



ankan naik <ankan.naik@gmail.com>

RE: Flat 1 16 Whale Avenue Reading Berkshire RG2 0GY

10 messages

izych@romans.co.uk <izych@romans.co.uk>
To: ankan.naik@gmail.com

Mon, Aug 22, 2016 at 5:14 PM

Dear Mr Naik and Mrs Naik,

RE: Flat 1 16 Whale Avenue Reading Berkshire RG2 0GY

Further to previous correspondence please find attached a final copy of the Schedule of Damages & Reimbursements pertaining to the above property.

I trust that you find the attached in order and I would ask you to kindly sign and return the final copy slip to confirm that you are in agreement with the deposit monies being returned in accordance with this report.

Once we are in receipt of signed copies from both landlord and tenant we will instruct our accounts department to apportion the deposit and return any balance, as agreed. Please note that the processing of the deposit monies will take approximately 5 -10 working days from receipt of the above.

Please do not hesitate to contact me if I can be of any further assistance.

Yours sincerely

Iwona Zych
Property Manager
01189 538 743
izych@romans.co.uk

**final schedule of damages Flat 1, 16 Whale Avenue .pdf**
15K

ankan naik <ankan.naik@gmail.com>
To: Iwona Zych <izych@romans.co.uk>

Mon, Aug 22, 2016 at 7:19 PM

Hi Iwona,

I am quite disappointed to see this. From the charges, it seems like the property needs complete cleaning. Does it mean it was not cleaned at all??

As mentioned earlier, there was no Vacuum cleaner in the property at all, only the base was present in the bottom drawer. The landlady would know that for sure. If I am being asked to pay for something which was not there, I would consider this very unethical from Romans.

What does "paint touch up mark" on entry in the en suite bathroom? I haven't used any paint at all during my stay.

The charges are unreasonably high and I am going to raise a dispute. Please send me the letting agent redress details.

I had also called the Reading Council regarding the boiler issue which was faulty and I has reported this back in April and which was replaced in July.

The council said 4 months is a reasonably long time for replacement of boiler and I can file a formal complaint with the Council against Romans and seek compensation. I have all the documentary evidence through emails and proof to show the unresponsiveness of Romans on this issue.

Moreover, I have paid additional electricity bill for two months because of the boiler not working and I having to use the immersion. Will Romans compensate for that? I have the meter readings and additional consumption record.

Look forward to your response.

Regards,
Ankan

[Quoted text hidden]

ankan naik <ankan.naik@gmail.com>
To: Iwona Zych <izych@romans.co.uk>

Tue, Aug 23, 2016 at 11:36 AM

As discussed, please send me the details where I can file a formal complaint.

As per the rules, the letting agency has to provide the details where we have to raise the dispute.

Regards,
Ankan

[Quoted text hidden]

Iwona Zych <Izych@romans.co.uk>
To: ankan naik <ankan.naik@gmail.com>

Tue, Aug 23, 2016 at 12:29 PM

Dear Ankan

Thank you for your call this morning.

As discussed, please find attached the complaints procedure as requested.

With regards to the deposit , we fully understand that you are anxious to have this matter resolved, we appreciate that this is taking longer than we would all wish . However, we act as stakeholders for the Landlords and therefore cannot release any funds to either party without the written consent of both parties.

The Landlord has asked that the costs of one of the blinds in the living room @ £99.60 should be charged, as one of them is not working/broken. Both living room blinds were replaced in October 2015.

The total charges as per schedule would be £466.60.

If you are not in agreement with any/any of the charges you can submit a dispute at any time before 90 days after check out with My Deposits at www.mydeposits.co.uk using the unique tenancy code on your certificate , I have attached a copy in case your own is not to hand.

In the event that you do submit a dispute the undisputed amount will be returned to you and the disputed amount will be sent to My Deposits for adjudication , this typically takes around 6-8 weeks. You will need to submit any evidence that you have such as the photographs taken by yourselves at check in and the Inventory etc together with emails and any information that supports your case.

Kind regards

Iwona Zych
Property Manager

Reading

t: 0118 953 8743

From: ankan naik [mailto:ankan.naik@gmail.com]
Sent: 23 August 2016 11:36
To: Iwona Zych
Subject: Re: Flat 1 16 Whale Avenue Reading Berkshire RG2 0GY

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3 attachments



ROMANS LETTINGS CLIENT COMPLAINTS PROCEDURE.pdf
189K



final schedule of damages Flat 1, 16 Whale Avenue .pdf
15K



Signed My Dep Certificate14364460638414673955139373832136.pdf
66K

Iwona Zych <IZych@romans.co.uk>
To: "ankan naik (ankan.naik@gmail.com)" <ankan.naik@gmail.com>

Tue, Aug 23, 2016 at 1:13 PM

Dear Ankan

Would you kindly email me your bank details so I can instruct our Accounts Department to refund the undisputed amount into our account.

Kind regards

Iwona Zych
Property Manager
Reading

t: 0118 953 8743

From: Iwona Zych
Sent: 23 August 2016 12:30
To: 'ankan naik'
Subject: RE: Flat 1 16 Whale Avenue Reading Berkshire RG2 0GY

Dear Ankan

Thank you for your call this morning.

