

Regarding 3 Hallmark Apartments, we believe that the property has been left in a much better state than how it was originally leased to us, and we think it's unreasonable to have any of our deposit monies deducted.

Below we will address points from the close out report with email correspondence, and photo/video evidence from the property but we'll start with a catch-all statement. The state of the property between move in (August 2018) and christmas 2018 indicates that the property was not inspected by Belvoir, or cleaned (professionally or otherwise) by the previous tenants or an agent on Belvoir's behalf. If you won't enforce deductions on the previous tenants (because you were not aware of the issues), then you certainly shouldn't be enforcing them on us after we've improved, cleaned and fixed the property over the last year.


Entrance Hall

| Item | Check out condition | Our evidence | | | |
|-------|---|---|---|-------------------------------|---|
| Walls | Scuffs around switch, water mark RHS of storage, scuffed below door level | <p>Water damage to the walls/carpet has always been evident near the main bathroom/storage cupboard. During our tenancy 5 different instances occurred where people tried to identify a leak coming from our apartment - I assume the water mark, stained carpet, and peeling paint can all be attributed to this unidentified leak which we can not be held responsible for.</p> <table border="1" data-bbox="793 894 1976 959"> <tr> <td data-bbox="793 894 884 959">7</td> <td data-bbox="884 894 1472 959">Wooden skirting painted white</td> <td data-bbox="1472 894 1976 959">IGC/NUM, cracking to top of skirting by back wall, minor water damage near bathroom LHS of door</td> </tr> </table> | 7 | Wooden skirting painted white | IGC/NUM, cracking to top of skirting by back wall, minor water damage near bathroom LHS of door |
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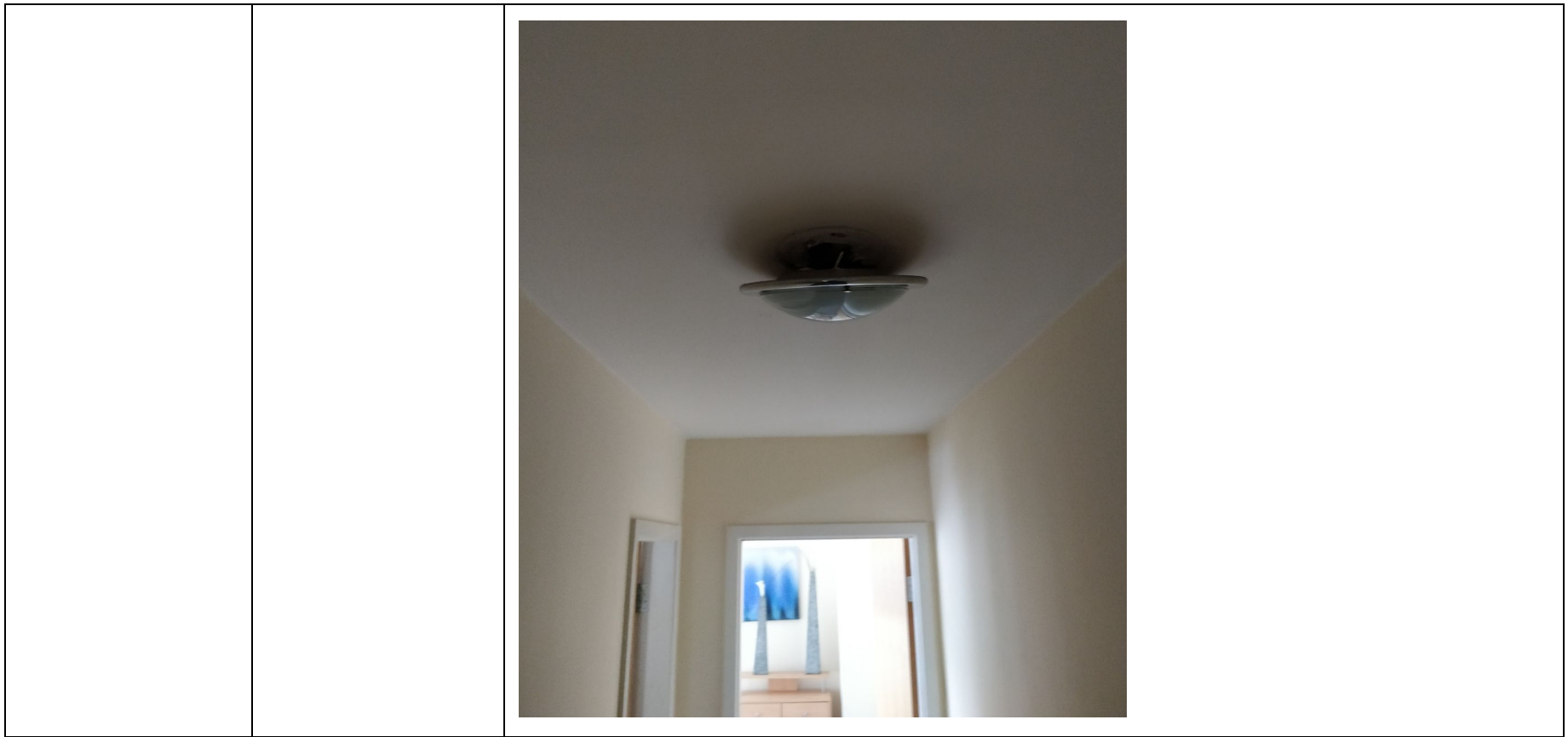


