

Evidence from when we first moved in (July 2019):

Property Overview	
<u>General Areas</u>	<u>Condition</u>
<b>General Condition</b>	Property is in a good condition commensurate with age, Contents are showing wear commensurate with age, All doors, door frames and skirting are showing wear.
<b>Cleanliness of Property</b>	Cleaned to a professional standard.
<b>Condition of Flooring</b>	Is in good condition.
<b>Condition of Decorations</b>	Walls have marks in places from reasonable use, Walls have defects in places.
<b>Condition of Gardens &amp; Surrounding Areas</b>	Weeding required in places, Garden areas require attention.
<b>Are the Exterior of Windows Clean?</b>	Yes.
<b>Is the Oven/Cooker Clean?</b>	Yes.
<b>Is the Fridge/Freezer Clean?</b>	Yes.

Bedroom 2 - Text	
<b>206</b>	Eaves Access: 2 x Handle, 2 x Doors, Latch, Bolt latch, Boiler, Spare materials, Radiator drying rack, Pedal bin, Storage boxes, Packaging, Mattress topper, Pillows, Litter, Misc.items



(our photo when we had moved the litter into bin bags - this was forwarded to the agent)

211	Floor: Carpet	Heavy stain at window 2	
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method inventories

Bedroom 2 - Text			
219	Cupboard 2: Door, Door Frame, Door Handle, Walls, Central Heating Control, Water tank, Mirror		
220	Appliances: Lamp with shade and bulb		
221	Bed 1: Wooden Bed Frame, 2 x Mattress, Cushion	Wooden Bed Frame - Several Chips Mattress - Light Stain, Requires Vacuum	

Bedroom 1 - Text			
103	Bed 1: Wooden Bed Frame, Mattress, Mattress topper	Wooden Bed Frame - A few Chips Mattress - Stain. Requires Vacuum	

## Evidence for timeline of toilet leaking (January 2020):

Issue:IS3210519

Aberdeen Considine

### Issue:IS3210519

Water leak within property (Leak)

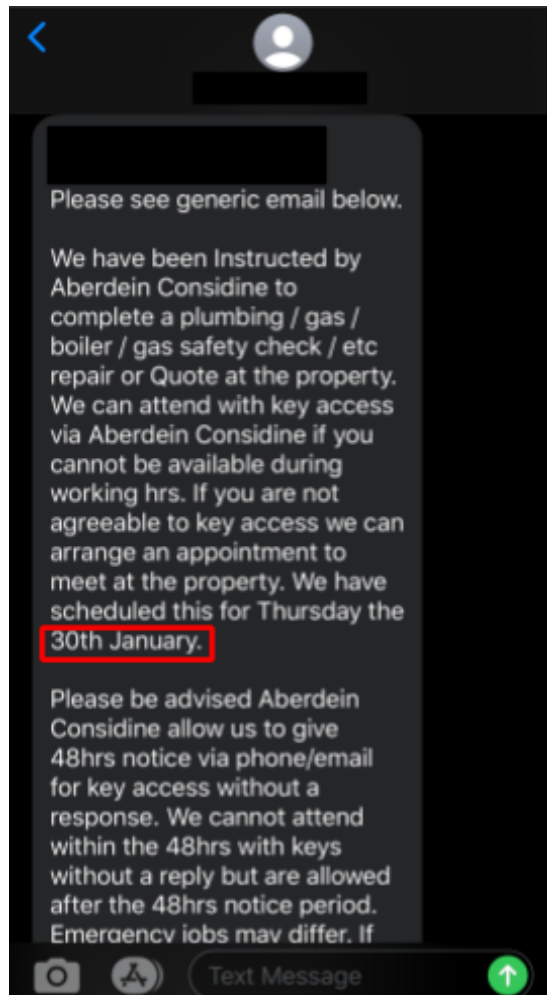
#### Reported

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Address	[REDACTED]
Occupier no.	AB24 [REDACTED]
Occupier	TE03046775
Email	Miss Leanne [REDACTED]
Tel no.	[REDACTED]
Tel no. (alt)	[REDACTED]
Vulnerable occupiers	No
Tenant presence requested	No
Raised	Sun 26 Jan, 16:20
Category	Water & Leaks > Leak
Issue title	Water leak within property (Leak)
Issue priority	0
How big a container is needed for the leak?	Bucket
How often do you have to empty it?	A few times a day
Is the leak constant or intermittent?	Constant

#### Fault detail

The toilet drainage pipe has disconnected from the toilet and is leaking urine and faeces through the wall and downstairs into the kitchen. There is faeces in the crawl space where the pipe is and there urine in the kitchen. We have used towels and a washing up bucket to contain it, however the smell is quite strong and we do not feel comfortable cooking or eating in the kitchen where there is raw sewage. We have called the emergency line and were told to wait 12 hours, but the smell is quite strong now and it is not hygienic.



Please see generic email below.

