

Subject: RE: 11 Brooks Court (house keys)
Date: Friday, 19 October 2018 at 11:33:59 PM Singapore Standard Time
From: Sophie Healey
To: Matthias Hillner
CC: Andy Whitehead, Simon Windham

Hi Matthias,

I hope you are well.

I have never been to the property with the keys as Toni has never allowed us to. I believe she has both sets of keys for the property. As far as I am aware, the lock was not changed as I checked this with Toni at the time. I shall re confirm this with her and come back to you.

At the time we referenced Toni, she was not receiving any housing benefits. If she did, we wouldn't have rented the house to her as it is highly likely she would not have passed references. We would never dream of moving somebody in without passing the referencing process. I do not feel that Toni will be any trouble when it comes to vacating the property on the 29th November 2018.

I will write a letter to Toni now and you will receive a copy.

Kind Regards,

Sophie Healey, Property Manager | Steven Oates

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From: Matthias Hillner <hillner@virtualtypography.com>
Sent: 19 October 2018 04:15
To: Sophie Healey <sh@stevenoates.com>
Cc: Andy Whitehead <aw@stevenoates.com>; Simon Windham <sw@stevenoates.com>
Subject: Re: 11 Brooks Court (house keys)

Dear Sophie

How are you? A week ago I turned to you for the re-verification of the question whether or not the locks to my house, 11 Brooks Court, have been changed (see message below). I believe that I have given you enough time to look into the matter. Please be so kind and revert back to me to clarify the matter by the end of today, Friday, 19 October 2018.

In addition to this, I would like to kindly ask you to reconfirm that Toni, the tenant, is not receiving any benefits from the council to cover her rent. I understand that you have already indicated that she is not a recipient of 'DSS or any other kinds of benefits' in your email from 10 August. However, I would be grateful if you could reconfirm this, because, to be honest with you, I am a little concerned that she may be reluctant to vacate the property in due time.

To make sure that the latter will be the case, I need to ask you to remind the tenant in writing that she is legally obliged to vacate 11 Brooks Court by the end of Thursday, 29 November 2018, which marks the end of the agreed tenancy, and that the house has to be emptied and professionally cleaned by then. The cleaning should comprise wet carpet cleaning and window cleaning, and has to be carried out by a professional firm. I would like to receive a copy of your letter to Toni, please.

Thank you very much.

Kind regards,
Matthias

From: Matthias Hillner <hillner@virtualtypography.com>
Date: Saturday, 13 October 2018 at 6:26 PM
To: Sophie Healey <sh@stevenoates.com>
Cc: Andy Whitehead <aw@stevenoates.com>, Simon Windham <sw@stevenoates.com>
Subject: 11 Brooks Court (house keys)

Dear Sophie

You will remember that we previously conversed about the changes made by the current tenant to the front door. In your email dated Tuesday, 12 June 2018, you reassured me that the locks have not been changed. However, I have been informed that the tenant recently claimed that the original keys no longer fit. Could you please verify what is the situation, and revert back to me? Do my keys still work? Or do they not? I would also like to ask how many house keys you currently have. I would appreciate your clarification by Friday, 19/10/2018 at the very latest.

Kind regards
Matthias Hillner