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**(By Special Delivery)**

6 April 2005

Dear Mr Howard,

### **Your Party's deceitful election campaign messages**

I received the attached election campaign letter from your Party, headed "*Keeping in touch*". It made my blood boil. Why? Because, on the basis of my first-hand experience of living in the Tory-run borough of Kensington & Chelsea, I view a number of the main claims contained in both, your letter and that of Sir Malcolm Rifkind, as well as on your Party's website, as false and therefore deceitful. (I have attached a total of 35 enclosures in support of this letter. They are in chronological order, preceded by a list).

For the last 4 years I have been going through the most unbelievable nightmare that has totally ruined my life. The basis of it is that I dared to challenge the landlord for the above block, Steel Services i.e. Mr Ladsky et. al and Martin Russell Jones, (MRJ) 'managing' agents for the block, by asking the following: "*You want £14,400 from me, what are you going to spend it on?*" This was the amount asked by MRJ in July 2002 for the purpose of conducting major 'repair and maintenance' works at Jefferson House. It is based on my 1.956% share of the service charges. Hence, the global sum demanded was £736,000.

Prior to this, Ms Joan Hathaway, MRJ, had sent a letter to residents in March 2002 stating that the landlord's surveyor, Mr Brian Gale, had estimated that "*...the cost of works is likely to be in excess of £1 million + VAT and fees...*" This would bring the total in excess of £1.5 million (and my share of it to £30,000+). Given that by then Mr Gale had completed the condition survey, I saw this as MRJ preparing the ground to come back and ask residents for more money at a later stage.

I was in a state of shock as my flat is a basement studio. (I have been a lessee for 19 years. Previous major repair and maintenance costs had been c. 10% of the stated costs).

### **Mr Michael Portillo has repeatedly refused to help me**

This led me to contact Mr Michael Portillo, MP for Kensington & Chelsea. I secured a meeting with him on 28 May 2002. For this purpose, I prepared the enclosed PowerPoint presentation pack <sup>1</sup> containing detail of the situation, as well as a summary highlighting the key issues and actions I hoped he would take. (The title of the pack may seem exaggerated, but I stand by it in terms of the tactics used by Mr Ladsky and his aides).

During the meeting, Mr Portillo told me that he did not think that he could help me, but that he would nonetheless think about it. He obviously did not spend too much time 'thinking' as, in a letter dated of the same date, he stated that he could not help and suggested I "*get legal advice*"

Three years on, having acquired a massive amount of knowledge since, I admit that my 'wish list' of actions I expected of Mr Portillo includes some that are unrealistic. Nonetheless, Mr Portillo could at the very least have made suggestions.

I will cite the example of Kenwood Court, NW9 9AB where I attended a residents meeting in January 2004 as the block was, at least at the time (I have not been in contact with the residents since), 'managed' by Ms Hathaway, MRJ. Like me, the residents were going through absolute hell with Ms Hathaway. Their MP is Mr Barry Gardiner. He attended the meeting and offered practical help, including writing to the landlord on their behalf.

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<sup>1</sup> My presentation pack to Mr Portillo, dated 27 May 2002

In July 2002 I received the £14,400 demand from Ms Hathaway. As Mr Gardiner proved sympathetic to the plight of lessees, I contacted him, asking for his help. He told me that he could not assist me, as I was not one of his constituents. He forwarded my pack to Mr Portillo. This led Mr Portillo to send me a letter dated 29 July 2002<sup>2</sup>, reiterating his suggestion as he wrote: *"...as you will know from my earlier letter of 28 May, as your local Member of Parliament, I do not see how I can assist you in your current situation but would suggest that the best way forward for you is, if you can, to obtain a sound legal opinion"*.

Based on my now very comprehensive experience of government bodies I have turned to for help, I have coded this reply as a euphemism for "get lost". As to the "if you can": what if I cannot afford it? I have now come to conclude that this is precisely what 'the system' is relying on: my not being able to challenge a landlord. And if I do, as can be seen below, 'the system' will do its utmost to keep me under the claws of the landlord.

I wrote back explaining the nightmare situation in which I was finding myself – and proving that I had not previously been falsely 'crying wolf'. This led to the third "get lost" letter from Mr Portillo, dated 6 August 2002<sup>3</sup>.

