



Outlook

Formal Complaint – Failure to Restore Heating and Request for Compensation

From Aamir Saeed <webaamir@hotmail.com>**Date** Fri 17/07/2026 18:16**To** Tommy-Lee Staples <tommy@ajrproperty.com>; David Dyer <david@ajrproperty.com>; Margaret Emmerton <margaret@ajrproperty.com>

2 attachments (503 KB)

Window-2.jpg; Window-1.jpg;

Hi Tommy & David,

Good afternoon. I'm writing to raise a formal complaint regarding your failure to address the loss of heating at the commencement of my tenancy.

My tenancy commenced on **11 November 2023**. From the first day of the tenancy, the property's boiler was not functioning, leaving the property without adequate heating. I notified your office immediately and subsequently sent further emails reporting the issue. Despite being informed promptly, no effective action was taken until **Friday, 17 November 2023**, meaning my family and I were left without heating for approximately **one week**.

The provision of a working heating system is a fundamental obligation of the landlord under **Section 11 of the Landlord and Tenant Act 1985**, which requires landlords to keep installations for space heating and hot water in proper working order and to carry out repairs within a reasonable time after being notified. A complete lack of heating, particularly during November, constitutes an urgent repair that should have been dealt with without unnecessary delay.

I therefore request that you provide:

1. Your colleague instructed me to investigate the fault myself and to **bleed the radiators** in an attempt to restore the heating. This was wholly inappropriate and entirely outside my responsibilities as a tenant. Why?
2. Compensation equivalent to **one week's rent** to reflect the significant inconvenience, discomfort, and loss of amenity suffered during the period from **11 November 2023 to 17 November 2023**, when the property was without heating.

This request is made without prejudice to any additional rights or remedies available to me under the tenancy agreement, the **Landlord and Tenant Act 1985**, and any other applicable legislation. I reserve the right to escalate my complaint to the appropriate property redress scheme, the local authority, and any other relevant regulatory bodies, and to rely upon this correspondence in support of any future claim.

I look forward to your prompt response.

Yours faithfully,

Aamir Saeed

From: Aamir Saeed
Sent: 17 November 2023 13:20
To: Anthony James Estate Agents <margaret@ajrproperty.com>
Subject: RE: 13 Barham Road

Hi Margaret,

Good afternoon. Thanks for your email. This morning, I was at the property to give it a try but again the heating is not working. I've downloaded a manual and also found a manual copy in the property but the boiler thermostat is not working. Pls see my video:

<https://www.youtube.com/watch?v=fw1WVKBugbc>

It seems we need a new thermostat so please request your plumber accordingly. I'm getting worry now and heating problem should on Monday (My family is moving on Monday afternoon – House is very cold and window have moisture now that could cause damp/mould – Attaching pictures for your reference).

Moreover, Fyi, I found few marks on flooring and on the ceiling (upstairs small room)

Flooring marks - <https://youtu.be/eKeD55iKrsM>

leak mark in ceiling - <https://youtube.com/shorts/V4MLwC3FbrE?feature=share>

Lastly, could you please setup my user at your portal so I can log this and any future requests over there (we shouldn't waste same amount of time on small requests as I need to focus on my job now)?

<https://anthony-james.fixflo.com>

Many thanks,
Aamir

From: Anthony James Estate Agents <margaret@ajrproperty.com>
Sent: 16 November 2023 09:16
To: Aamir Saeed <webaamir@hotmail.com>
Subject: Re: 13 Barham Road

Dear Mr Saeed,

Thank you for your e-mail.

When you go to the property or move in, you will need to download the instruction manual to advise you how to start, re-set, set up the boiler, I doubt that the radiators ned bleeding as the property was being used by the Landlord before you moved in.

If once you have tried the boiler yourself and a problem still persists then we will assist further.

Kind regards

Margaret Emmerton

Property Manager

Anthony James Estate Agents

p: 0208 851 8555

a: 2 Bellegrove Road, Welling, DA16 3PR

w: www.ajrproperty.com e: margaret@ajrproperty.com

From: Aamir Saeed <webaamir@hotmail.com>

Sent: 13 November 2023 10:24:21

To: Anthony James Estate Agents

Subject: RE: 13 Barham Road

Hi Margaret,

Good morning. Thanks for your prompt action.

I have no issue to give it a try. However, I'm not at the property and moving this Sunday. Regarding the pressure bar, it was above 2 and when Sharon turned it off it went close/below 1. (Sharon has noticed it as well). She pressed the restart button a few times to turn on the heating. Even, she didn't know how she managed to turn on the heating.

Moreover, half of the radiator got hot and half was cold (it seems radiators need air bleed but it will lower the water pressure). Please request the landlord to give me a call on Sunday and guide me on how to sort out this issue or please share his number here.

Monday morning, I will raise a request on your portal to sort it out on an urgent basis as the weather is getting cold now, as you know.

Many thanks,

Aamir

From: Anthony James Estate Agents <margaret@ajrproperty.com>

Sent: 13 November 2023 09:58

To: Aamir Saeed <webaamir@hotmail.com>

Subject: Re: 13 Barham Road

Dear Aamir,

Thank you for your email.

