27 August 2026

To:
ADG Management
Luxore Apartments
Jadala Place, Nairobi

RE: SERVICE CHARGE, WATER SUPPLY, FINANCIAL RECONCILIATION AND REQUEST TO CEASE THREATS OF WATER DISCONNECTION

Dear ADG Management,

We write on behalf of the Block E Homeowners following our recent engagements with ADG and, in particular, the informal meeting held in July 2026.

We attended that meeting in good faith and with the intention of finding a mature and amicable way forward. We remain committed to that approach. However, the continued increase of the Block E service charge by **KSh 1,000 from April 2026**, without prior agreement with the Block E Board or homeowners, and the subsequent threats to disconnect water, require urgent clarification and resolution.

1. Service Charge and Block E Management

Block E has had a fully constituted and functioning Homeowners Board since February 2026. In light of the challenges experienced under the existing arrangement, homeowners commenced the collection and management of their service charge through their own entity from **June 2026**.

This was not a decision taken lightly. It followed persistent concerns regarding transparency, accountability, water supply and the management of services affecting Block E homeowners.

We therefore wish to reaffirm that **Block E intends to manage its own affairs and collect its own service charge**, while remaining willing to contribute fairly towards verified and properly apportioned common-area expenses.

We do not dispute the legitimate cost of maintaining shared infrastructure. What we require is transparency, proper accounting and an agreed mechanism for determining what Block E is responsible for.

2. Water Supply and the Threat of Disconnection

We are particularly concerned by continued threats to disconnect water to Block E households by **14 September 2026**.

This is unacceptable, particularly given the circumstances that led homeowners to seek alternative water supplies in the first place.

Homeowners have been paying for water based on the agreed rate of **KSh 200 per unit consumed**. Despite this, the borehole supply was disconnected following non-payment of the electricity bill required to operate the borehole pump. As a result, homeowners were forced to procure alternative water through bowsers at a cost of **over KSh 90,000**.

At the same time:

- The water tank dedicated to Block E was not replaced.
- The replacement water pump was of inadequate rating and requires a more efficient, appropriately rated pump.
- Block E, comprising **89 units**, currently shares water storage infrastructure with other blocks.
- The continued development of the estate is likely to increase pressure on the existing water infrastructure.

In these circumstances, using water disconnection as a means of enforcing disputed financial demands is not a constructive approach to resolving the outstanding matters.

We therefore formally request that ADG suspend any proposed water disconnection of Block E and maintain uninterrupted water supply while the handover, reconciliation and transition discussions are concluded.

3. Funds Collected on Behalf of Block E

Since Block E has begun collecting its service charge directly, we require a full reconciliation of funds previously collected from Block E and currently held by ADG.

This should include:

- Service charge collected from Block E homeowners;
- Water charges collected from Block E homeowners;
- The period covered by those collections;
- Expenditure incurred on behalf of Block E;
- Supporting invoices and payment records; and
- The balance properly attributable to Block E.

We cannot responsibly determine what is owed towards common-area services without first establishing what ADG has collected, what has been spent and what remains held on behalf of Block E.

4. Common-Area Costs and ADG-Owned Units

We also require clarification on the **12 units currently owned by ADG** within the development.

If common-area costs are to be shared across units or blocks, the contribution attributable to these 12 units must be accounted for. Please clarify whether ADG will contribute service charges for these units in the same manner as other homeowners or whether their proportion will be deducted/otherwise accounted for when determining the amount Block E is required to remit towards common-area services.

We are particularly concerned that common-area costs, including the **waste treatment plant, common-area electricity and other shared infrastructure**, should be based on actual, verifiable expenditure and a transparent allocation formula.

5. Reconciliation From June 2026

We propose that the parties now agree on a structured and amicable process for determining what, if anything, is owed by Block E from **June 2026 onwards** towards verified common-area expenses.

Our position is not that Block E should avoid legitimate common costs. Rather, homeowners should only be required to remit amounts that can be properly substantiated and apportioned.

We are therefore requesting:

1. A full statement of account for Block E;
2. Supporting documentation for the expenditure claimed;
3. A reconciliation of service charge and water collections;
4. A clear schedule of verified common-area expenses;
5. The proposed basis for allocating those expenses to Block E; and
6. A reconciliation meeting between the respective finance representatives.

6. Good Faith and the Way Forward

We wish to emphasise that we have deliberately kept our legal counsel on hold because we would prefer to resolve these matters maturely and amicably.

Our attendance at the informal meeting was similarly undertaken in good faith. We expected that the commitments and areas of discussion arising from that meeting would be followed by concrete action.

We therefore appeal to ADG to approach the current situation in the same spirit. **Water and other essential common services should not be used as leverage in a dispute over financial matters that remain subject to reconciliation.**

We request written confirmation that the threatened disconnection of Block E's water supply will not proceed on 14 September 2026 and that the parties will instead commence the reconciliation and handover process immediately.

We remain ready to meet and agree on an amicable mechanism for settling any legitimately established amount due from June 2026.

Yours faithfully,

Block E Homeowners Board

Name	Position	Signature
Miriam Obara	Chairperson	
Saul Amemba	Vice Chairperson	
Millicent Malesi	Secretary	
Phylis Makori	Assistant Secretary	
Catherine Ngigi	Treasurer	
Priscilla Kinyari	Assistant Treasurer	
Juddy Susan	Board Member	
Mohamed Babiker	Board Member	