

Outlook


RE: The Spinney

From Jake Stearne <JStearne@leaders.co.uk>

Date Fri 06/02/2026 18:03

To raheelmoazzam111@gmail.com <raheelmoazzam111@gmail.com>

Cc Katie Sarll <KSarll@leaders.co.uk>; Korri O'Neill <KoONeill@leaders.co.uk>

 1 attachment (792 KB)

104 The Spinney - Tenancy Guide.pdf;

Good afternoon,

Thank you for your email, and I apologise for how you feel this tenancy application has proceeded thus far and for any inconvenience this may have caused.

I would like to firstly address point 'A' you have raised in your email. I would like to mention that all of our tenancies are subject to contract, and in the case of this tenancy, there had been substantial works that had been requested and agreed to by the landlord to be done before you were to move into the property, and despite this, we were happy to move you into the property on the 5th of February 2026, as confirmed by my colleague Korri in an email below. I appreciate there were delays with the agreement itself, but had this been signed and completed on the day, we would have moved you in on your desired date.

Further to your points raised below, I appreciate there was a lack of transparency regarding the garage, and I would like to apologise for the confusion surrounding this. I had confirmed with the landlord before your confirmation of withdrawal in the below email that the garage was very much included, and this is something that would have been amended in the agreement before you would be required to sign the documentation.

In conclusion, I would like to, again, sincerely apologize for how you feel regarding the tenancy and for any inconvenience caused. Considering the aforementioned, due to you withdrawing from the tenancy, the holding fee you have paid would be non-refundable, as explained in the tenancy guide, which you had signed prior to you paying the holding deposit; please see attached.

Any questions regarding the above, please don't hesitate to get in contact and I will be happy to assist.

Kind regards,
Jake

Jake Stearne MARLA

Senior Lettings Consultant

 01223 272832 EXT 21245

140 Hills Rd
Cambridge
CB2 8PB

From: Raheel Moazzam <raheelmoazzam111@gmail.com>

Sent: 05 February 2026 10:56

To: Leaders Cambridge <cambridge@leaders.co.uk>

Cc: Korri O'Neill <KoONeill@leaders.co.uk>; Amy Rutherford <ARutherford@leaders.co.uk>; Moazzam Ashfaq <mozrah770@gmail.com>

Subject: Re: The Spinney

Dear Jake,

Good morning.

Thank you for your response.

After due consideration, I have decided that I will not be proceeding with the tenancy at 104 The Spinney, Bar Hill, for the following reasons:

- a. I was informed less than a day before our mutually agreed move-in date that the property would not be available for occupation on 5 February 2026.
- b. To compound matters, the garage, clearly listed as part of the property in your advertisement, was later excluded from the agreement.

Given these material discrepancies, and the evident lack of consistency and professionalism throughout the process, I have chosen to walk away from an agreement that remains unsigned, in order to avoid further complications down the line.

I have now begun exploring alternative rental options and must therefore be in a position to make timely payments to other agents without delay. I accordingly expect the immediate reimbursement of the £321.92 holding deposit, paid in good faith, in accordance with Tenant Fees Act 2019.

Please confirm by return email that the deposit refund process has been initiated. Should this not be resolved promptly, I reserve the right to escalate the matter through the appropriate formal channels.

Yours sincerely,
Dr. Raheel Moazzam
07747 483815

On Thu, 5 Feb 2026 at 09:48, Leaders Cambridge <cambridge@leaders.co.uk> wrote:

Good morning,

I would like to inform you that I have just spoken to the landlord regarding the garage, and he has confirmed that this is in fact included in the property and has always been.

I would like to sincerely apologise for the confusion regarding you being informed otherwise.

Considering that the garage is included in the tenancy, as advertised on the Rightmove advertisement, would you be happy to proceed with the tenancy?

