



ankan naik &lt;ankan.naik@gmail.com&gt;

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

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**Iwona Zych** <IZych@romans.co.uk>

Tue, Aug 23, 2016 at 1:13 PM

To: "ankan naik (ankan.naik@gmail.com)" &lt;ankan.naik@gmail.com&gt;

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

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**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](http://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]

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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