General comment on the above photo - note the dust and filth on the skirting board - this is considerably worse than the clean and tidy state we left the apartment in. Your check out report noted no dust at all throughout this entrance hall section.

Referring to the scuffs below door level, this was taken when we moved in; a large black scuff on the wall behind the entrance door. There are also several small scuff marks/greasy marks along the wall, and skirting boards.


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| | |  |
| Ceiling | Scuffs near smoke alarm, and bathroom, paint peel | We haven't/couldn't touch the ceilings so this must have been existing. We have no evidence of this as we didn't bother taking photographs of the ceiling, as there's no way the condition could have changed during our tenancy beyond normal material wear. |
| Lighting and | Single switch scaled | Normal usage marks |

| Sockets | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------|--|---|--------|--------------------|-----------------|---|--|--|---|--|---|---|--|---|---|--------------------------------|------------|---|--|--------------------------------|---|------------------------------|---------|
| Fixtures and Fittings | 2 lights not working | <p>There was one missing bulb when we moved in as highlighted by the initial inventory. The attached photo shows the condition of one of the other light fixtures in the hall when we moved in - This was rectified and the bulb replaced in our first week in the property before the check in inventory.</p> <p>Approach, Front Door & Hallway</p> <table border="1" data-bbox="814 472 1963 993"> <thead> <tr> <th data-bbox="814 472 905 516">Ref No</th> <th data-bbox="905 472 1461 516">Description/Detail</th> <th data-bbox="1461 472 1963 516">Condition/Notes</th> </tr> </thead> <tbody> <tr> <td data-bbox="814 516 905 560">1</td> <td data-bbox="905 516 1461 560">Communal approach and stairs to ground floor apartment</td> <td data-bbox="1461 516 1963 560"></td> </tr> <tr> <td data-bbox="814 560 905 691">2</td> <td data-bbox="905 560 1461 691">Polished wooden door with: Yale lock Mortice lock White painted wooden door frame 1 x door mat</td> <td data-bbox="1461 560 1963 691">IGC, NUM, minor scuffs and marks to bottom of door, frame IGC/NUM, door mat IGC/NUM</td> </tr> <tr> <td data-bbox="814 691 905 842">3</td> <td data-bbox="905 691 1461 842">Interior of door: Polished wooden door with: Yale lock Mortice lock Brass door handle White painted wooden door frame</td> <td data-bbox="1461 691 1963 842">Long vertical black stain from door closer to door top to bottom and still dripping, faint marks LL</td> </tr> <tr> <td data-bbox="814 842 905 886">4</td> <td data-bbox="905 842 1461 886">Ceiling painted white emulsion</td> <td data-bbox="1461 842 1963 886">IGC, clean</td> </tr> <tr> <td data-bbox="814 886 905 976">5</td> <td data-bbox="905 886 1461 976">1 x fitted ceiling light with opaque shade 1 x fitted chrome ceiling light with 3 prongs 1 x integral smoke detector</td> <td data-bbox="1461 886 1963 976">WO WO, 1 bulb missing NT</td> </tr> <tr> <td data-bbox="814 976 905 993">6</td> <td data-bbox="905 976 1461 993">Walls painted cream emulsion</td> <td data-bbox="1461 976 1963 993">IGC/NUM</td> </tr> </tbody> </table> | Ref No | Description/Detail | Condition/Notes | 1 | Communal approach and stairs to ground floor apartment | | 2 | Polished wooden door with: Yale lock Mortice lock White painted wooden door frame 1 x door mat | IGC, NUM, minor scuffs and marks to bottom of door, frame IGC/NUM, door mat IGC/NUM | 3 | Interior of door: Polished wooden door with: Yale lock Mortice lock Brass door handle White painted wooden door frame | Long vertical black stain from door closer to door top to bottom and still dripping, faint marks LL | 4 | Ceiling painted white emulsion | IGC, clean | 5 | 1 x fitted ceiling light with opaque shade 1 x fitted chrome ceiling light with 3 prongs 1 x integral smoke detector | WO WO, 1 bulb missing NT | 6 | Walls painted cream emulsion | IGC/NUM |
| Ref No | Description/Detail | Condition/Notes | | | | | | | | | | | | | | | | | | | | | |
| 1 | Communal approach and stairs to ground floor apartment | | | | | | | | | | | | | | | | | | | | | | |
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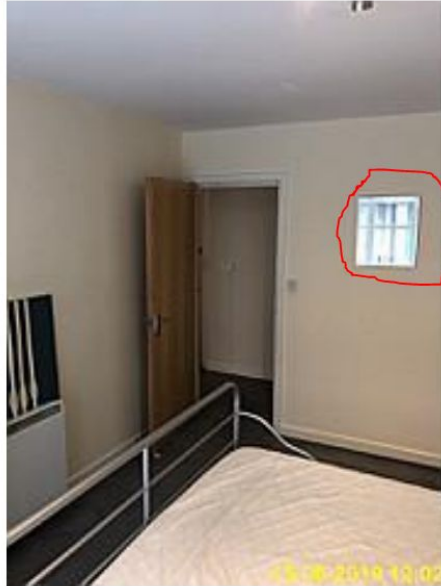


