HM Courts & Tribunals Service

Courts and Tribunals Service Centre
Telephone: **0300 123 7050**
(Monday to Friday, 9am to 5pm)
Call charges: www.gov.uk/call-charges

Londonist DMC
5 Great James Street
Holborn
London
WC1N 3DB

0000729

Case number:
717MC132
Respond by:
4pm 30 September 2025

t588708/0106/0000729

Dear Londonist DMC

02 September 2025

You have been named as a respondent in a money claims case

We are contacting you because Mr Ruochen Liu has made a money claim against you for 500 including interest and the claim fee. The claim is enclosed with this letter.

A money claim is when someone says you owe them money and takes legal action against you to get it back.

What you need to do

You must respond to the claim, by telling us whether you agree with the claim or not. You can do this yourself or you can pay a solicitor to do it for you.

How to respond yourself

Create, or sign-in to, a money claims account.

Go to: **www.gov.uk/hmcts/respond-money-claim**

1. **Respond to claim** https://www.moneyclaims.service.gov.uk/first-contact/start
2. **Enter the claim number** 717MC132
3. **Enter the security code** TRLPZ32GA6X7 (this code can only be used once)
4. **Create an account -** after creating an account you'll be sent an email with a link to verify your account, or **sign-in to your existing account** – do not create a new account

How your solicitor can respond for you

Your solicitor should create, or sign-in to, a MyHMCTS account.

They must go to: **https://www.gov.uk/guidance/myhmcts-online-case-management-for-legal-professionals.** They'll need to enter (or use) the 16-digit reference 1756821588053945 to register with MyHMCTS.

Response deadline

You should create a money claims account to respond or request more time.

You must do this by **4pm 30 September 2025**

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After you respond

You can check on the progress of this case by logging in to your online account.

When there is an update to the claim you will be notified by email.

Help if you need support to claim online

You can phone the Digital Support helpline if you:

- do not feel confident using the internet
- do not have access to a computer or smartphone

Digital Support helpline
Telephone: 03300 160051
Monday to Friday, 9am to 5pm
Closed on bank holidays
Text FORM to 60777 and someone will call you back

If you would like to respond by post please go to https://www.gov.uk/respond-to-court-claim-for-money/respond-to-a-claim-by-post

Yours sincerely

Courts and Tribunals Service Centre team
HM Courts and Tribunals Service

Claim form

Claim number: 717MC132

Received on: 02 September 2025 at 14:02 PM
Issued on: 02 Sep 2025

I588708/0306/0000729

1. Claimant details

Name	Mr Ruochen Liu
Address	FLAT 6 DOVE HOUSE STOCKWELL STREET CAMBRIDGE CB1 3DZ
Date of birth	08 November 2002
Telephone number	07495529018
Email address	liuruochen2017@outlook.com

2. Defendant details

Company name	Londonist DMC
Contact person	
Address	5 Great James Street Holborn London WC1N 3DB
Telephone number	02072871912
Email address	

3. Claim

Reason for claim	I am making a claim due to unresolved issues arising from my short-stay booking at IQ Paris Gardens from 1 to 16 December 2024. Despite my repeated attempts to resolve this matter amicably (as evidenced in my previous emails, I have not received a satisfactory response. Summary of the Issue Incorrect Room Assignment: I was promised a same-sex roommate but was

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	instead placed with a female roommate, contrary to the agreement. Unclean Room: The room was unclean upon arrival, despite cleaning fees being charged. Lack of Basic Amenities: No bedding or towels were provided on the night of 3 December, forcing me to sleep on an empty mattress. Sudden Relocation: On 5 December, I was told that it would violate Londonist's policy if I continue to stay at IQ Paris Gardens, and I was given only a few hours' notice to move without any support to Dashwood Studios, 1.5 miles away, causing significant inconvenience and additional travel expenses. Increased Travel Costs: The new location required me to use public transport to commute to LSE, unlike the original residence which was within walking distance. Compensation Sought I am looking to claim £500, both for my inconvenience caused by poor service and significant error and for Londonist's lack of willingness to deal with my complaint after the stay.
Timeline of events	
29 November 2024	£250 accommodation fee paid
30 November 2024	£495.86 accommodation fee paid, accommodation invoice was provided to me for IQ Paris Gardens
3 December 2024	I moved in at IQ Paris Gardens, and found

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	out that the room was unclean, and no pillow, sheet or duvet was provided
3 December 2024	I found out that my roommate is female, which is against the promise of same-sex roommate before I made the booking; I notified my booking agent who in turned notified Londonist
5 December 2024	Korhan at Londonist got in touch with me via phone and whatsapp. He told me that it would violate Londonist's policy if I continue to stay at IQ Paris Gardens (different-sex roommate is not allowed) and offered accommodation at Dashwood studios instead, but there was no support for moving or compensation. I moved over to Dashwood studios in the evening.
13 December 2024	I sent an email of complaint to Londonist at customersupport@londonist.co.uk.
22 April 2025	I sent a complaint email again.
1 May 2025	Londonist asked me via email if I received compensation from my booking agent in China, which I denied via email on the same day.
7 May 2025	Londonist replied that they are looking into the matter. I have not heard from them since.
1 July 2025	I sent the complaint again via email, saying that I will resort to ADR if they do not reply by 4 July 2025. I sent another complaint email on 29 July.
11 August 2025	I sent a letter before claim to Londonist via email, saying that I will proceed to making a small claim if they do not reply within 14

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	days. As of 2 Sep 2025, I have received no reply.

Evidence type	
Receipts	Accommodation Invoice for IQ Paris Gardens, and new invoice when I moved to Dashwood Studios
Letters, emails and other correspondence	Chat record discussing moving to Dashwood Studios
Photo Evidence	Photo of unclean room and lack of pillow, sheet and duvet at IQ Paris Gardens

4. Claim amount details

Claim amount items	
Incorrect room assignment and relocation cost	£400.00
Unclean room and lack of basic amenities	£100.00
Total interest	£0
How interest was calculated	
Interest end date	
Interest rate claimed	
Explanation of rate claimed	
Date interest claimed from	
Explanation of date interest is claimed from	

5. Total amount

Claim amount	£500.00
Total interested claim to date of submission	£0
Claim fee	£50.00
Total	£550.00

6. Statement of truth

I believe that the facts stated in this claim form are true. I understand that proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

Mr Ruochen Liu

02 September 2025

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