**From:** Leor Klier   
**Sent:** 24 September 2019 16:45  
**To:** DELETED

**Subject:** RE: Energy Supplier

Dear DELETED,

Thank you for your email.

I have passed this along to our repairs team who will contact you separately with respect to the repairs issues you raise.

So far as the utility supply is concerned:-

1          You currently contribute (through your service charge) towards the cost of the communal utilities in the common parts of the building such as lighting in stairwells and corridors etc, and therefore are potentially affected by this consultation. We anticipate that by entering into a long term agreement as opposed to renewing our utility contracts annually, the cost to you will fall, although the cost of energy changes constantly and there is no guarantee that this will be the case.

2          The requirement to tender is both EU law and UK law, and as such we will continue to tender this contract in the Official Journal of the European Union.

Kind regards,

**Leor Klier**

Lease Analyst

cid:image001.gif@01D35324.532E07D0

St Richards House 110 Eversholt Street London NW1 1BS.

tel: 020 7209 9317

email: [leor.klier@originhousing.org.uk](mailto:leor.klier@originhousing.org.uk)

web: [www.originhousing.org.uk](http://protect-eu.mimecast.com/s/Ejq_CEqoni6XVVFw8W6C?domain=originhousing.org.uk)

Please consider the environment before printing this email

**From:** DELETED

**Sent:** 24 September 2019 16:24  
**To:** Leor Klier <[Leor.Klier@originhousing.org.uk](mailto:Leor.Klier@originhousing.org.uk)>  
**Subject:** Energy Supplier

Good Afternoon

I have received your Letter that you sent last week , I was confused about it [really.So](http://protect-eu.mimecast.com/s/EAKRCpZ5xTqPQAhPKcdC?domain=really.so) Other Tenants!

\*First of all  I have never received any letter about your Energy supplier before.

\*it is none of my Business where you get the energy (electric,Gas) from I am an unemployed man ,I am on full state benefits  and most importantly I do not own the flat that I live in Im not a owner of DELETED .right now I live in this inhabitable Flat which I have made countless complaints about it.

they installed new Kitchen unit but everything installed,made with mistakes. (There are countless reasons for me to say inhabitable) I live in this flat because of I have no other options that's why I have no capital that could help me find rent another flat but I m stuck so I have to live here because of I have no other choice.

\*I have spoken to somebody whom works for Citizen advice Bureau he was confused with your letter as well. and was told I should not do any deals about your energy supplier as I pay already for service charge etc.

\* I'm on EON That is where I get electric and gas

\*Other thing is when it comes to Origins demands ....Origin want me/us to answer you in certain dates and times but when your tenants asks ,requires something Origin doesn't care about our Requirements at all.

for instance: since July th 29th 2019 we are waiting for our car parks lights to be repaired (TODAYS DATE 24/09/2019.I have dealt with DELETED from Complaints team despite she assured that the car park lights would be fixed,repaired but since than our car parks lights still off  not fixed , where night times yobs,homeless people gather people do have illegal activities in their cars !people they dump their unwanted furniture's  , rubbish etc

Also You are mentioned about EU in your letter...?

Well October the 31th October we will be out of EU (Thanks to GOD) Even I was born in another country  but I m a fully and strongly Supporter of Brexit !so you wont need to carry on EU,s demands!

Kind Regards

DELETED

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**From:** Leor Klier   
**Sent:** 30 October 2019 13:28  
**To:** DELETED

**Subject:** RE: Qualifying Long Term Agreement of energy supply

Dear,

Thank you for your email.

I would like to clarify on the point where you mention ‘payment of more than £100.00 in any given year’. The reference in the letter to £100.00 is where I give the definition of what a QLTA is. We are not asking you (or anyone at DELETED) for £100.00, merely explaining what a QLTA is.

I have reviewed your account, and can see that you are currently not charged for communal utilities. This will not change as a result of our entering into this contract.

There are some residents at DELETED who do contribute to the communal utilities. The maximum that anyone currently pays is £72.28 per year. We expect that as a result of the new contract this amount will fall, although there is no guarantee that this would be the case given that utility prices are constantly changing.

The law as it currently stands requires EU wide tendering, and this is likely to remain the case regardless of Brexit. We do expect that UK based utility providers will respond to the tender and provide us with tariffs. We will score providers 80% on the tariffs they give us, and 20% on the quality of service provided. The utility provider which on a combined cost and quality assessment scores highest will be awarded the contract.

We are consulting with residents and keeping you advised of how we run the estate. The dispensation letter is an example of our seeking your input on how the estate is run.

I hope that this email clarifies the matter for you and explains how this contract will not impact you at all, but should you still wish to formally object please let me know. Alternatively, details as to how to object can be found on our website (<https://www.originhousing.org.uk/media-hub/news/proposed-contract-for-utilities-supply>).

Kind regards,

**Leor Klier**

Lease Analyst

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tel: 020 7209 9317

email: [leor.klier@originhousing.org.uk](mailto:leor.klier@originhousing.org.uk)

web: [www.originhousing.org.uk](http://protect-eu.mimecast.com/s/Ejq_CEqoni6XVVFw8W6C?domain=originhousing.org.uk)

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**From:** DELETED

**Sent:** 30 October 2019 12:57  
**To:** Leor Klier <[Leor.Klier@originhousing.org.uk](mailto:Leor.Klier@originhousing.org.uk)>  
**Subject:** Qualifying Long Term Agreement of energy supply

Dear Leor Klier

We the tenants of DELETED, would like to **object to** the Origin Housing plans to burden us, the tenants with the payment of "more than £ 100 in any given year" because Origin would like to enter  the "QLTA" agreement.

