

Subject: RE: 11 Brooks Court

Date: Thursday, 4 April 2019 at 12:07:20 AM Singapore Standard Time

From: Sophie Healey

To: Matthias Hillner, Simon Windham

Dear Matthias,

Thank you for coming back to me.

I would assume that the leak is coming from the bathroom on the first floor but without getting a contractor out to investigate, we cannot ascertain what is causing it. The previous leak was repaired over 12 month ago so any further works will not necessarily be covered.

I will happily make arrangements for our contractor to attend and can report back to you. I will endeavour to make arrangements for the contractor and Ben from Simply Homes to attend at the same time but cannot guarantee this will be possible. We also have to take into consideration the times the tenant can accommodate.

With regards to the outside tap leak, this was repairs back in January.

Lastly, with relation to the inspection, this will be complete with photos. We try to make the inspections not too intrusive for the tenants e.g. Not moving furniture etc. It isn't always possible to spot damages while a tenant is in situ but we look out for anything obvious.

Kind Regards,

Sophie Healey, Property Manager | Steven Oates

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From: Matthias Hillner <hillner@virtualtypography.com>

Sent: 03 April 2019 16:57

To: Sophie Healey <sh@stevenoates.com>; Simon Windham <sw@stevenoates.com>

Subject: Re: 11 Brooks Court

Dear Sophie

I am sorry to hear about the leak. Given your reference to the bath, I trust that this is related to the bathroom upstairs? I am wondering if this issue may be connected with the leak that was fixed about 15 months ago. I would like to kindly request to speak to the contractor directly, so that clarity can be established about what may be causing this. I have not heard back in relation to other matters such as the water leak outside which was reported back in January, and, as you can imagine, I am somewhat concerned about the condition of my property. Perhaps it might be prudent to ask a different plumber to verify the issue?

Please let me know when the contractor is due to go out. If it is a Friday, I would like to request for Ben from Simply Homes to accompany the contractor so that Ben can take a look and inform me what I will have to consider in preparation of a house sale. If the contractor is sent tomorrow, then I request for Ben to join your agent during the inspection on Monday. Ben is aware of the sensitive situation and will refrain from making any comments and from asking any questions. His number is 07545251989. Please call him to arrange for him to join you on one occasion or another.

Thank you for arranging the inspection. I would like to kindly request a proper report including evaluative verbatim. I would be particularly curious about the conditions of the bathrooms, which have previously been neglected by the tenant, leading to build up of lime scale on the taps, bath screen and on the tiling. The shrubs were also neglected in the past, and, despite repeat promises, I have no reason to believe that the garden fence has been stained to match the surrounding panels. Perhaps you can enlighten me whether or not this has been done.

I would like to kindly remind you that the notice served by the legal team requests that the tenant vacates by Friday, 5 April. Therefore your report will serve as evidence of the fact that the tenant is still residing in the property. Thank you for your efforts.

Kind regards
Matthias

From: Sophie Healey <sh@stevenoates.com>
Date: Wednesday, 3 April 2019 at 6:45 PM
To: Matthias Hillner <hillner@virtualtypography.com>
Subject: FW: 11 Brooks Court

Good Morning Matthias,

I hope you are well.

Your tenant Toni has advised that there is a leak in the hallway as you go up the stairs. She thinks it could be an issue with the pipes as they have been making a loud noise recently when the bath/shower is emptying. Can we get our contractor out to check this?

On another note, I have managed to book in an inspection at the property with Toni on the 8th April.

Kind Regards,

Sophie Healey, Property Manager | Steven Oates

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