We have been Instructed by Aberdeen Considine to complete a plumbing / gas / boiler / gas safety check / etc repair or Quote at the property. We can attend with key access via Aberdeen Considine if you cannot be available during working hrs. If you are not agreeable to key access we can arrange an appointment to meet at the property. We have scheduled this for Thursday the 30th January.

Please be advised Aberdeen Considine allow us to give 48hrs notice via phone/email for key access without a response. We cannot attend within the 48hrs with keys without a reply but are allowed after the 48hrs notice period. Emeraencv jobs mav differ. If



Text Message



## Evidence for timeline of boiler not working (February 2020):

Issue:IS3274829

Aberdein.Considine

### Issue:IS3274829

Boiler not working (Gas Boiler)

#### Reported

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Address	[REDACTED]
Occupier no.	AB24 [REDACTED]
Occupier	TE03046775
Email	Miss Leanne [REDACTED]
Tel no.	[REDACTED]
Tel no. (alt)	[REDACTED]
Vulnerable occupiers	No
Tenant presence requested	No
Raised	Sun 09 Feb, 17:16
Category	Heating & boiler > Gas Boiler or Heater > Gas Boiler
Issue title	Boiler not working (Gas Boiler)
Issue priority	1
Appliance type	Gas Boiler
Appliance make	Vokera
Appliance model	Mynute 20e
Number of floors	2
Fault detail	The boiler will not stay turned on - the pressure it at the correct setting and we have tried to reset it multiple times as previously instructed by Scottish Gas. It will stay on for a few seconds and then turn off again.

[REDACTED] Kathryn <k[REDACTED]@acandco.com>

to ▾

Good Morning,

Thank you for reporting the issue with the boiler at the above property.

Please see below the details of the appointment made with Scottish Gas.

- Appointment has been made with Scottish Gas for Tuesday 11th February, between 8am-1pm.
- Engineer will call 20-30 minutes prior to attending, tenant to provide access.

If there are any issues, please let Aberdein Considine know by reply ASAP.

Kindest regards,

Kathryn [REDACTED]  
Property Management Assistant | Aberdein Considine

## Evidence for timeline of lack of communication regarding the fireplace (October 2019 - June 2020):

Thu, Oct 24, 2019, 10:23 AM ☆ ↵ ⋮  
**Caitlin** <[redacted]@acandco.com>  
 To: [redacted] me →  
 Good Morning,  
 I trust this finds you all well,  
 This is to notify you that the mandatory Landfords Gas Safety Check is booked with Scottish Gas for the **31<sup>st</sup> of October**.  
 This is an afternoon appointment between **12-6pm**, the engineer will call roughly 15 minutes prior to the appointment. I have provided Scottish Gas with [redacted]'s mobile number for them to contact.  
 Can you please advise that someone will be able to provide access to the engineer, if not please let notify me asap and I can re arrange this appointment.  
 Kind regards  
 Caitlin  
 Caitlin [redacted]  
 Property Management Assistant | Aberdeen Considine



<div style="background-color: black; color: white; padding: 10px; font-size: 1.2em;">Address of contractor</div>	Date <span style="border: 1px solid red; padding: 2px;">05/05/2020</span> Telephone Fax E-mail <div style="background-color: black; color: white; padding: 5px; display: inline-block;">Email of contractor</div>
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**Work Order No** MAS20002417      (Please quote this number on your invoice)

**Work Order Summary** QUOTE - door closing mechanisms

**Property Address**

[redacted]  
 AB24 [redacted]

**Contact** Agent - e: dbremner@acandco.com w: 01224 560689

**Tenants Details**

[redacted]  
 Miss Leanne  
 [redacted]

Work Order Details	Estimate	Cost
Please QUOTE to adjust all door closing mechanisms to ensure they operate fully. <div style="border: 1px solid red; padding: 2px; margin: 5px 0;">Please fit signs highlighting gas fires are not to be used (obtain from Bon Accord)</div> Please liaise with tenant for access.		



## **My review:**

### ***Aberdein Considine will not take care of your property***

*When we first moved in the inventory report claimed that the house had been cleaned to a "professional standard" but we found it with stained mattresses, stained carpets, and eight bags of litter in the eaves access - all of which were noted in the inventory report. In January, a pipe in the toilet upstairs came loose and began leaking urine and faeces through the ceiling in the kitchen. We were left for four days, unable to use the kitchen for hygiene reasons, before somebody came to fix the toilet. In February, our boiler broke down leaving us with no hot water or heating for three days before they sent someone to repair the boiler. We were not given any help with heating the house for those three days. In June, we were told someone needed to come in to make the house HMO compliant and whilst they were there they stuck a sign on the fireplace saying that we were not allowed to use the fireplace. This was the first time we had been told that and the last time someone had checked the fireplace was in October 2019. If the fireplace was unsafe to use (as the signs implied) we should have been told that as soon as Aberdein Considine found out as we had been using the fireplace since then.*

*This company has poor communication with its tenants and does the bare minimum of its requirements. I would not recommend renting or letting with this agency as they so poorly look after the properties under its care. I have included evidence in this review to prove each point I have made.*