

Mr Richard Denton
4 Barn Croft Drive
Lower Earley
Reading
Berkshire
RG6 3WE

25th November 2010

Your Ref: 250/TPO/90551

Dear Sir / Madam,

Further to my letter dated 25th October, I have now received a further reply from Carsons Estate Agents. Russell Mitten, the Regional Director for Countrywide Southern has provided me with a further update to his investigations, and to my reply from his last letter. I have enclosed a copy of the Carsons letter, but understand that you will probably have received a copy yourselves from Carsons.

My concerns have been based around two points. The first was that I gave my house keys to Carsons. It was Carsons who passed them to [REDACTED], the supposed buyer. I note that Carsons have now changed their stand on this point, and now state that I authorised them to release the keys to Mr [REDACTED] thereby implying that they now agree that they handed over my house keys.

My second point of concern has been the tenancy agreement which I asked them to put together to protect me. Rather than act on my behalf, Carsons have said that they acted on behalf of the buyer instead, and followed out his request to use plain paper, and not the usual Carsons headed paper. I note now that this seems to provide Carsons some protection as well. In fact, the only person left high and dry becomes me, the person I thought they were meant to represent.

I have a copy of the tenancy agreement, the original residing with Reading County Court at the moment. It is on three plain pieces of paper, just like Carsons have said. Of note though is that it asks that the conditions be read before signing. The wording I now believe is standard Carsons lettings agreement wording, but of course not using their standard Carsons headed paper, and therefore having no conditions. At my most vulnerable point, Carsons have protected themselves, despite leading me to believe that they had my interests at heart. They have acted on behalf of the buyer, and he in turn has rewarded their member of staff with a bottle of vintage champagne, and point that again Carsons now agree on.

I do not know what influence you may have with Countrywide, but would ask that you request that they look sympathetically towards me. I owe my family just over £10k now, most of which to my father. Any contribution would help! My day in court now to evict Mr [REDACTED] is Tuesday 30th November, so hopefully the end is in sight.

Yours hopefully,

Richard Denton