



Our Reference: 24585\TPO\290120

Mr R Van Rixtel  
5 Route Montmoreau  
16390 St Severin  
Charente  
France  
16390

15 May 2020

Dear Mr Van Rixtel

Thank you for your email of 10 May 2020, where you provided your comments on the Representation received from Boydens on 1 May 2020.

We have reviewed the complaint comprehensively on two occasions, and considered all points made by both parties.

As evident from the Representation received from Boydens, they have now provided additional evidence of Property Inspections that they completed throughout parts of the Tenancy. I acknowledge your comments in relation to your main complaint being the lack of detail provided by Boydens within their Property Inspections, and not the number of Property Inspections completed or the frequency in which they were completed by Boydens, however, the Adjudicator made an award against this because Boydens were unable to evidence that they had completed Property Inspections throughout the entire Tenancy as detailed within their Terms of Business.

Having reviewed the additional evidence provided by Boydens, I can see that there were emails sent to you on 30 September 2011, 14 January and 19 March 2013 to inform you that a Property Inspection had been completed, however, there was no evidence of the findings attached. Boydens have also failed to provide evidence of any Property Inspections that were completed between October 2015 and May 2018.

I therefore agree with the findings of the Adjudicator in relation to both the detail of the Property Inspections and agree that no award is appropriate for this and conclude that there are still findings from Property Inspections missing, specifically on the dates mentioned above, and confirm that there is no evidence of any Property Inspections completed between 2015 and 2018. I therefore conclude that the award will remain unchanged.

Please refer to the amended case review for details, showing the amendments in BOLD. The award remains unchanged and I can confirm that you are due £275.

Complaints Enquiries: 01722 333 306  
Membership Enquiries: 01722 335 458

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**The Property Ombudsman**  
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### **Making payment**

I have sent a copy of your Acceptance Form to Boydens advising them to pay you by 15 June 2020.

This 28 day deadline is in accordance with the Ombudsman's Terms of Reference.

### **What happens next**

Please confirm when you have received payment so that I can close our file.

If I do not hear from you by 15 June 2020, I will assume that you have received the payment.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Anna', with a long horizontal stroke extending to the right.

**Anna McCracken**  
**Case Management Officer**