Bedroom 1

| Item | Check out condition | Our evidence | | | |
|-------|----------------------------|---|----|------------------------|---|
| Floor | Lightly scaled with debris | <table border="1"> <tr> <td data-bbox="800 1295 884 1362">18</td> <td data-bbox="884 1295 1451 1362">Grey short pile carpet</td> <td data-bbox="1451 1295 1955 1362">Faded and worn, hairs seen near window, minor spot marks near door and around bed</td> </tr> </table> <p>Above is the condition of the floor upon move in. The floor was vacuumed throughout the day</p> | 18 | Grey short pile carpet | Faded and worn, hairs seen near window, minor spot marks near door and around bed |
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| | | | | | |
|---------|------------------------------|--|----|------------------------------|--|
| | | we left. | | | |
| Walls | Paint patch work and 1 nail | <table border="1"> <tr> <td>16</td> <td>Walls painted cream emulsion</td> <td> <p>Generally IGC, unable to inspect fully due to tenants possessions</p> <p>LHS wall: minor marks RHS of bedhead</p> <p>Facing wall: faint mark LHS of window</p> <p>RHS wall: marks around heater, blue tack marks around pictures to centre of wall, 5 filled in holes by door</p> </td> </tr> </table> <p>Nails were already in place upon move in - here is a photo of the paintings hung on the wall in the bedroom next to the filled in holes referenced in the move in inventory excerpt above.</p>  | 16 | Walls painted cream emulsion | <p>Generally IGC, unable to inspect fully due to tenants possessions</p> <p>LHS wall: minor marks RHS of bedhead</p> <p>Facing wall: faint mark LHS of window</p> <p>RHS wall: marks around heater, blue tack marks around pictures to centre of wall, 5 filled in holes by door</p> |
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| Ceiling | Patch filling at | We haven't/couldn't touch the ceilings so this must have been existing. We have no evidence | | | |

| | | | | | |
|------------------------------|--|---|----|--|--|
| | <p>entrance</p> | <p>of this as we didn't bother taking photographs of the ceiling, as there's no way the condition could have changed during our tenancy beyond normal material wear.</p> <p>Filling on a ceiling would likely have been done by a contractor as we have no physical way to have done this.</p> | | | |
| <p>Fixtures and Fittings</p> | <p>Large map - missing</p> <p>Small silver framed mirror- missing</p> <p>Double door wardrobe- scuffed walls at bottom</p> <p>Replaced items; New 2 chests of 2 drawers New chest of 4 drawers</p> | <p>The large map is behind the wardrobe in the second bedroom because it is gigantic and there was nowhere else to put it as it wasn't hung up when we arrived and we were not going to drill the walls to hang it up.</p> <p>The silver framed mirror is hung up. There was only 1 mirror noted on the original inventory - see below.</p> <table border="1" data-bbox="800 638 1990 816"> <tr> <td data-bbox="800 638 890 816">24</td> <td data-bbox="890 638 1465 816"> <p>Furniture: 1 x grey metal bed with mattress 1 x light wood effect laminate 6 drawer chest</p> <p>2 x blue/white frameless modern art pictures 1 x large framed map of the world 1 x small silver framed mirror 1 x white double door wardrobe</p> </td> <td data-bbox="1465 638 1990 816"> <p>Fire label not seen, stain to top of mattress Bottom drawer base is missing, top right hand drawer does not shut properly, faint scuffs to top</p> <p>NUM IGC IGC</p> </td> </tr> </table> <p>This single mirror is hung on the wall in the photos from your check out inventory.</p> | 24 | <p>Furniture: 1 x grey metal bed with mattress 1 x light wood effect laminate 6 drawer chest</p> <p>2 x blue/white frameless modern art pictures 1 x large framed map of the world 1 x small silver framed mirror 1 x white double door wardrobe</p> | <p>Fire label not seen, stain to top of mattress Bottom drawer base is missing, top right hand drawer does not shut properly, faint scuffs to top</p> <p>NUM IGC IGC</p> |
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The two chests of drawers (bedside tables) that are noted in this bedroom, are the two missing bedside tables from bedroom two. Upon moving in there was no bedside table in bedroom one, this can be seen in the excerpt from the move in inventory above that lists bedroom furniture.