Kind regards,
Jake

From: Leaders Cambridge <cambridge@leaders.co.uk>
Sent: 05 February 2026 09:44
To: Raheel Moazzam <raheelmoazzam111@gmail.com>; Leaders Cambridge <cambridge@leaders.co.uk>
Cc: Korri O'Neill <KoONeill@leaders.co.uk>; Amy Rutherford <ARutherford@leaders.co.uk>; Moazzam Ashfaq <mozrah770@gmail.com>
Subject: RE: The Spinney

Good morning,

Thank you for your email and for raising your concerns regarding your tenancy application for 104 The Spinney.

Firstly, I would like to sincerely apologise for how you feel the tenancy enquiry has proceeded thus far.

Firstly, regarding the £612 compensation you have requested, this is something we will be unable to offer due to all our tenancies being subject to contract and as you have mentioned below, this has not been signed yet. I understand you had requested works to be done prior to the tenancy commencing which have now been instructed to take place in the property and are being completed today.

Regarding the garage, I would like to apologise for the confusion regarding this, my colleague Korri has emailed requesting that the garage is included in the property, once we have a response, we shall inform you of this.

If the garage was to be included, would you be happy to proceed with the tenancy?

Kind regards,
Jake

From: Raheel Moazzam <raheelmoazzam111@gmail.com>
Sent: 04 February 2026 23:00
To: Leaders Cambridge <cambridge@leaders.co.uk>
Cc: Korri O'Neill <KoONeill@leaders.co.uk>; Amy Rutherford <ARutherford@leaders.co.uk>; Moazzam Ashfaq <mozrah770@gmail.com>
Subject: Re: The Spinney

Some people who received this message don't often get email from raheelmoazzam111@gmail.com. [Learn why this is important](#)

Dear Leaders Team,

I am writing to formally record my profound dismay at the consistent disregard your agency has shown for key commitments made to me during the tenancy process for **104 The Spinney, Bar Hill, Cambridge**.

- a. Despite my repeated requests, I was denied an in-person viewing until **3 February 2026**, only two days before the scheduled move-in.
- b. I was due to take possession of the property on **5 February 2026**, yet I have now been informed that the **basic readiness of the property (including cleaning and lawn maintenance)** cannot be guaranteed by this date. This contradicts the agreed move-in timeline and has forced me into unexpected hotel accommodation.

c. Most concerningly, the **advertised listing for this property explicitly included a garage**, which was a key factor in my decision. I have attached a screenshot of your published advertisement confirming this. On 3 February 2026, your representative, Ms Kori O' Neill, informed me that she forgot to bring the keys of the garage and that the items removed from the property could be stored in the garage. I have now been informed, to my utmost exasperation, that **the garage is not included** in my tenancy. This constitutes a clear misrepresentation of the tenancy terms.

As your above acts constitute **misrepresentation under the Misrepresentation Act 1967**, and the property's condition breaches implied terms under the **Landlord and Tenant Act 1985** and the **Homes (Fitness for Human Habitation) Act 2018**, I have **decided to withdraw from the proposed tenancy**. No agreement has yet been signed, and I have no confidence that the tenancy would proceed under fair or lawful conditions.

In accordance with the **Tenant Fees Act 2019**, I therefore demand for **an immediate refund of the holding deposit (£321.92)**, as the tenancy is not proceeding due to your failure to meet the advertised and agreed terms. I reserve the right to demand **compensation of £612** to cover hotel costs I have incurred solely because of your inability to deliver the property on the committed date.

I trust you will treat this matter with the urgency and seriousness it warrants. I may point out that in the event of delay on this issue, I will escalate the matter formally via formal complaints procedure to **The Property Ombudsman**, and will pursue further remedies through **Trading Standards** or the **civil courts** if necessary.

Yours sincerely,

Dr. Raheel Moazzam

07747483815

Prospective Tenant – 104 The Spinney, Bar Hill, Cambridge

On Wed, 4 Feb 2026 at 17:32, Korri O'Neill <KoONeill@leaders.co.uk> wrote:

Good afternoon Raheel,

I hope you are well; I am cc'ing you both into this email for clarity and complete transparency following our conversation in office today.

