

**Subject:** Re: 11 Brooks Court (house keys)  
**Date:** Saturday, 20 October 2018 at 1:23:47 PM Singapore Standard Time  
**From:** Matthias Hillner  
**To:** Sophie Healey

Dear Sophie

Thank you for getting back to me. May I kindly suggest that you seek permission from the tenant to verify whether or not the keys which you hold, work? You do have at least one set of keys. You will remember that you and I visited the property in February 2018 using this set of keys of yours. Verifying the keys will not require you to enter the property. So we should hope that the tenant will consent to this. Of course she remains in breach of contract either way. Attending to the property will also allow you to verify whether or not the shrubs have been trimmed as I have previously requested. As discussed with you, the height should remain between 5ft and 6ft. This reminds me of the previously stated need to stain the garden fence. Has this been done?

Last but not least, I would also suggest that you clarify with the tenant if her financial status has changed, and indeed I would kindly propose to secure a response in writing, just in case you need to secure an eviction notice to get her to vacate the property. My landlord insurance agency has asked for documentary evidence of the fact that the tenant does not have any adverse credit.

I look forward to hear from you.

Kind regards  
Matthias

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**From:** Sophie Healey <sh@stevenoates.com>  
**Date:** Friday, 19 October 2018 at 11:35 PM  
**To:** Matthias Hillner <hillner@virtualtypography.com>  
**Cc:** Andy Whitehead <aw@stevenoates.com>, Simon Windham <sw@stevenoates.com>  
**Subject:** RE: 11 Brooks Court (house keys)

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 29<sup>th</sup> November 2018.

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

Kind Regards,

**Sophie Healey, Property Manager | Steven Oates**  
70 Fore Street, Hertford, Hertfordshire. SG14 1BY  
t 01920 330 330 | f 01992 303305

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**From:** Matthias Hillner <[hillner@virtualtypography.com](mailto:hillner@virtualtypography.com)>  
**Sent:** 19 October 2018 04:15  
**To:** Sophie Healey <[sh@stevenoates.com](mailto:sh@stevenoates.com)>  
**Cc:** Andy Whitehead <[aw@stevenoates.com](mailto:aw@stevenoates.com)>; Simon Windham <[sw@stevenoates.com](mailto: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

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**From:** Matthias Hillner <[hillner@virtualtypography.com](mailto:hillner@virtualtypography.com)>  
**Date:** Saturday, 13 October 2018 at 6:26 PM  
**To:** Sophie Healey <[sh@stevenoates.com](mailto:sh@stevenoates.com)>  
**Cc:** Andy Whitehead <[aw@stevenoates.com](mailto:aw@stevenoates.com)>, Simon Windham <[sw@stevenoates.com](mailto: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