The new chest of 4 drawers was agreed to replace the 6 drawer unit which was completely broken (videos available upon request).

En Suite

| Item | Check out condition | Our evidence |
|--------------|---------------------|--|
| Lighting and | Light - dusty | The floor, skirting, towel rail and pull cord were all dirty, dusty or marked. While the |

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|------------------------------|---|---|----|---|--|
| Sockets | | previous inventory makes no comment about the light being dusty, the rest of the room was dusty/dirty upon move in. We have therefore improved the cleanliness of this room greatly. | | | |
| Basins | Tap and waste scaled | <table border="1" data-bbox="831 350 1892 435"> <tr> <td data-bbox="831 350 909 435">36</td> <td data-bbox="909 350 1430 435">White porcelain pedestal wash hand basin with: SS mixer tap SS waste and push plug</td> <td data-bbox="1430 350 1892 435">NT, IGC, minor mildew to sealant behind taps</td> </tr> </table> <p data-bbox="821 448 1892 516">These have been bleached and cleaned thoroughly before move out - considerably better than move in.</p> | 36 | White porcelain pedestal wash hand basin with: SS mixer tap SS waste and push plug | NT, IGC, minor mildew to sealant behind taps |
| 36 | White porcelain pedestal wash hand basin with: SS mixer tap SS waste and push plug | NT, IGC, minor mildew to sealant behind taps | | | |
| Shower | Shower cubicle base cracked | <p data-bbox="821 548 1892 613">Don't know anything about this. We've cleaned it before moving out and it was dirty when we moved in.</p> <table border="1" data-bbox="831 626 1892 873"> <tr> <td data-bbox="831 626 909 873">35</td> <td data-bbox="909 626 1430 873"> Shower cubicle: SS temperature control SS shower hose SS shower head SS riser White acrylic base with waste SS door and screen with chrome effect frame </td> <td data-bbox="1430 626 1892 873"> NT, IGC, minor marks to shower head, no cracked tiles seen in shower area, staining to grout mainly LL, minor staining to sealant around base NUM, minor wear and staining IGC/NUM, water marks to glass, mildew to sealant up edge of frame, staining along bottom of frame by glass, exterior of base is dirty and minor marks </td> </tr> </table> | 35 | Shower cubicle: SS temperature control SS shower hose SS shower head SS riser White acrylic base with waste SS door and screen with chrome effect frame | NT, IGC, minor marks to shower head, no cracked tiles seen in shower area, staining to grout mainly LL, minor staining to sealant around base NUM, minor wear and staining IGC/NUM, water marks to glass, mildew to sealant up edge of frame, staining along bottom of frame by glass, exterior of base is dirty and minor marks |
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| Items, Fixtures and Fittings | Silver framed mirrors - large mirror dented frame and 2 scaled | We haven't damaged these during our tenancy and these dents were pre-existing. | | | |



