Collegiate UK

18 July 2025

Subject: Formal complaint regarding ongoing issues at Dashwood Studios

Dear Peter, Andy and Barbora,

We would like to begin by expressing that we truly value our partnership with Dashwood and the shared goal of delivering a high standard of accommodation to our students. However, throughout the 2024/25 academic year, we have encountered ongoing and serious issues concerning the operation, maintenance, and cleanliness of the property. Unfortunately, these problems have significantly affected our ability to uphold the expectations of our students and partners. We continue to receive complaints and feedback that reflect these unresolved issues, placing us in a challenging position when attempting to respond appropriately and transparently. Without adequate reporting or support from your side, our ability to reassure students and maintain our reputation with key partners is being weakened.

In addition, we would like to raise a broader concern around pricing and short-term strategies introduced by Dashwood this year. These have caused further disruption to our business. We have struggled not only to maintain student satisfaction due to the aforementioned operational issues, but also to market and sell the rooms effectively. Combined, these challenges have led to considerable reputational and financial damage to Londonist, and we are doing our utmost to mitigate the fallout with both students and commercial partners.

As previously communicated, formal complaints were submitted by Londonist on April 24, April 28, and April 29, 2025, outlining the unacceptable condition of several rooms and shared facilities. These concerns were substantiated by our Operations Team during on-site visits, and an overview is provided in **Schedule 1** for reference. We will be sharing a more detailed report with our full findings and estimated damages by **Friday, 1 August 2025**.

In the meantime, in order to fully understand the scope of the problems and respond effectively to our stakeholders, we respectfully request a detailed report from Dashwood addressing:

- All issues raised by Londonist regarding its allocated rooms and common areas;
- A summary of actions taken to resolve these problems;
- Confirmation of whether any of the issues remain unresolved and, if so, to what extent.

We hope Dashwood will approach this matter with a spirit of cooperation and resolution. Your input is essential to help us manage ongoing concerns and protect the integrity of both our brands.

We are aware of our contractual obligations and continue to do our best to honour them. However, in light of the serious challenges faced, we kindly request a meeting to discuss these matters in more depth. We believe this discussion, based on the reports and a shared commitment to transparency, will help us work towards a mutually beneficial relationship — both for this academic year and in any future cooperation.

We look forward to receiving your report by **Friday, 25 July 2025**, and to arranging a time for a follow-up discussion shortly thereafter.

Kind regards,

Umang Gandecha

LONDONIST DMC LTD
5 GREAT JAMES STREET
WC1N 3DB, LONDON
COMPANY NO: 08392889

www.londonist.co.uk
book@londonist.co.uk

+44 (0) 2072871912

londonist
DMC

Schedule 1

Name of Student	Room Number	Issue Experienced
Sibora Sulce	516	• Broken flush.
Meixi Chen	310	• Broken toilet seat.
Yelnur Berik	212	• Broken fridge. • Broken sink. • Broken bathroom door.
Yingjie Luo	512	• Evidence of mould present in the room. • Damaged door.
Sonika Shokeen	235	• Smelly bathroom drain. • Broken stove. • Broken lights. • Damaged curtains.
Yi Li	113	• A significant gap in the window that could not be closed, resulting in the room being uncomfortably cold. • Broken kitchen light.
Ann Gui	117	• Blocked toilet. • Broken window restraint.
Maya Van Os	212	• Broken fridge cupboard door, resulting in food spoilage. • Broken kitchen hob.
Wen Chen Ho	215	• Ongoing power cuts whilst cooking.
Yan Zi	521	• Mice infestation.
Federica Padula	520	• Mice infestation.
Ruilin Li	709	• Mice infestation.
Runyao Wei	710	• Mice infestation.
Andrey Sankov	131	• Bed bug issue.

Others issues reported include:

- Understaffing issues, including a reported walk out that took place, leaving only one part time cleaner for 255 students.
- Rude and dismissive behaviour from staff.