

King & Chasemore Saltdean (Countrywide Residential Lettings Ltd) – disgraceful, dishonest, and a serious risk to landlords.

This company should not be trusted with anyone's property or money. My experience has been appalling from start to finish, and their handling of rent and complaints has been nothing short of scandalous.

- **Rent unlawfully withheld** – My tenants paid rent in full, yet over £1,500 was withheld without explanation. Only a small fraction was ever passed to me.
- **Contradictory complaint responses** – Their Stage 1 complaint response confirmed that funds were being held. Yet at Stage 2, senior executives stated that no funds were held “beyond 4th August.” This was false. On 15 September, their own Saltdean branch confirmed in writing that funds were still being held in Countrywide's client account.
- **Misleading and inaccurate Final Response** – Their final Stage 2 complaint response flatly denied holding rent, despite written evidence from their own Saltdean branch proving otherwise. This demonstrates either incompetence at the highest level, or deliberate misrepresentation.
- **Terrible service throughout** – Emails ignored, phone calls not returned, and when I visited the Saltdean office in person I was told they were “too busy” to even read my email. Instead of resolving issues, they created confusion, delay, and financial loss.
- **Complaint process is a sham** – Deadlines ignored, evidence brushed aside, and responses riddled with basic legal errors. At every stage Countrywide downplayed or denied the seriousness of their failures.

Due to legal restrictions and sensitive information, I am not able to upload the documents I hold — but I wish I could, so everyone could see for themselves just how dishonest this company has been.

Countrywide Residential Lettings Ltd, trading as King & Chasemore Saltdean, has shown itself to be unreliable, unprofessional, and dishonest. They mishandled rent, contradicted themselves at every level of complaint handling, and misled both me and my tenants. I have now escalated this to The Property Ombudsman and will be pursuing legal action to recover what is owed. For your own protection — avoid King & Chasemore Saltdean (Countrywide Residential Lettings Ltd) at all costs. They are a disgrace to the industry.