Bedroom 2

| Item | Check out condition | Our evidence | | | |
|----------------------|--|--|----|--|---|
| Ceiling | Light scuffs above wardrobe | The wardrobes were over 2m tall so I don't see how it would be possible for us to damage the ceiling above the wardrobe unless we were doing it maliciously which I assure you wasn't the case. | | | |
| Woodwork | Skirting chipped below mirror | <table border="1" data-bbox="842 537 1948 591"> <tr> <td data-bbox="842 537 942 591">43</td> <td data-bbox="942 537 1476 591">White painted wooden skirting</td> <td data-bbox="1476 537 1948 591">IGC, light NUM</td> </tr> </table> <p data-bbox="816 602 1749 634">Increased wear - last years inventory showed light normal usage marks.</p> | 43 | White painted wooden skirting | IGC, light NUM |
| 43 | White painted wooden skirting | IGC, light NUM | | | |
| Lighting and sockets | 1 prong missing to light | <table border="1" data-bbox="842 675 1892 729"> <tr> <td data-bbox="842 675 942 729">41</td> <td data-bbox="942 675 1436 729">1 x grey light fitting with 3 bendy prongs</td> <td data-bbox="1436 675 1892 729">WO, 1 bulb NW, outer wire bracket to 2 prongs</td> </tr> </table> <p data-bbox="816 740 1367 773">Missing prong occurred before our tenancy</p> <p data-bbox="816 810 1934 911">There was originally a non-working bulb in this room. The total bulbs not working upon moving in was two, which is equal to the number of bulbs not working reported in your check out report.</p> | 41 | 1 x grey light fitting with 3 bendy prongs | WO, 1 bulb NW, outer wire bracket to 2 prongs |
| 41 | 1 x grey light fitting with 3 bendy prongs | WO, 1 bulb NW, outer wire bracket to 2 prongs | | | |
| Windows and frames | Dusty | The window ventilation upon move in was filled with white bathroom sealant which had been left to fester and grow mildew up to the point at which we moved in. This was the condition of the bedroom two windows upon move in - | | | |



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| 47 | White framed double glazed window, 1 opening with white handles | Air vents missing and filled in to RHS, tape marks and scuffs around frame, mildew marks to LL sealant |
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| Fixtures and Fittings | Replaced; Chest of 6 drawers Bedside chest of 3 drawers- missing | The bedside drawers were relocated to bedroom 1. |
|-----------------------|--|--|


Bathroom


| Item | Check out condition | Our evidence | | | |
|----------------------|---|--|----|---|--|
| Door | Scaled handle inside | Cleaned on the day of moving out | | | |
| Lighting and sockets | Light - dusty | <table border="1"> <tr> <td>55</td> <td>1 x pullcord 1 x chrome light fitting with 3 prongs</td> <td>WO WO, small brown marks</td> </tr> </table> <p>Light had small brown marks upon move in</p> | 55 | 1 x pullcord 1 x chrome light fitting with 3 prongs | WO WO, small brown marks |
| 55 | 1 x pullcord 1 x chrome light fitting with 3 prongs | WO WO, small brown marks | | | |
| Windows and frames | Scaled and dusty | <p>Windows had mildew growth and green marks when we moved in which we dealt with and cleaned up.</p> <table border="1"> <tr> <td>61</td> <td>White framed double glazed obscured window, 1 opening with white handles</td> <td>White marks to exterior of glass, green marks to upper level corners, minor mildew to LL sealant</td> </tr> </table> | 61 | White framed double glazed obscured window, 1 opening with white handles | White marks to exterior of glass, green marks to upper level corners, minor mildew to LL sealant |
| 61 | White framed double glazed obscured window, 1 opening with white handles | White marks to exterior of glass, green marks to upper level corners, minor mildew to LL sealant | | | |
| Toilet | good | - | | | |
| Bath | clean | <p>Regarding the toilet and bath/shower, both of these items had stained and discolored grout surrounding them, and the bath had mildew when we moved in which has been cleaned up.</p> <table border="1"> <tr> <td>65</td> <td>White acrylic bath with: Cream plastic side panel 2 handles SS hot and cold mixer tap Wall mounted SS shower fittings</td> <td>Faint grey scratch marks to bath around waste, minor marks to mildew behind tap</td> </tr> </table> | 65 | White acrylic bath with: Cream plastic side panel 2 handles SS hot and cold mixer tap Wall mounted SS shower fittings | Faint grey scratch marks to bath around waste, minor marks to mildew behind tap |
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|----|---|--|----|---|--|
| | | <table border="1"> <tr> <td>56</td> <td>Walls painted cream emulsion with white and grey ceramic tiles around bathroom fittings</td> <td> Back wall: 2 small damp patches RHS tiles near heater, red and green marks to tiles around shower LHS wall: damp patch with paint peeling near skirting Facing wall: discolouration to grouting by toilet basin and bath RHS wall: discolouration to grouting around shower </td> </tr> </table> | 56 | Walls painted cream emulsion with white and grey ceramic tiles around bathroom fittings | Back wall: 2 small damp patches RHS tiles near heater, red and green marks to tiles around shower LHS wall: damp patch with paint peeling near skirting Facing wall: discolouration to grouting by toilet basin and bath RHS wall: discolouration to grouting around shower |
| 56 | Walls painted cream emulsion with white and grey ceramic tiles around bathroom fittings | Back wall: 2 small damp patches RHS tiles near heater, red and green marks to tiles around shower LHS wall: damp patch with paint peeling near skirting Facing wall: discolouration to grouting by toilet basin and bath RHS wall: discolouration to grouting around shower | | | |

