

Ben Jenkins

Oxford

14th August 2023

Trowers & Hamblins LLP
10 Colmore Row
Birmingham
B3 2QD

Refusal to Comply with your Instructions - Your Letter Dated August 11, 2023
Your Ref - *****

Dear *****,

I trust this letter finds you well. I have reviewed your letter dated 11th August 2023, which outlines the matters raised by GreenSquareAccord and your client's dissatisfaction with my online activities. While I understand your client's perspective and concerns, I must respectfully assert that I am not in agreement with the course of action you are proposing.

Firstly, I would like to highlight that the homepage of the residents' support website I manage, www.greensquareaccordresidents.co.uk, explicitly states that I am not affiliated with GreenSquareAccord in any way. My intention has always been to provide a platform for residents to share their experiences and concerns, rather than to mislead or misrepresent any affiliations.

Furthermore, I must bring to your attention that my engagement with GreenSquareAccord and its employees on social media and through various communication channels predates the recent events that you mentioned in your letter. It is important to acknowledge that my actions have been driven by genuine concerns and a commitment to fostering an open dialogue within the community.

The timing of your letter coincides with the Housing Ombudsman awarding damages to me, having upheld numerous complaints. As such, this appears indicative of the combative attitude that your client has displayed towards me since circa 2019.

Given the context of my interactions with GreenSquareAccord and the transparency I have maintained throughout, I respectfully decline your request to cease my activities and comply with your outlined instructions. I firmly believe that the actions I have taken are well within my rights as an individual and in accordance with the principles of freedom of expression. They also echo the public rhetoric of your client in their own online and published material, where they often convey an attitude of working with residents to improve their service provision. Their response to the issues raised and their decision to employ you to pursue legal action seems to undermine this.

While I understand your client's desire to address their concerns, I believe that open communication and engagement are vital components of a healthy community. I would like to reiterate my willingness to continue these conversations and work towards a resolution that is fair and mutually beneficial for all parties involved.

I wish to draw your attention to my numerous attempts to establish communication with GreenSquareAccord. I extended invitations for a collaborative discussion, with the intention of exploring more positive avenues for our mutual progress. I have also sought mediation from our local MP, councillor, and other professionals within the sector. Regrettably, these invitations have consistently been disregarded. Additionally, I offered to transfer the rights to the aforementioned websites; yet, this proposition has also been ignored.

I kindly request that you reconsider your approach to this matter and take into account the broader context of my actions. I remain committed to maintaining a respectful and constructive dialogue moving forward.

I assume GreenSquareAccord and Trowers & Hamblins LLP are content for me to share the contents of your letter, as it again highlights the contrast between GreenSquareAccord's carefully managed image and their actual actions. If I have not received a written response from you by 18th August 2023, I will assume that you are in agreement for me to share your letter and my response as I continue seeking support from others within the sector.

Thank you for your understanding and consideration.

Sincerely,

Ben Jenkins