

Birmingham  
B16 8FT

Dear Mr XXXX,

I am contacting you to introduce myself to you as your new tenant and also to make you aware of a few issues with the property that I have inherited following the previous tenant's departure. Unfortunately, the previous tenant left the property with quite a lot of mess, maintenance issues and some damage. Places are handling the maintenance issues and have also arranged for the cleaners to come back for the second time to try and clean up some of the mess left behind. However, some of the issues require your authority or intervention to be dealt with.

The first issue relates to the couch. Basically, it has three problems. The first of these relates to damage. There are holes in a few places in the leather, the worst of which is a large tear in the back cushion that looks messy and causes the stuffing to drop out onto the electric heater behind the couch whenever I sit on the cushions. I have no idea how a hole that size has been caused, but nevertheless, it is there. I have taken some photos and put them at the bottom of this letter so you can see it and the other damage. The second issue is the cleanliness of the couch. In addition to ingrained dirt in the leather (especially the foot section of the lazyboy which looks like it has been used with shoes on) there are food stains in various places all over the couch. Some of these look like jam, cereal and others are yet to be identified. Thirdly, the leather has worn out in places and is cracked to the point whereby it has a scratchy feel if you touch it with your skin, meaning that (for example) you can't rest your arm on the couch arm as it scratches your skin.

The second issue relates to the mattress, which is worn out. This is evidenced in two main ways. Firstly, the internal structure has failed to the point that even if you touch the surface gently with your hand you can feel the springs. This makes the mattress very uncomfortable to try and sleep on as you can feel the metal in the side of your body when you are lying on it, making for a rough night's sleep. Secondly, the material on the mattress has become threadbare in places to the point that there is a hole in the corner. I was unaware of this until I put sheets on the bed for the first time and snagged my hand on a piece of metal which was poking out of the corner of the hole.

The third issue is the toilet seat which is loose and damaged. Although the obvious solution is to tighten it, the seat is actually loose in two different places; where it attaches to the ceramic bowl and also where the screws attach the wooden seat to the hinge. Both have the same cause, which is damage owing to 'uncareful use' by previous male tenants. Basically, where the screws attach to the wood, the screws are rusty and holes in the wood into which the screws fit are water damaged and swollen. This means that even when tightened up, it is just a question of time before the seat works loose again. The underside of the seat is also 'water' damaged and splitting on the leading edge, which looks unsightly as you'll see in the photos below.

Those are the three issues that require resolution at this point, however there are a couple of other things to mention (more for your own information than anything else). The first of these is that although the cleaners are coming back to the property to clean up some outstanding issues, they have advised me that they are unsure if they will be able to clean some of the mess to an acceptable standard (e.g. the stains on the wall next to the toilet and doorframe) and have advised that it may need repainting if they can't get the marks off. Hopefully it won't come to that though.

The second thing to mention to you relates to the shower. Although the Places handyman is due to come and carry out repairs to the shower screen, there is a design fault with the screen fitting itself which means that there is a 2" gap just below the hinge. What this means is that when showering,

water runs under the gap, onto the top of the bath panel (then under the bath) and also splashes the sink door units. Although from my point of view this is only a minor issue, it does mean that the bath panel is likely to wear out prematurely in the long term (it is already starting to swell on top) which will obviously be quite expensive to replace. However, if the fault can be fixed then it needn't come to that for a long time. As I said, it isn't really affecting me, but it is an issue that is damaging your property so I thought I had better let you know.

I look forward to hearing from you.

Yours sincerely,  
XXXX

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(SCROLL DOWN FOR PHOTOS)

MATTRESS (1 Photo)  
COUCH (9 Photos)  
TOILET SEAT (2 Photos)