I contrast my experience with Mr Portillo with the messages in:

Your Party's website: *"Conservatives are at the forefront of community life... It means looking out for those that need a helping hand"*

Sir Malcolm Rifkind letter: *"The most important role of any elected representative is to listen to the views of their constituents... Without your feedback, your elected representatives cannot fully and fairly represent you..."*

In your letter, you state: *"Many people tell me they feel let down by politicians"*. I most certainly feel **very** let down by your Party Mr Howard.

**The worst part for me is that Mr Michael Portillo and hence, your Party, is preventing me from potentially getting redress and compensation from the appalling treatment I have suffered from the local courts, police and council in the Tory-run Kensington & Chelsea borough.**

Since 2002, I have gone through absolute hell because of the government bodies in the Kensington & Chelsea borough. These include:

- **A battle with Kensington & Chelsea Housing department since June 2004** to get them, as the "prosecuting authority for contraventions of Landlord - Tenant legislation", to obtain for me a copy of the year-end accounts for Jefferson House. As detailed in my enclosed 11 November 2004 letter to Mr Gerald Wild, Chief Housing Officer, this has cost me, among others, over 250 hours of my life. And, as I explained in my 27 January 2005 letter to Mr Patrick Moriarty, Investigator, Local Government Ombudsman, even after all of that, I still do not have accounts that are even compliant with landlord-tenant legislation.
  - (My letter of 27 January 2005 to Mr Patrick Moriarty provides a comprehensive summary of events).

This was preceded by a 10 months struggle in 2002 (as detailed in my 30 August 2004 letter to Mrs Shireen Ritchie, Brompton Ward Councillor). It led nowhere. At the time, I was not wise to the tricks used by the Housing Department to avoid performing its obligations.

(If you look at some of the letters in the recent issues of the local paper, Informer, you will see that I am not the only one complaining about the Council e.g. letter from Nigel Wilkins, 6 January 2005: *"...the council is the prosecuting authority in respect of criminal offences under landlord and tenant law. Its consistent failure to match up to its obligations under this legislation demonstrates that it is soft on crime"*. And this example from another local resident, Shane Carter who, in his letter published on 25 February 2005 highlights that *"the tenant management organisation (TOM) fails to*

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<sup>2</sup> Letter from Mr Portillo to me, dated 29 July 2002

<sup>3</sup> Letter from Mr Portillo to me, dated 6 August 2002

*answer legitimate complaints from leaseholder" and "service charge irregularities". He also states: "...the TOM was somewhat confrontational by tying up my reasonable request in bureaucratic procedures and circumlocutionist correspondence by making woolly use of legislation". I know exactly what he means having been at the receiving end of the same treatment myself. See my 11 November 2004 letter to Mr Gerald Wild and my 27 January 2005 letter to Mr Moriarty).*

- **Unfair and unjust treatment of my case by West London County Court.** (West London County Court ref: WL 203 537. Claim filed against me and 10 other residents on 29 November 2002. Front copy of claim included in the enclosures). While I am not a lawyer, it is abundantly clear to me that West London County Court has not handled the case under the rule of fairness and justice.
  - (See my 7 page 'Summary of communication / events with West London County Court and Wandsworth County Court' at the beginning of the enclosures.
  - My 22 November 2004 letter to Mrs Abraham, Parliamentary Ombudsman, provides a short overview of events.
  - For more details, see my 29 July 2004 letter to Lord Falconer of Thoroton (copied to Christopher Leslie MP and David Lammy, MP), as well as points 60-63, 100-124 of my 11 November 2004 letter to Mr John Hutchings, Tenancy Relations Officer – which also cover the 2004 events with the courts in detail).
- **Appalling handling of the case by West London County Court and Wandsworth County Court that has led me to suffer untold torment, anguish and distress over an 18 months period** – and the fear of more to come, including unjust treatment, considering how the courts have acted. (Same references as above)
- **Harassment and intimidation by Kensington & Chelsea Police** - which, evidently, sees its remit as being at the service of Mr Ladsky.
  - (See my 'Summary of events with Kensington & Chelsea Police' at the beginning of the enclosures and related documents included in the enclosures. Please note that I had brought Kensington & Chelsea Police to the attention of Mr Portillo in my pack to him dated 27 May 2002 – from which I quote: "*Kensington and Chelsea police has proved unhelpful, unpleasant and even obstructive*".
  - Please, note also that in the pack to Mr Portillo, I also report that I have been the victim of harassment, intimidation and assault. I also state that other residents, as well as Nucleus, our local Citizen Advice Bureau, have, likewise suffered harassment and intimidation by Mr Ladsky).

