

Mr Matthew Pye  
Administration Officer  
Housing Private Rented Sector  
Office of the Deputy Prime Minister  
Eland House  
Bressenden Place  
London SW1E 5DU

Noëlle Rawé \_\_\_\_\_

London 29 July 2002

Dear Mr Pye

**Service charges – Jefferson House, 11 Basil St, London SW3 1AX**

There have been many times over the last few months when I have been in tears at work, at home, even in the street, due to the total despair of finding myself in this horrendous situation with my flat.

And no, I was not exaggerating: as you can see from the attached I have now received the first invoice for £14,400. And there is a lot more to come! Imagine if this was addressed to you. How would you feel (and all you have is just a studio flat)?

I really had hopes that you would actively help us. But, as I have heard so many times before, your main feedback is 'Get a lawyer!'

Since sending the pack to John Prescott and Lord Rooker I have heard about Nicholas van Hoogstraten who was allowed to roam free in spite of throwing people on to the street, ripping the roofs off tenants' homes and threatening others with violence.

In light of this, I now find your response less surprising. Still, it deeply shocks me that the authorities are just not prepared to act. Basically, in this country, landlords can do anything they want short of committing manslaughter: they know it is too difficult for individuals like me to challenge them, and they know that the authorities will not provide support to individuals.

Thirty years ago I decided to make the UK my home. I committed to it by taking on the British nationality. I thought this was the land of 'fair play', a land where there would be justice. Clearly, I also misunderstood the saying: "an English man's home is his castle".

Best regards



Noëlle Rawé

cc. John Prescott; Lord Rooker

Enc. Invoice from managing agents for £14,400 and supporting letter