ALEP's website, Martyn Gerrard can be found under '[Locate an ALEP practitioner](#)'. Its entry states:

#### [Martyn Gerrard Estate Agents \(Valuer\)](#)

66-68 High Street  
LONDON  
N2 9PN

[On its website](#), ALEP describes itself as a “*professional association*” – claiming “**to exist to ensure that barristers, managing agents, project managers, solicitors and valuers involved in leasehold enfranchisement adhere to an agreed level of conduct and service.**”

Under '[About AEP](#)', it claims that “**being a member of ALEP is a badge of assurance to leaseholders and freeholders that they can be sure of a consistently high level of service, integrity and professionalism.**”

It has a '[Code of Practice](#)' - to which I have added my Comments in relation to [Martyn Gerrard](#) – concluding, from my experience since 2011 with this “family-run” bunch of thoroughly evil crooks, that they are **incapable of meeting the majority of the requirements.**

ALEP claims “[To leaseholders](#)” that “**it represents trusted and vetted practitioners experienced in the residential leasehold sector who will provide you with all the services you need to tackle any leasehold enfranchisement issues.**”

Considering that it counts [Martyn Gerrard](#) among [its members](#), ALEP's claims are very clearly - **not true.**

As to its “vetting process” – based on the information it asks on its [Application form](#) – including asking for just “*ONE reference from a client*”, I view it as insufficient for ALEP to back-up its above claims.

#### Overall conclusion:

In exchange for a £429 membership fee - [ALEP](#) is yet another “professional” organisation that is criminally putting the [Martyn Gerrard](#) gang of racketeers in the path of unwary leaseholders.

## 1.2 [RICS – The Royal Institution of Chartered Surveyors](#)

Based on my experience with the RICS, following my [02.02.05](#) complaint against [Martin Russell Jones \(MRJ\)](#) (snapshot under [Overview – Note 5](#)) – I can assert that:

- the RICS *absolutely* approves of criminal activity by its members;
- being a member of the RICS is a licence to rip-off leaseholders – AT WILL.

= The RICS is an organisation that is (with “Royal” endorsement) criminally putting the likes of [Martyn Gerrard](#), [Brian Gale](#) and [the then MRJ](#) in the path of leaseholders.

In the bottom, right hand corner of its letterhead [Martyn Gerrard](#) claims:



## 1.3 ARMA – Association of Residential Managing Agents

I have not had dealings with it. (On my website, I refer to ARMA under the [entry for forfeiture](#)).

Based on what I have come across about ARMA e.g. on the [Leasehold Knowledge Partnership](#) website – it leads me to the conclusion that it is (of course) **in the same class as the RICS**.

## 1.4 The Property Ombudsman

I do not know anything about this ombudsman.

However, if my experience with:

- the [Parliamentary Ombudsman](#);
- the [Local Government Ombudsman](#);
- the then [Legal Services Ombudsman](#)

is indicative of what can be expected of the Property Ombudsman – then it is just another frill on Martyn Gerrard's letterhead paper (which, in this *deliberately* (by Her Majesty's ministers) *totally unregulated*, worse than Wild West environment, is likely to be). ('Worse' because there isn't even a sheriff for 'the little people' to call on).

## 2. The 'awards'

They amount to the property sector fraternity patting itself on the back (as opposed to being based on the results of market research among a statistically significant sample of end-users).



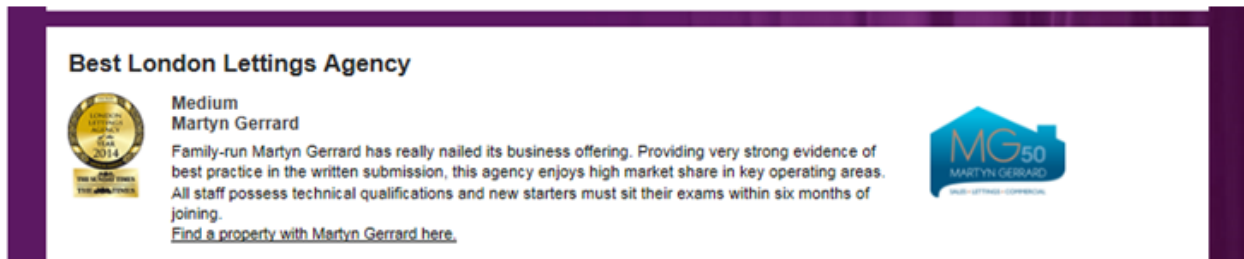
### 2.1 Gold award - Estate Agency of the year 2014