In addition to the treatment I have received from government bodies locally, must be added:

- **Landlord-bias treatment by the Leasehold Valuation Tribunal** (London LVT ref: LVT/SC/007/120/02)
  - (See my 22 November 2004 letter to Mrs Abraham)

For an overview of my case covering the last 4 years to November 2004, see my letter to Mrs Abraham.

As you can see from the attached reply/ies I received from:

- Mr Ian Anderson, Court Service, following my letter to Lord Falconer of Thoroton
- Mrs Shireen Ritchie, Mrs Daintith, Executive Director of Housing & Social Services and Mr Gerald Wild, RBK&C
- Mr Patrick Moriarty, Local Government Ombudsman (which is part of the ODPM)
- The police, including Sir Toby Harris, the then Chair of the Metropolitan Authority

the consistent message has been: arrogant, defiant and dismissive i.e. a 'get lost' message.

My only hope of 'potentially' getting redress was Mrs Abraham. However, I understand that she can only 'officially' help me if I approach her through my local MP. As I explained to Mrs Abraham in my 22 November 2004 letter, given my previous experience with Mr Portillo – and the nature of what I had to report – there was no point my contacting him.

Hence, because of your Party Mr Howard, I am being denied my only hope of getting redress for what I have been made to endure.

And you claim that your Party believes in "*looking out for those that need a helping hand*"? Based on my first-hand experience in Tory-run Kensington & Chelsea I can categorically say that this is not true. I have persistently been turned down and treated as a non-entity with no rights. The only helping hand that the government bodies comprising of the local council, court and police are giving is to Mr Ladsky and his aides – not to me.

### **My only protection is a dossier of evidence of wrongdoings**

Given this very clear message - from your Party (and the Labour Party) – the only way I can, I hope, protect myself from further injustice is by having a dossier of evidence of wrongdoings in support of my case.

This covers West London County Court and Wandsworth County Court as there is a very real possibility that Mr Ladsky will again issue proceedings against me.

Indeed, this possibility has been hanging over my head since December 2003. At the time, it was because I refused to endorse the reply sent by my then solicitors to Mr Ladsky's offer as it was not the reply I had agreed with them. Given the viciousness and ferocity of Mr Ladsky and his solicitors, I thought that they might issue proceedings against me for alleged breach of contract.

In preparation for this eventuality, I filed a complaint against my solicitor. Hence, if I found myself in front of a Judge claiming that what had been sent to CKFT was not what I had agreed with the solicitor I could, when asked what I had done about it, say that I had filed a complaint with the Law Society. As a barrister was also involved in the drafting of the reply, I also needed to file a complaint against the barrister. (Both have now been escalated to the Legal Services Ombudsman).

While Mr Ladsky has not issued proceedings against me for alleged breach of contract, the possibility of finding myself back in West London County Court is as strong as ever as, last October, I received an invoice from MRJ for £14,500 with no explanation whatsoever as to what this amount refers to. Yet, I have paid £6,350 for the major works by means of a Consent Order endorsed by West London County Court in July 2004.

It is abundantly clear from this that Mr Ladsky is intent on ruining me by hoping that it will again force me to pay for legal advice. This would then allow him to get my flat for next to nothing (which has been his game plan all along – including for other flats).

In addition to this £14,500 unjustified demand, he will probably add other claims as well depending on his fancy (as evidenced by the attached 28 February 2005 letter from MRJ which threatens to enforce – yet again another breach of my lease – through proceedings. This is highlighted in my 30 March 2005 reply).

In fact, as is abundantly clear from the first time round, there is absolutely nothing to stop Mr Ladsky from filing a false claim against me in West London County Court every day of the week. In November 2002 it only cost him (and more precisely the residents) £500 to file one claim against 11 residents.

He knows that the courts in my Tory-run borough will not read my defence nor any other documents I supply in support of my defence. The courts worked for him last time. He will do it again.

