

22nd November 2018

Dear Mr Sokolovsky

Flat 0, Ashtree House, Claremont Road, Spital Tongues

I write further to my email of 19th November, 2018, in response to your complaint.

You have raised the following issues for us to investigate:

- Poor Quality of Service, its transparency and providing you with misleading information

I have reviewed the branch file and interviewed the members of staff involved. I can now report that on 31st October 2018 at 15.00 you emailed RMS, via Rightmove, to request to view Flat 0, Ashtree House. Cristy Palmer called you and left a message on your voicemail. Cristy spoke to you on 1st November regarding this. An appointment was booked with you for 7th November at 17.15. Cristy met you at the property on 7th November and provided you with the Property Details and our Tenant Guide information leaflet which outlines our full referencing requirements, fees and procedure. This Guide is given to anyone viewing a property to let with us.

On 8th November you spoke to Cristy to advise that you wanted to proceed with renting the property. As you have only been resident in the UK for 10 months and your wife has only been here for 2 months and could not provide proof of address, Cristy provided you with the relevant satisfactory identification that we would be able to accept in order to process your application. At this time Cristy once again confirmed to you the amount of initial fees and payment details and you transferred £204 via Bank Transfer.

Between the 10th November and the 16th November, despite extensive email communication between Cristy and yourself to obtain the required relevant documentation in order to satisfy the referencing criteria, it appeared you could not supply the information required by the landlord. We were then advised on 16th November that the Landlord would only allow you to continue with the application if you could pay the first 6 months rent plus deposit up front. No referencing was carried out and no credit check was obtained, as we do not proceed with these until the landlord has agreed the terms, therefore these could not be supplied to you as requested. I understand on this occasion that the landlord did change their request for information they required during the course of the negotiations, however this was outside of our control.

I am extremely sorry for any inconvenience and upset that this may have caused you and therefore, in this instance, as a gesture of goodwill I am prepared to refund you with your Referencing and Right to Rent fee of £204. If you wish to accept this offer in full and final settlement of your complaint please let me know in writing and I will arrange for the refund.

I hope that I have been able to resolve the matter to your satisfaction. If, however, you remain dissatisfied, you should write to my colleague, Janet Walker, Managing Director, setting out the reasons why you disagree with my initial investigation. A detached review of the complaint will then take place and we will issue you with our final position on the matter.

Yours sincerely


Marie Jacques
Branch Manager
Jesmond

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