

Dear Mr Jenkins

**Our client: GreenSquareAccord and your behaviour**

We are instructed by our client, GreenSquareAccord.

We have been made aware of the issues between yourself and our client which we understand have been ongoing for a number of years and we have had sight of previous correspondence which our client has exchanged between you.

As you are fully aware of the issues we do not propose to repeat them in this correspondence in great detail and summarise your behaviour as follows:

- 1 raising complaints on behalf of other residents of our client via your various websites despite there being absolutely no reason for you to do so as our client has clear procedures in place for its residents to raise complaints directly with them. Your interference is preventing those residents from receiving the service from our client in relation to addressing and resolving their complaints;
- 2 targeting individual employees of our client via social media which is totally unwarranted and unacceptable;
- 3 continuing to contact Julianne Britton, Director of Customer Services, on her personal mobile after both she, and our client, have requested you refrain from such behaviour;
- 4 embarking upon a long and sustained campaign against Ruth Cooke, Chief Executive Officer using the hashtag #RuthCooke;
- 5 contacting our client repeatedly despite it making you fully aware it has a Contact Management Plan (**CMP**) in place against you; and
- 6 repeatedly breaching that CMP by contacting our client in a manner which is contrary to the CMP.

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Our client is extremely concerned that despite the letter sent to you by Bevan Brittan Solicitors, on dated 26 November 2021, a copy of which is attached for ease of reference, you have continued to use:

- 1 the website: [www.greensquareaccordresidents.co.uk](http://www.greensquareaccordresidents.co.uk) and the page [www.greensquareaccordresidents.co.uk/ruth-cooke-letters-to-our-ceo](http://www.greensquareaccordresidents.co.uk/ruth-cooke-letters-to-our-ceo);
- 2 the email address [contact@greensquareaccordresidents.co.uk](mailto:contact@greensquareaccordresidents.co.uk); and
- 3 our client's logo.

As a result of the above, our client considers you are unlawfully holding yourself out as being associated with, or connected to, our client which is clearly not the case. In the circumstances, our client considers you are misrepresenting yourself to the general public and our client's suppliers to entice them to engage with you, and not our client.

The nature of your ongoing and sustained behaviour is now such that you are interfering with our client's housing management functions, and this can be demonstrated by the following recent examples:

- 1 a video, dated 2nd June 2023 which you sent to Julianne Britton. In the video you referred to it as being "a private message to you if you like. You're one of the people that want to engage". You went on to say:

"I'm going to continue doing what I'm doing because it's the right thing to do and also now we can benchmark other behaviours against GSA which is a shame but unfortunately, you're becoming the worst of the worst. It's not going to last and it can't last and I suspect there are changes afoot anyway and we'll leave that for another day"

- 2 an email dated 3 August 2023 sent by [redacted] a supplier to our client, to [contact@greensquareaccordresidents.co.uk](mailto:contact@greensquareaccordresidents.co.uk). In doing so she clearly thought she was sending her email to our client and not to someone misrepresenting themselves as being connected with our client, when they are not. We note that, when corresponding with [redacted], you failed to inform her that you (nor the email address she used) are connected with our client. You merely stated:

"Hello [redacted],

I've put Ruth Cooke on copy for you. The account is monitored by her executive assistant who should forward on to the relevant party for you.

If I can be of any further assistance please don't hesitate to contact me.



Thanks

Ben"

We consider a court would consider this as irrefutable evidence that you intentionally mislead our client's supplier by purporting to be employed by, or connected to, our client;

- 3 an email dated 8 August 2023 from [redacted], a resident of our client. [redacted] was clearly misled into thinking that by sending a complaint to contact@greensquareaccordresidents.co.uk, it was being sent to our client.

In her email [redacted] unwittingly disclosed personal data believing she was sharing this with our client. Without [redacted] permission you responded to her admitting that you are "...not GreenSquareAccord..." and in her response stated:

"...I honestly presumed I had sent my complaint email directly to the Complaints Department at Green Square Accord ..."

The above are just a few examples of the way in which your behaviour is interfering with our client's housing management functions. Your behaviour is taking up our client's valuable time and resources unnecessarily. Furthermore, you are unjustifiably targeting our client's staff in a manner which is totally unwarranted, and this is having a detrimental effect upon the operation and functioning of our client's business.

**In light of the above, your unacceptable misleading behaviour will no longer be tolerated.**

The purpose of this letter is to provide you with a final opportunity to address your behaviour in order to avoid legal action being instigated against you. To avoid an application being made against you for a Civil Injunction Order, our client requires you to confirm to us in writing by **18 August 2023** that you have taken the following action:

- 1 close down/refrain from using:
  - 1.1 the website: [www.greensquareaccordresidents.co.uk](http://www.greensquareaccordresidents.co.uk);
  - 1.2 the twitter account: [https://twitter.com/residents\\_gsa](https://twitter.com/residents_gsa); and
  - 1.3 the Facebook page: <https://m.facebook.com/profile.php?id=100073204705905>.
  - 1.4 the email address: [contact@greensquareaccordresidents.co.uk](mailto:contact@greensquareaccordresidents.co.uk); and

- 1.5 any other website, social media accounts or email addresses which may mislead members of the public, or our client's current (or potential) suppliers, contractors or agents, to believe you are a tenant of, or are acting with the authorisation of, or are connected to, our client.
- 2 After you have complied with paragraphs 1.1 – 1.5 above, you will not:
- 2.1 create any future website or social media presence which may mislead members of the public or our client's current (or potential) suppliers, contractors or agents, to believe you are a tenant of, or are acting with the authorisation of, or are connected to, our client; or
- 2.2 reproduce any of our client's logos on any website, social media platform, digital or hard copy correspondence or on any other digital or hard copy documentation;
- 3 With immediate effect, and in accordance with your current, and any future CMP our client puts in place:
- 3.1 to refrain contacting our client or any of our client's staff directly. For the avoidance of doubt such behaviour includes, but is not limited to:
- 3.1.1 in person;
- 3.1.2 using their work, or personal, email address;
- 3.1.3 calling or messaging them on their work or personal mobile telephone;
- 3.1.4 using social media direct messaging; and
- 3.1.5 tagging them on personal social media accounts.
- Should you ignore this request, our client will not respond to you and will only engage with your wife, Mrs Jenkins;
- 3.2 to refrain from recording members of our client's staff, contractors or employees unless you have the person's prior written consent;
- 3.3 to refrain from using any hashtags which specifically name any of our client's employees (this includes our client's Directors including, but not limited to, Ruth Cooke), contractors or agents; and
- 3.4 should you have reason to come into contact with our client, any dealings with our client's employees, contractors or agents, you should act courteously at all times.



Should you fail to abide by our client's requests, you will leave our client little alternative but to take the legal action referred to above against you.

Should such action be necessary, our client will also seek an order that you are to pay our client's legal costs which are likely to run into thousands of pounds.

Please quote the above reference on all correspondence and should you be in any doubt as to your legal position you are urged to seek independent legal advice as matter of urgency.

Yours faithfully

*Trowers & Hamblins LLP*