1. Most of our neighbours are either elderly, Pension Credits recipients, or Disabled tenants. We were informed by Mary Ward Legal Centre solicitor that this costs as "FUEL" will not be reimbursed through Housing Benefit Office.

2. In the light of impending BREXIT we think it is uneconomical to seek an energy supply in European Union as the tariffs are very possible addition to the cost.

3. We the tenants are not consulted about the changes to running our housing estate, which are usually imposed on us without any warning.

DELETED

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**From:** Leor Klier   
**Sent:** 16 October 2019 15:35  
**To:** DELETED

**Subject:** FW: QLTA agreement

Dear DELETED,

I confirm that one of the criteria utility providers will have to comply with in the tender is their ‘fuel mix’, and what percentage of this will be from renewable sources.

Kind regards,

**Leor Klier**

Lease Analyst

cid:image001.gif@01D35324.532E07D0

St Richards House 110 Eversholt Street London NW1 1BS.

tel: 020 7209 9317

email: [leor.klier@originhousing.org.uk](mailto:leor.klier@originhousing.org.uk)

web: [www.originhousing.org.uk](http://protect-eu.mimecast.com/s/Ejq_CEqoni6XVVFw8W6C?domain=originhousing.org.uk)

Please consider the environment before printing this email

**From:** Leor Klier   
**Sent:** 16 October 2019 15:08  
**To:** DELETED  
**Subject:** RE: QLTA agreement

Dear DELETED,

Thank you for your email.

Home Ownership tasks include consultation with residents on procurement exercises.

In our new developments, we seek to make our properties as energy efficient as possible, and include renewable energy sources in them such as solar panels and wind turbines. Additionally, we have (and are) retro-fitting solar panels to some of our older developments.

When awarding the contract we will consider factors other than cost. We are giving cost an 80% weighting and other factors a 20% weighting. We have not yet compiled a comprehensive list of the other factors, but I do note your observation and I will discuss with my colleagues including this.

Kind regards,

**From:** DELETED

**Sent:** 15 October 2019 19:34  
**To:** Section20 <[section20@originhousing.org.uk](mailto:section20@originhousing.org.uk)>  
**Subject:** QLTA agreement

Dear Ms Klier

With regard to your letter of 19th September, in the first instance I am surprised  that, as Home Ownership Officer,  you are contacting us.I do not understand what this matter has to do with home ownership as it is a matter for procurement. Could you please explain.

You state that 'Having reviewed our energy supply and taken advice from specialist advisors, we have found that we get better tariffs (which will be passed on to you) by entering into a three year contract.'

No where does it seem to be noted by Origin Housing that we are currently in a climate and ecological emergency and that environmental sustainability should be the first consideration in all areas of housing development. It is the most important issue of our time but seems to have been completely overlooked. Could you  explain why it does not feature as a criteria for utility provision?

Yours sincerely

DELETED

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**From:** Leor Klier   
**Sent:** 22 October 2019 13:30  
**To:** 'driverdan@live.co.uk' <driverdan@live.co.uk>  
**Cc:** 'rtaylor@cfpt.org.uk' <rtaylor@cfpt.org.uk>  
**Subject:** Energy Supply

Dear Mr Twyman,

Thank you for your enquiry, and I apologise for the time it has taken to fully respond.

I have today been onto the roof of St Richards House and took the attached photo of the solar panels.

I confirm that any electricity generated over and above the building’s own needs is fed into the grid. There will be a small reduction in the electricity usage of the building due to the solar panels, and this saving would be passed (indirectly) on to you through reduced utility charges.

At the time I wrote the letter I was the homeownership officer at Origin Housing (I am now the Lease Analyst). One of the duties of homeownership officer is to consult with residents on contracts we propose entering into (like the utility contract).

Just to clarify, the fact that we have solar panels on the roof at St Richards House, has no bearing on the utility contract, as that would only relate to tariffs we pay to our supplier.

If you would like to discuss, please let me know.

Kind regards,

**Leor Klier**

Lease Analyst

cid:image001.gif@01D35324.532E07D0

St Richards House 110 Eversholt Street London NW1 1BS.

tel: 020 7209 9317

email: [leor.klier@originhousing.org.uk](mailto:leor.klier@originhousing.org.uk)

web: [www.originhousing.org.uk](http://protect-eu.mimecast.com/s/Ejq_CEqoni6XVVFw8W6C?domain=originhousing.org.uk)

Please consider the environment before printing this email

**From:** DANNY TWYMAN <[driverdan@live.co.uk](mailto:driverdan@live.co.uk)>  
**Sent:** 25 September 2019 10:12:12  
**To:** [leoro.klier@originhousing.org.uk](mailto:leoro.klier@originhousing.org.uk) <[leoro.klier@originhousing.org.uk](mailto:leoro.klier@originhousing.org.uk)>  
**Cc:** Robert Taylor <[rtaylor@cfpt.org.uk](mailto:rtaylor@cfpt.org.uk)>  
**Subject:** Energy supply

Dear Leor Klier,  
Regarding your letter of the 19 th inst,  
I don't know you or how long you've been in this job but you clearly haven't researched the energy needs in St Richards House.  
When Origin installed solar panels on the roof of st Rs   
I asked wether this would make any difference to our service charge they said it wouldn't because it supply the lighting in communial areas and surplus would be put into the national grid .  
Can you confirm that is the case?  
Regarding your title would you be so kind as to explain it to me.   
Hope you can clear this up for me,look forward to your comments.  
  
  
Regards Daniel Twyman,  
  
27 st Richards house.  
  
Sent from Danny Twyman's ipad

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