Kitchen and Dining

| Item | Check out condition | Our evidence | | | | | | | | | |
|----------------------|--|---|----|---|--|----|--|-------------------|----|---|---|
| Walls | Back wall -Stained below switch Left wall - stained above left of sink | <table border="1"> <tr> <td>72</td> <td>Walls painted cream emulsion with white ceramic tiles over worktop</td> <td> Back wall: smudges around light switch LHS wall: discolouration and grease marks to grouting by hob, brown splash marks and cobwebs to emulsion near ceiling Facing wall: marks to grouting behind sink top RHS wall: 2 nails, blue mark near fuse switch, blue tack mark above heater, NUM to LL </td> </tr> </table> <p>Everything noted in the check out report was pre-existing and worse when we moved in. we have improved the cleanliness of the kitchen more so than any other room in the property.</p> | 72 | Walls painted cream emulsion with white ceramic tiles over worktop | Back wall: smudges around light switch LHS wall: discolouration and grease marks to grouting by hob, brown splash marks and cobwebs to emulsion near ceiling Facing wall: marks to grouting behind sink top RHS wall: 2 nails, blue mark near fuse switch, blue tack mark above heater, NUM to LL | | | | | | |
| 72 | Walls painted cream emulsion with white ceramic tiles over worktop | Back wall: smudges around light switch LHS wall: discolouration and grease marks to grouting by hob, brown splash marks and cobwebs to emulsion near ceiling Facing wall: marks to grouting behind sink top RHS wall: 2 nails, blue mark near fuse switch, blue tack mark above heater, NUM to LL | | | | | | | | | |
| Lighting and sockets | Shade - dusty Ceiling light - dusty Extractor fan - dirty Appliance switch and sockets above counter-scaled | <table border="1"> <tr> <td>71</td> <td>1 x single flex light bulb with large metal lampshade 1 x white ceiling bar with 3 spotlights 1 x extractor fan</td> <td> WO WO, NUM to fittings NT, dusty </td> </tr> <tr> <td>84</td> <td>White INDESIT cooker hood with 1 light</td> <td>NT, greasy, dusty</td> </tr> <tr> <td>85</td> <td>LAMONA 4 zone electric hob with 4 dials</td> <td>NT, zones worn and marked, writing faded to dials</td> </tr> </table> <p>The extractor fan/cooker hood was always greasy and dirty. We did clean this before leaving, and this is still an improvement.</p> | 71 | 1 x single flex light bulb with large metal lampshade 1 x white ceiling bar with 3 spotlights 1 x extractor fan | WO WO, NUM to fittings NT, dusty | 84 | White INDESIT cooker hood with 1 light | NT, greasy, dusty | 85 | LAMONA 4 zone electric hob with 4 dials | NT, zones worn and marked, writing faded to dials |
| 71 | 1 x single flex light bulb with large metal lampshade 1 x white ceiling bar with 3 spotlights 1 x extractor fan | WO WO, NUM to fittings NT, dusty | | | | | | | | | |
| 84 | White INDESIT cooker hood with 1 light | NT, greasy, dusty | | | | | | | | | |
| 85 | LAMONA 4 zone electric hob with 4 dials | NT, zones worn and marked, writing faded to dials | | | | | | | | | |
| Fridge | Dirty freezer drawers | When we moved in, the fridge freezer was not unplugged and was still frozen. It was in | | | | | | | | | |

| | | | | | |
|-------|---|--|----|---|---|
| | | use until the afternoon we moved out. We cleaned the fridge and freezer to a high standard, and then switched it off. You will have seen the freezer after it has fully defrosted revealing any debris left behind within the ice/frost. | | | |
| Sink | scaled | Cleaned on the day of move out - Normal usage. | | | |
| Units | Grubby handles Base units- grubby around oven | <table border="1"> <tr> <td>81</td> <td>Kitchen units: Blue laminate doors with chrome handles White and wood effect framed units</td> <td>Wall units: black marks and scuffs to interior of back panels, clean, minor wear to exterior door RHS of cooker hood Base units: NUM around handles, light scuffs and marks to interior of units, no major damage seen</td> </tr> </table> <p>Both under the units and the floor were dirty when we moved in.</p>  <p>The floor had not been cleaned at all and there was still food crumbs present from the previous occupiers. To complain about dust on the lights when we have dealt with this is</p> | 81 | Kitchen units: Blue laminate doors with chrome handles White and wood effect framed units | Wall units: black marks and scuffs to interior of back panels, clean, minor wear to exterior door RHS of cooker hood Base units: NUM around handles, light scuffs and marks to interior of units, no major damage seen |
| 81 | Kitchen units: Blue laminate doors with chrome handles White and wood effect framed units | Wall units: black marks and scuffs to interior of back panels, clean, minor wear to exterior door RHS of cooker hood Base units: NUM around handles, light scuffs and marks to interior of units, no major damage seen | | | |

| | | |
|------|------------------------|--|
| | | <p>reprehensible.</p>  |
| Oven | Fully scaled and dirty | The following photo is the oven one week after we moved in from the check in inventory: |