As discussed, please find attached the complaints procedure as requested.

With regards to the deposit , we fully understand that you are anxious to have this matter resolved, we appreciate that this is taking longer than we would all wish . However, we act as stakeholders for the Landlords and therefore cannot release any funds to either party without the written consent of both parties.

The Landlord has asked that the costs of one of the blinds in the living room @ £99.60 should be charged, as one of them is not working/broken. Both living room blinds were replaced in October 2015.

The total charges as per schedule would be £466.60.

If you are not in agreement with any/any of the charges you can submit a dispute at any time before 90 days after check out with My Deposits at www.mydeposits.co.uk using the unique tenancy code on your certificate , I have attached a copy in case your own is not to hand.

In the event that you do submit a dispute the undisputed amount will be returned to you and the disputed amount will be sent to My Deposits for adjudication , this typically takes around 6-8 weeks. You will need to submit any evidence that you have such as the photographs taken by yourselves at check in and the Inventory etc together with emails and any information that supports your case.

Kind regards

Iwona Zych
Property Manager
Reading

t: 0118 953 8743


From: ankan naik [<mailto:ankan.naik@gmail.com>]
Sent: 23 August 2016 11:36
To: Iwona Zych
Subject: Re: Flat 1 16 Whale Avenue Reading Berkshire RG2 0GY

[Quoted text hidden]

3 attachments

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 **Signed My Dep Certificate14364460638414673955139373832136.pdf**
66K

ankan naik <ankan.naik@gmail.com>
To: Iwona Zych <IZych@romans.co.uk>

Tue, Aug 23, 2016 at 1:21 PM

I see that you've included the extension lead as well and a new line item for the blinds.

I have already returned the extension lead and already informed about the blinds while I was living there. What action have you taken to fix it? You've not even responded to my email.

Which scheme is Romans part of where I can register complaint?

- The Property Ombudsman www.tpos.co.uk
- Ombudsman Services www.ombudsman-services.org
- Property Redress Scheme www.theprs.co.uk

Regards,
Ankan

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Iwona Zych <IZych@romans.co.uk>
To: ankan naik <ankan.naik@gmail.com>

Tue, Aug 23, 2016 at 3:32 PM

Dear Ankan

Thank you for your email.

I have left a message for the landlord regarding the blinds and as soon as I have response I shall reply to your email.

Kind regards

Iwona Zych
Property Manager
Reading

t: 0118 953 8743

From: ankan naik [mailto:ankan.naik@gmail.com]
Sent: 23 August 2016 13:21

[Quoted text hidden]

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Iwona Zych <IZych@romans.co.uk>
To: "ankan naik (ankan.naik@gmail.com)" <ankan.naik@gmail.com>

Wed, Aug 24, 2016 at 3:03 PM

Dear Ankan

Further to my resent correspondence , I have now had a response from the landlady. She has agreed for blind charges to be removed from the schedule.

The total charges as per schedule would be £367.00.

Would you please email you're your bank details so I can instruct our accounts department to release the undisputed deposit amount.

Kind regards

Iwona Zych
Property Manager
Reading

t: 0118 953 8743

From: Iwona Zych
Sent: 23 August 2016 15:32
To: 'ankan naik'
Subject: RE: Flat 1 16 Whale Avenue Reading Berkshire RG2 0GY

Dear Ankan

Thank you for your email.

I have left a message for the landlord regarding the blinds and as soon as I have response I shall reply to your email.

Kind regards

Iwona Zych
Property Manager
Reading

t: 0118 953 8743

From: ankan naik [<mailto:ankan.naik@gmail.com>]
Sent: 23 August 2016 13:21

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ankan naik <ankan.naik@gmail.com>
To: Iwona Zych <IZych@romans.co.uk>

Thu, Aug 25, 2016 at 5:31 PM

Hi Iwona,

11/1/2016

Gmail - RE: Flat 1 16 Whale Avenue Reading Berkshire RG2 0GY

As discussed over the phone this afternoon, I am ready to accept the compensation of GBP100 offered by the landlady.

Please have a final word with the landlady before I decide to raise the dispute.

If she doesn't agree, you can transfer the undisputed amount+100 into my account.

My Account no details as follows:

Name: Ankan Anupam Naik

Bank: HSBC

Sort Code: 40-38-04

Acc No: 64686896

Regards,

Ankan

[Quoted text hidden]

Iwona Zych <IZych@romans.co.uk>
To: ankan naik <ankan.naik@gmail.com>

Thu, Aug 25, 2016 at 5:51 PM

Hello Ankan

Thank you for your email.

I have left a message for the landlord regarding the cleaning costs and informed her that you agreed to accept £100.00 compensation. As soon as I have response myself or one of my colleagues I will let you know.

Kind regards

Iwona Zych
Property Manager
Reading

t: 0118 953 8743

From: ankan naik [mailto:ankan.naik@gmail.com]
Sent: 25 August 2016 17:32
To: Iwona Zych
Subject: Re: FW: Flat 1 16 Whale Avenue Reading Berkshire RG2 0GY

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