First one being regarding the cleanliness of the property, we have now arranged with the property management team for a clean to take place **tomorrow** morning before your start of tenancy.

With the exterior maintenance, I can now confirm that the garden is due to be cut back and maintained & the 'rubbish' outside will be removed after the clean is complete **tomorrow**.

As stated, before the carpets and curtains of the property have been assessed by the landlord themselves & the team and have been deemed acceptable for the rental. Of course, the carpets will be cleaned with the pre-tenancy clean however they will not be replaced. We have asked the landlord if they are open to replacing the carpet with the iron burn/stain on & will keep you updated on this matter.

Regarding the storage of the bunk beds, we have again chased requested with the landlord if he is open to you using the garage for this. As mentioned before, the garage is not included in the rental property and therefore I cannot guarantee the outcome of this. I will, however, keep you updated & can send you any local storage units if this helps.

Also to just address a few other concerns you have mentioned the bathroom light cord; this is completely safe and satisfactory for a rental property. These are often preferred in a lot of cases, especially in bathrooms or wet areas where they act as a safe, water-resistant alternative to standard wall switches. These will not be replaced/changed.

To offer you the most transparency, I can confirm that after speaking to the LSC team that due to delays in this move in and works orders being raised and processed the agreement may not reach you until late afternoon tomorrow, because of this we would not have an exact timeframe keys will be able to be released in. due to this I will have to kindly ask you do not come to the office until this document is fully signed and we express this to yourselves as we will not be able to give you access to the property without this legally binding document,

When this is complete as well as the works requested, we will give you a call to confirm key collection, however at this point please be aware this may not be until the end of our working day and even possibly Friday morning,

Thank you for your patience and should you need anything please do give us a call,

Kind regards
Korri

Korri O'Neill

Trainee Lettings Consultant

 [01223 272840 EXT 21246](tel:01223272840)

140 Hills Rd
Cambridge
CB2 8PB

From: Raheel Moazzam <raheelmoazzam111@gmail.com>
Sent: 04 February 2026 12:45
To: Korri O'Neill <KoO'Neill@leaders.co.uk>; Moazzam Ashfaq <mozrah770@gmail.com>; Leaders Cambridge <cambridge@leaders.co.uk>
Subject: Re: The Spinney

Good day,

I have not yet been contacted by anyone from the LSC team regarding the arrangements for tomorrow.

I will be at the office by 10:00 am on 5th February tomorrow to collect the keys and sign the agreement, along with providing the remaining deposit.

My husband has already emailed regarding the deficiencies we observed during yesterday's viewing. The carpets and curtains, which were visibly dirty, should be cleaned or replaced prior to our move-in. The bathroom pull-cord switches are not in keeping with standard fittings; we request that these be replaced with regular wall-mounted switch buttons, as routinely seen in residential properties. The downstairs washroom is quite compromised in its current state. The mirror does not match the rest of the amenities, and we kindly request that it be replaced with a more suitable one.

We kindly expect the property to be clean, and for the landlord's decluttered items to be removed from the lawn area and placed in the garage. As we were unable to view the garage yesterday, we also expect the garage keys to be provided along with the house keys.

If a face-to-face discussion is required, we are available to visit the office today at 3:00 pm.

Regards,

Raheel

On Tue, 3 Feb 2026 at 13:27, Korri O'Neill <KoO'Neill@leaders.co.uk> wrote:

Good afternoon,

You should be expecting an email from our LSC team to introduce themselves to you and help you out from there, if you do not receive this soon please do let me know and we will be able to assist in chasing this,

Kind regards
Korri

Korri O'Neill
Trainee Lettings Consultant

 [01223 272840 EXT 21246](tel:01223272840)

140 Hills Rd
Cambridge
CB2 8PB

From: Raheel Moazzam <raheelmoazzam111@gmail.com>
Sent: 03 February 2026 10:06
To: Korri O'Neill <KoO'Neill@leaders.co.uk>
Subject: Re: The Spinney

Thank you . May I kindly ask if I should expect a call regarding the next steps?