This is the standard to which we clean an oven. The following photo is the oven on the day we moved in one week prior.



Fixtures and Fittings

Dining chairs- replaced with white chairs

Waste bin - missing

Mirrors- scaled

All other items- see pictures


Worksurfaces -

| | | |
|----|--------------------------------------|--|
| 80 | White/grey speckled laminate worktop | Mildew to sealant around sink top, NUM behind sink top, underneath edge warped with water damage near sink top and washing machine |
| 81 | Kitchen units | Wall units black made and scuffs to interior of back |

The disposal of the waste bin was agreed upon (by Charlie Rogers and the Landlord) No agreement to replace this was made so we used our own waste bin which we took with us when we left. Here is the waste bin as it was when we moved in along with the agreement to dispose of it.



| | | | | | |
|-----------------|---|---|----|---|---|
| | | <p>The items he is happy to be disposed would be the bin, toilet brush, small mirrors and also the two bedside tables with glass tops which were originally agreed.</p> <p>I understand your frustration in regards to the works but we do have to go by the landlords wishes, if any things are requested, we ask for this to be done as part of the application offer to put forward to the landlord, we are also able to provide a copy of the ex-tenants inventory upon request.</p> <p>I have contacted the ex-tenants in regards to the coffee table as this wasn't broken or damaged when they moved in they would be liable for this</p> <p>Kind regards</p> <p>Mirrors were also marked when we arrived -</p> <table border="1" data-bbox="816 995 1883 1185"> <tr> <td data-bbox="816 995 898 1185">88</td> <td data-bbox="898 995 1415 1185"> 8 x wall mounted mirror 1 x SS storage rack with 4 shelves 1 x wood effect pull out dining table 4 x wood effect dining chair with SS legs 1 x SAMSUNG microwave 1 x 2 slot toaster 1 x circular clock 1 x waste bin </td> <td data-bbox="1415 995 1883 1185"> NUM, marked IGC Chips and scratches to surface, warped to centre join Numerous scuffs and scratches to seats NT, IGC NT, dusty, dirty, crumbs to interior WO, marks to surface IGC/NUM </td> </tr> </table> | 88 | 8 x wall mounted mirror 1 x SS storage rack with 4 shelves 1 x wood effect pull out dining table 4 x wood effect dining chair with SS legs 1 x SAMSUNG microwave 1 x 2 slot toaster 1 x circular clock 1 x waste bin | NUM, marked IGC Chips and scratches to surface, warped to centre join Numerous scuffs and scratches to seats NT, IGC NT, dusty, dirty, crumbs to interior WO, marks to surface IGC/NUM |
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| Washing Machine | Rubber scaled | <p>Out of everything in here, this is by far the most insulting.</p> <p>The washing machine was full of dirty stinking water from the moment we moved in for three weeks. We were left without a washing machine for 3 full weeks. This led to mold</p> | | | |

| | | | | | |
|------------|--|---|----|--|-----------------------------------|
| | | <p>forming in the rubber seals around the machine.</p>  | | | |
| Additional | Heater - stained at top edge | <table border="1" data-bbox="835 1177 1900 1226"> <tr> <td data-bbox="835 1177 919 1226">75</td> <td data-bbox="919 1177 1432 1226">1 x wall mounted electric CREDA heater</td> <td data-bbox="1432 1177 1900 1226">NT, brown discolouration to grill</td> </tr> </table> <p>pre-existing</p> | 75 | 1 x wall mounted electric CREDA heater | NT, brown discolouration to grill |
| 75 | 1 x wall mounted electric CREDA heater | NT, brown discolouration to grill | | | |