My only solution for stopping him - at least for a while - was to file a complaint against his solicitors for breaking many of the rules in the handling of the case (rules comprised under the solicitor's code of conduct, Civil Procedure Rules, as well as criminal offences). (I have now also referred this complaint to the Legal Services Ombudsman).

If this puts them out of action, as and when he finds another obliging solicitor ready to file a false claim against me in court, I will then use the evidence I have compiled against the courts. Lord Falconer of Thoroton has dismissed my complaint against the courts, but it does not take this hard evidence away from me.

In addition to the courts, I also face a potential threat from Kensington & Chelsea Police.

Last time (probably by just making a phone call), Mr Ladsky reported me to Kensington & Chelsea Police for swearing at him. This led to a complaint being formally recorded against me. What is Kensington &

Chelsea Police going to accept from him next time? Could I potentially find myself in prison as a result of a false accusation? How much help is the local police prepared to give him? How far will it go?

This is the situation in which I, a law-abiding citizen, find myself in my Tory-run borough.

Because of the current situation, I am trapped in my flat – unless I am prepared to practically give it away. I will most definitely not do this. This flat represents the sum total of my financial wealth. I have worked very hard for it. Why should I give it to Mr Ladsky et. al? Why should I give him 15 (?) 20 (?) years of my life savings – on top of the c. 12 years of my life savings his scam has so far cost me in professional fees and other expenses? (Not to mention the 4,500+ hours of my life and the impact on my physical and emotional health).

I will fight like a demon to the very end. If my flat is going to lead to my drawing the last breath out of my body. So be it. At least it will be a last breath that I will draw feeling extremely proud of myself and with my integrity intact.

**I will not be slaughtered in silence in my Tory-run borough.** I have done nothing wrong. All that I wanted was to pay my share of the major works that I truly owe.

My **monumental mistake** has been to believe that the government would be there to help me when "I needed a helping hand". This has cost me to go through the most unimaginable hell for the last 4 years.

Your Party views that there is increasingly lack of respect to society. I agree with you. Where does the blame lie Mr Howard? Four years ago, 'I had' respect for society, government and the institutions. Where do you think I stand now considering the treatment I have received from the above mentioned government bodies? Contempt breeds contempt and lack of respect breeds lack of respect.

NR It <sup>kills</sup> feels me with utter disbelief to see what 'the system' is prepared to do to help a rogue landlord build a penthouse flat at the cost of lessees and further increase his financial gains by getting flats cheaply as a result of extortionate service charges. At the end of the day, this is the essence of it.

Don't throw your Party's so called "decent values" and 'principles' to my face Mr Howard. I have overwhelming evidence that there are utter lies. (And I feel the same about the Labour Party).

You talk of 'getting tough' on the "jobs" – as you refer to them on your website. These are the 'soft targets'. Like Labour, rogue landlords and their aides who commit criminal offences, you will leave well alone.

My own personal message to the "jobs" is: Stop! You are committing the wrong crimes. Petty crime will get you a police record, put you in jail. Be a landlord instead. You can steal hundreds of thousands of pounds from lessees. If some challenge you invoking the legislation they stupidly believe in, don't worry. You can harass, intimidate, blackmail, even assault them to your heart's content. 'The system' is on your side. The police will not only leave you well alone, if you need it, it will also give you a helping hand in getting those stupid fools to pay you what you want.

