

Dear Places,

I'm contacting you with regard to the outstanding issues at XXX which I raised 10 days ago when I returned the inventory list to Places. As you've seen, I completed the inventory list in quite a lot of detail and although some wear and tear to the property is expected, some of the items do need to be resolved. Note that these are unrelated to the maintenance issues that XXX is going to fix. The items below relate to either defective / damaged items or cleanliness.

I'll start with the most urgent problem, which is that the mattress provided is completely worn out. The internal structure has failed and the main thing you can feel when touching the surface are the springs. It is very uncomfortable to lie on and not possible to sleep the whole night on without waking up a several times and having to change position. Furthermore, the material is so worn on one corner that one of the failed springs has poked out through a hole in a corner of the mattress, which I was unaware of until I put the sheets on the bed and scratched my hand on the metal. Therefore, can you arrange to replace this item urgently? It is becoming a problem for me to be going to work every day without sleeping properly the night before.

The other issue relating to defective items is the couch. Obviously, as you know, the front of the couch is snagged (which isn't a big deal), however, in addition to this one of the rear cushions is ripped open and stuffing is falling out onto the top of the radiator behind the couch. It looks a mess and I'm getting tired of pulling the stuffing off the radiator. The leather on the couch is also worn out in places so that for example it has such a rough feel on one of the arms that you can't rest your arm on it as it scratches your skin. In addition to this, the couch itself is very dirty. For example, food is smeared on the sides (it looks like jam), there is cereal dribbled down the front of it and there are several other unidentified stains on it. The couch therefore either needs replacing, re-upholstering or alternatively, repairing, rejuvenating and cleaning.

Those are the only issues relating to defects. All the other issues relate to cleanliness / hygiene issues that need resolving.

The two most serious issues relating to hygiene as raised a week ago on Saturday requiring urgent resolution are:-

- Area round the toilet seat hinges is still covered in stale urine. This needs to be cleaned off as there is no way I am touching the previous tenant's mess.
- The wall and door frame around the toilet have been splashed with urine and the wall next to the toilet with either splashes of vomit, or worse. Both need cleaning off or painting over.

The outstanding issues relating to cleaning are:-

- Cooker hood still contains yellowing, dripping fat and looks like it was never cleaned by the previous tenant.
- Sprite or lemonade has been sprayed over the wall behind the TV and it looks a mess as the sugar in it means that dirt sticks to it and it also shines when the sunlight hits it.
- Dirty fingerprint marks from waist height to shoulder height on the wall behind the couch near the window.
- Detritus between dining room chair backs and seats, including broken glass.
- Food splashes on the bottom end of the suede bedstead.
- Food, oil and dirt splashed on walls and on skirting boards in the kitchen area.
- Front door of the property splashed with dirty liquid.

Obviously, there are more issues than those I have stated as you will have seen from the inventory list which I would like to have resolved, however I can probably live with those as long as I'm not held accountable for them.

The other issues stated in the email on the other hand need resolving.

Many thanks,
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