I spoke to your Landlord and he advised that the boiler is working fine, as suggested on Friday please can you go online and download the instruction manual.

When you turn the boiler on is it showing any error signals or messages, is the pressure bar above 1 bit below 2?

Kind regards

Margaret Emmerton

Property Manager

Anthony James Estate Agents

p: 0208 851 8555

a: 2 Bellegrove Road, Welling, DA16 3PR

w: www.ajrproperty.com e: margaret@ajrproperty.com

From: Janice Delaney
Sent: 13 November 2023 09:04:51
To: Aamir Saeed; Anthony James Estate Agents
Subject: Re: 13 Barham Road

Good morning,

Further to your e-mail below, as Margaret explained she will look into the issues for you.

In relation to the utility companies you can choose whatever company you wish. You do not need to know the current companies to set up new accounts.

Kind regards,

Janice Delaney - Administrator

janice@ajrproperty.com

Anthony James Estate Agents

020 8304 0666

2 Bellegrove Road, Welling, DA16 3PR

www.ajrproperty.com

From: Aamir Saeed <webaamir@hotmail.com>

Sent: 10 November 2023 16:22:24

To: Janice Delaney; Anthony James Estate Agents

Subject: Re: 13 Barham Road

Hi Team,

Good afternoon. I hope you are all okay. Thanks today for giving me the keys of 13 Barham Road. I've signed the house inventory today. However, there are a few things, I want to point out.

The flooring in the living room and, the tiles in the kitchen have a lot of marks and are damaged in a few places.

Worktop in Kitchen as a number of marks.

The tiles in the Bathroom have marks, have not been cleaned properly, and are damaged in a few places. (Sharon took a few pictures of all these issues)

I've made a few videos and sharing their links with you to avoid any confusion/dispute later on.

Ground Floor- <https://youtu.be/HcrXkBdUYM0>

Ground Floor - flooring - https://youtu.be/1x_5vOKzkM8

Upstairs - <https://youtu.be/kqa0gJgkiMs>

Kitchen wall unit - <https://youtube.com/shorts/6cYH9WU0BZs?feature=share>

Radiators Condition - https://youtube.com/shorts/_rj6oVYCdXo?feature=share

Garden - <https://youtube.com/shorts/FB3xhhvG42Q?feature=share>

Issues (during the inventory):

The heating is not working – I have been told that Landlord is going to call me to explain it.

Kitchen Patio Door – The Door is locked and very difficult to close – I will try to sort it out and update you later (Will use WD-40 etc)

Kitchen Stopcock - Not moving – I couldn't able to turn off the water. Need fix/replacement.

Utility companies - Could you please let me know the utility companies name? I have asked Sharon but she doesn't know.

Water Meter - No idea where the water meter is - Please tell me the location so I can take the reading and change the account to my name.

The heating issue is not urgent as I'm going to move next Sunday so please ask the Landlord to give me a call on next Sunday/Monday so we can sort that out.

Many thanks,

Aamir Saeed

From: Janice Delaney <janice@ajrproperty.com>

Sent: 09 November 2023 16:46

To: webaamir@hotmail.com <webaamir@hotmail.com>; fzaamir@hotmail.com <fzaamir@hotmail.com>

Subject: 13 Barham Road

Good afternoon,

I can confirm that we are in receipt of signed contracts and final monies. I just wanted to let you know what happens next.

You will need to contact the relevant utility companies and the local council to set up an account in your name for the Gas (where required), Electric, Water and Council Tax. You can use any company you wish. You will need to provide them with the relevant opening meter readings which can be found on your inventory.

As per page 2 of your tenancy agreement you will need to set up a standing order to start from next month payable to the relevant bank account. In order for you to pay your rent on time, the rent needs to be received no later than your move in date. Could you please ensure that the correct reference number is used: TE2145

Going forward if there are any maintenance issues with the property then they must be reported promptly using our website (link below.) You will see a tab at the top right hand corner saying "request a repair." If you click through this link it will take you to our interactive form where you can report the problem and upload any photos or videos. This is then immediately sent to our maintenance team. This enables them to arrange for the appropriate engineer to visit the property and hopefully rectify the issue. It is worth noting that this is also monitored by our "out of hours team" so it is the quickest and easiest way of reporting an issue.

<http://www.ajrproperty.com>

Margaret will be your point of contact from now on. She can help you with any questions regarding your tenancy or property. Her contact details are:

margaret@ajrproperty.com

020 8851 8555

If you have been happy with our service, we would really appreciate if you could give us a 5* Google review

<https://search.google.com/local/writereview?placeid=ChIJB9Wyzdqu2EcRtFMDeRfHs6w>

I hope the above will help you settle into your new property. In the meantime, if you have any questions or concerns please do not hesitate to contact me.

Kind regards,

Janice Delaney - Administrator

janice@ajrproperty.com

Anthony James Estate Agents

020 8304 0666

2 Bellegrove Road, Welling, DA16 3PR

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