On [its website](#), Estate Agency Events states that it “*produces live events that **inform**, educate, communicate and **reward best practice in estate agency**”.*



That “*The Estate Agency of the Year Awards is the most highly regarded awards event in the estate agency industry; in effect these are the Oscars.*”

One of the players, **Zoopla Property Group**, who “sponsored the event” – reported, on [its website](#), the following about [Martyn Gerrard](#):



It states:

**Best London Lettings Agency – Medium [size]**

“Family-run [Martyn Gerrard](#) has really nailed its business offering.” [1]

“Providing very strong evidence of best practice in the written submission [2], this agency enjoys high market share in key operating areas.”

“All staff possess technical qualifications [3] and new starters must sit their exams within six months of joining.”

[1]- Being a “family-run business”, [Martyn Gerrard](#)'s method of operating *must be the same* as in its so-called “block management of leasehold properties” unit – from which I have been at the receiving end of its criminal activities since February 2011.

Yep, it certainly has “*nailed its business offering*” as so-called ‘managing agents’.

[2]- Considering its other “submission” (below), it must make a ‘fascinating’ read.

[3]- On [Martyn Gerrard](#)'s leasehold property ‘management’ side, the key “technical qualification” is the willingness to extort monies by any means i.e. breach legislation – including that which is punishable by imprisonment e.g.

**Fraud Act 2006; Protection from Harassment Act 1997; Malicious Communications Act 1988** ([link to these Acts, as well as to EXTORTION](#)),

as well as breach covenants in leaseholders' leases.

## 2.2 Silver award - London Medium Estate Agency of The Year 2014

[Martyn Gerrard](#)'s entry on [the Estate Agency website](#) states:

“[Martyn Gerrard](#) opened his first branch 50 years ago, and to this day the firm holds fast to his vision of providing a friendly service that puts people before profit.”

“This commitment extends to raising professional standards and promoting best practice across the industry.”

**“Training is taken very seriously...and there is a mixture of staff in each [training] session from board members to junior negotiators.”**

“The staff are actively involved in the community – [Martyn Gerrard](#) sponsors one local school per office, and **supports two local charities.**”

**“When they receive business as a direct consequence of their charity work, they donate a portion of the fee back to that charity – the judges thought this was a particularly nice touch.”**



In the light of [Martyn Gerrard](#) issuing:

1. **unsupported, fraudulent “service charge” demands [of more than £40,000](#)** – to which it adds “administration fees” and “late payment charges” (e.g. my [10.02.14](#) correspondence it has opted to ignore);

2. **unsupported “[electricity](#)” demands;**

3. **“[accounts](#)” that are not compliant with my Lease;**

and, since February 2011, adding to the ongoing regime of [criminal psychological harassment](#) by regularly stating in its covering letters:

*"To further assist you we are now able to take payment from you over the telephone using your Debit card."*

and, on occasions:

*"I am sure that the additional administration charges will not apply to you as you will endeavour to pay however since those who do not pay will be obliged to cover these costs we are duty bound to advise all lessees of these."*

As well as *falsely* claiming that it ‘used my credit card’ for the payment of ground rent (it had not requested).



The above claims redefine the concept of fiction.

**What these thoroughly evil, barbaric, unbelievably cruel, vicious, sadistic and perverse criminal parasites will do to portray themselves as ‘pillars of society’ - is unbelievable – and repulsive to the extreme.**

### 2.3 Gold award –The Negotiator award 2014

This event is also sponsored by Zoopla Property Group.

In relation to the 'Marketing Campaign of The Year', [the website](#) states that:

***"It is open to all estate and lettings agencies, management companies and auction houses. This award recognises a successful marketing campaign in the previous twelve months."***

And, in relation to '[judging](#)', that ***"the awards are judged by leaders and experts in the residential property industry"***.

The website's '[Winners 2014](#)' lists [Martyn Gerrard](#).