Additionally, could you please advise whom I should contact within the admin team for any further correspondence?

Regards

On Tue, 3 Feb 2026 at 10:02, Korri O'Neill <KoONeill@leaders.co.uk> wrote:

Good morning,

To confirm the viewing will still be taking place for you at 5:00pm, please also note that your agreement is now with the admin team to be drafted up and will be with you shortly,

Please also at this time look into securing you tenants insurance through the link provided below for your tenancy start,

<https://bodeinsurancesolutions.co.uk/tenants-insurance/>

Kind regards,
Korri

Korri O'Neill
Trainee Lettings Consultant

 [01223 272840 EXT 21246](tel:01223272840)

140 Hills Rd
Cambridge
CB2 8PB

From: Raheel Moazzam <raheelmoazzam111@gmail.com>
Sent: 03 February 2026 09:20
To: Korri O'Neill <KoONeill@leaders.co.uk>
Subject: Re: The Spinney

Good Morning Korri,

I hope you are well. Could you kindly confirm whether today's viewing is scheduled for 5:00 pm?

Additionally, I wanted to check if the tenancy contract could be signed today or tomorrow. I urgently require a signed copy as proof of address for my children's school admission, and I am currently waiting for this documentation to proceed with their enrolment.

Your prompt assistance would be greatly appreciated.

Kind regards,
Dr. Raheel

On Mon, 12 Jan 2026 at 10:08, Korri O'Neill <KoONeill@leaders.co.uk> wrote:

Good morning,
I hope you are well.
We have received your enquiry for the property at The Spinney, please see below the virtual tour link.

<https://www.youtube.com/watch?v=p2NUQPbdbwQ>

To provide you with more information on the 'No deposit option' that comes with this property, I have below provided the links to the Leaders website for further information and attached a leaflet. With this deposit option, you can move into the property without having to pay the large upfront deposit, instead you cover a monthly subscription, whilst being provided with a whole package of benefits.

[The Residency: a tenancy membership](#) /// [The Residency](#)

Leaders are introducers for 'Bode insurance' which offer tenant's contents cover. As the tenant, it is your responsibility to cover the properties contents, furniture, fixtures and fittings for the duration of your tenancy, this insurance has been specifically designed to cover you against such risks. – please view the attached leaflet and link and advise on your application form if you would look to take out this cover for your tenancy. - <https://bodeinsurancesolutions.co.uk/tenants-insurance/>

If you would like to apply for this property, then please complete the attached application form and return this as soon as possible. We will then take your application to the landlord and be in touch with the next process. If you feel the property is not suitable for you, please advise us so we can see if we have any other properties that would fit your requirements.

I look forward to hearing from you.
Kind regards
Korri

Korri O'Neill
Trainee Lettings Consultant



[01223 272840 EXT 21246](tel:01223272840)

140 Hills Rd
Cambridge
CB2 8PB

Follow us on:   



Our bank details will not change during the course of a transaction. If you receive a notification which advises a change in our bank account details or asking for :

Carbon Neutral since 2022 - We're extremely proud to be carbon neutral, initially aiming to reach this target in 2030, we hit it 8

At Leaders we take your data privacy seriously and invite you to view our privacy policy.

If this email is received at a pre contract or tenancy renewal stage, its contents are "Subject to Contract".

The information in this email is confidential and intended for the sole use of the addressee. Leaders accept no legal responsibility for the content of the message, the contents or opinions contained please return it to the sender.

Leaders may monitor the content of email sent and received via its network for the purposes of ensuring compliance with its policies and procedures. We advise you to carry out your own virus

Leaders Limited, Building 1, Meadows Business Park, Blackwater, Camberley GU17 9AB Registered in England No. 1690574, VAT GB 587443501. (Lettings and Property Management)

Leaders Sales Limited, Building 1, Meadows Business Park, Blackwater, Camberley GU17 9AB Registered in England and Wales No. 04597727, VAT GB 587443501. (Property Sales)