Reception Room

| Item | Check out condition | Our evidence | | | | | | |
|-------|---|--|----|------------------------------|--|----|-------------------------------|--------------------|
| Walls | Stained above heater and below switch level | <table border="1"> <tr> <td data-bbox="802 279 886 441">94</td> <td data-bbox="886 279 1432 441">Walls painted cream emulsion</td> <td data-bbox="1432 279 1940 441"> IGC Back wall: 4 filled in holes near door, 2 painted over screws UL Facing wall: painted over plaster crack by window </td> </tr> <tr> <td data-bbox="802 457 886 506">97</td> <td data-bbox="886 457 1432 506">Electric night storage heater</td> <td data-bbox="1432 457 1940 506">NT, stained to top</td> </tr> </table> <p data-bbox="793 522 1940 587">Stains around the heater could have stemmed from the instance where we had workmen round to look at the storage heater as it broke during winter.</p> | 94 | Walls painted cream emulsion | IGC Back wall: 4 filled in holes near door, 2 painted over screws UL Facing wall: painted over plaster crack by window | 97 | Electric night storage heater | NT, stained to top |
| 94 | Walls painted cream emulsion | IGC Back wall: 4 filled in holes near door, 2 painted over screws UL Facing wall: painted over plaster crack by window | | | | | | |
| 97 | Electric night storage heater | NT, stained to top | | | | | | |

Items removed -

The mirror, large map and bedside tables which your check out report lists as removed have been addressed above and these are still in the property (bedside tables have been replaced with non-broken units). The bin has been removed and not replaced as agreed.

Free labour -

During our tenancy, we built 8 items of furniture in the apartment which are still there today. This took us three evenings after work, and an additional evening to collect these from Ikea. We were reimbursed for the direct cost of the furniture and nothing more. Please do consider the savings incurred by not having to hire a contractor to assemble this. We have been extremely accommodating during our tenancy, and truly have left the apartment in a good shape. To attempt to dispute our deposit funds is ridiculous.

Broken fixtures and fittings -

Several times throughout the tenancy, the door to the reception room has seized shut because the handle has lost traction on the door opening mechanism. I have fixed this since moving in.

When we moved in, there was a light fixture dangling from the ceiling. When we moved in, 4 different chest of drawers were broken and smashed, and several dining room chairs were snapped completely in half, or held together with only 2 instead of 4 screws. The coffee table had a hole in it and the sofa had collapsed on one side. Several of these things we saw during our viewing 6 weeks prior

to move in. We were told they would be addressed. Some of these have still not been addressed more than a year later.



Health risks -

Seriously now, there are 236 assorted kitchen items under the kitchen sink. I conducted a full inventory of these when we moved in, as did the independent inventory company shortly thereafter, and we both found several of these items to be dirty (old food/new mold). To have this sat in a cupboard for over a year, after having been told we cannot dispose of it, is a joke, and a borderline biohazard.







| | | |
|----|--|---|
| 89 | 1 x set of 3 coffee, sugar and tea blue container with lid 1 x Cafetiere coffee pot 1 x cut glass milk jug 1 x white electric kettle and base 1x pressure cooker 1x pair of salt & pepper shakers 1x grill pan handle 1x wooden fork 1x glass chopping board 1x cheese grater 1x plastic colander 4x chopping board -assorted 1x oven glove 3x cake tin 4x baking tray 1x sieve 3x serving dish 20x cooking utensil – assorted 1x grill pan 3x frying pan' 1x wok 1x tea pot 3x shot glass 2x wine glass 8x brandy glass 4x whiskey glass 4x glass tumbler 19x bowl – assorted 16x side plate -assorted 19x dinner plate – assorted 13x mug – assorted 10x sauce pan - assorted 12x sauce pan lid – assorted 1x knife block & 9 knives 4x place mat 3x breadknife 1x bottle opener Assorted cutlery | 2 lid badly damaged and repaired, chips to 2 NUM IGC NT NT NUM NUM handle broken IGC IGC, rust marks NUM, worn NUM, knife marks NUM, worn NUM NUM NUM NUM IGC NUM NUM NUM IGC IGC IGC IGC IGC 1 broken IGC, 2 chipped, several dirty NUM NUM NUM IGC IGC IGC NUM, worn NUM NUM NUM |
|----|--|---|

Closing remarks -

If you can lease a property without cleaning it, with broken furniture throughout, with unsafe dangling live light fixtures; with a washing machine brimming with water, and festering bowls in the kitchen cupboards, then you can lease the apartment in the state we left it in without any hassle at all. You don't need to incur any cost to clean the property again, to a higher standard than the already high standard with which we cleaned the property to.

This isn't supposed to be a rant about the state of the apartment, but a compilation of evidence to show that our deposit monies should be returned in full, because the apartment is infinitely more desirable and cleaner now than it was this time last year. We would appreciate a full response to this by Tuesday 27th August 2019 at the latest, to show that you have taken on board the evidence enclosed.

**Regards,
Sam Hignett and Eleanor Crook**