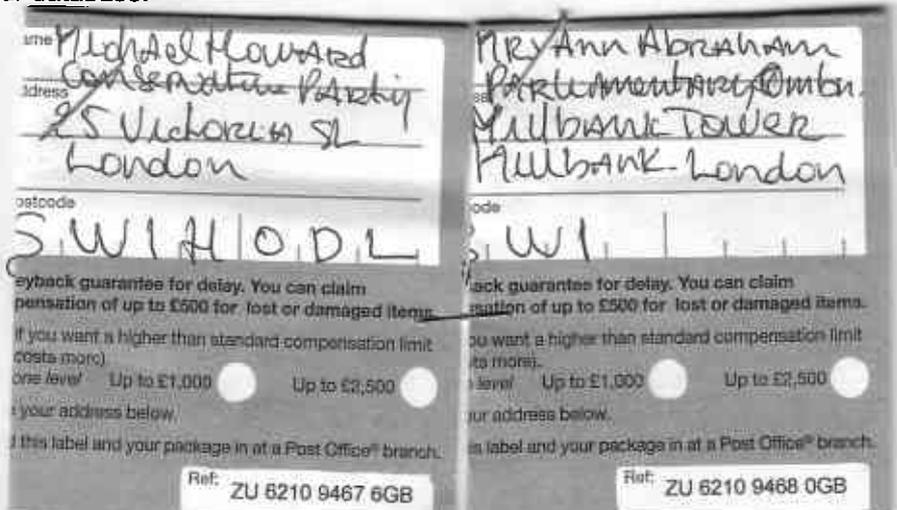
This is the conclusion I draw as a result of my experience in the last 4 years. And this is the message that the very large number of 'middle-class' people who so far know about my case have also come to conclude. It does not pay to be an honest, decent, law abiding citizen with principles and integrity.

So please, remove my name from your database.

Yours sincerely

Noëlle Rawé

cc. Mrs Ann Abraham, Parliamentary



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	A	B
1		Summary of communication / events with West London County Court and Wandsworth County Court
2		Summary of events with Kensington & Chelsea Police
3	01.10.11	Letter sent by Ms Ayesha Salim, CKFT, to 2 residents at Jefferson House
4	02.03.13	My letter to the Police Complaints Authority
5	02.04.02	My letter to Paul Webster, Detective Inspector, Kensington Police station
6	02.04.18	Email to me from a resident
7	02.04.23	Letter to me from Paul Webster, Detective Inspector, Kensington Police
8	02.05.05	My letter to Sir Toby Harris, then Chair of the Metropolitan Police Authority
9	02.05.27	My presentation pack to Mr Michael Portillo
10	02.05.31	My email to Sir Toby Harris
11	02.06.20	Letter to me from Paul Kirby, A/Inspector, Chelsea Police station
12	02.07.11	Letter to me from Sir Toby Harris
13	02.07.29	Letter from Mr Michael Portillo, MP, to me
14	02.08.04	My letter to Sir Toby Harris
15	02.08.06	Letter from Mr Michael Portillo, MP, to me
16	02.11.29	West London County Court Claim Form Ref: WL 203 537
17	03.01.27	Letter to me from Neil Watson PC206BS, Chelsea Police station
18	03.02.06	Letter to me from Neil Watson PC 206BS, Chelsea Police station
19	03.02.11	My letter to Neil Watson PC 206BS, Chelsea Police station
20	04.06.29	My letter to Lord Falconer of Thoroton QC - copied to Christopher Leslie, MP and David Lammy, MP)
21	04.08.23	Letter to me from Mr Ian Anderson, Head of Customer Service Unit, Court Service
22	04.08.30	My letter to Mrs Shireen Ritchie, Brompton Ward Councillor
23	04.09.30	Letter to me from Mrs Shireen Ritchie, Brompton Ward Councillor
24	04.10.05	My letter to Mrs Shireen Ritchie, Brompton Ward Councillor
25	04.10.15	Letter from Mr Gerald Wild, Chief Housing Officer, RBK&C, to me
26	04.11.11	My letter to Mr John Hutchings, Tenancy Relations Officer, RBK&C, as well as list of enclosures
27	04.11.11	My letter to Mr Gerald Wild, Chief Housing Officer, RBK&C
28	04.11.16	Email from Mr Patrick Moriarty, Local Government Ombudsman, to Gifty Elida, RBK&C on which I was copied
29	04.11.16	Letter to me from Adriana Campo, Support Team, Local Government Ombudsman
30	04.11.17	Email from Mr Patrick Moriarty, Local Government Ombudsman, to me
31	04.11.22	My letter to Mrs Ann Abraham, Parliamentary Commissioner for Administration, as well as list of enclosures
32	04.12.16	Letter to me from Mrs Daintith, Executive Director of Housing & Social Services, RBK&C
33	05.01.27	My letter to Mr Patrick Moriarty, Local Government Ombudsman (copied RBK&C)
34	05.02.28	Letter from Ms Joan Hathaway, Martin Russell Jones
35	05.03.30	My letter to Ms Hathaway, Martin Russell Jones (copied RBK&C, Mr Moriarty, etc)