

**COMPLAINT HARTLEPOOL BRANCH**

2 messages

Sharon Richardson &lt;Sharon.Richardson@mannersandharrison.co.uk&gt;

19 July 2023 at 12:46

Dear Mr Roberts

Thank you for your email to our compliance department on the 12<sup>th</sup> July 2023 regarding the Hartlepool Branch.

I have looked at your letter and the contents within and spoken to the Hartlepool Branch and reviewed the notes on file, I am now able to comment on your complaint.

Firstly can I just say how disappointed I am that you feel you haven't been given the right level of service from the Hartlepool Branch.

All of our notes and calls are monitored dated and timed. I can see from the initial offer on the property on the offer form you said to Brooke that you wanted searches and a survey carrying out which Brooke sent a referral to our survey department, which you confirmed in an email to Brooke on the 24<sup>th</sup> May. It isn't up to us as estate agents to quantify whether you want searches or surveys, you would need to seek legal advice. however we would always recommended that to you to protect you as would any solicitor.

You signed the home conveyancing instruction form on the 22<sup>nd</sup> May, it states on the search pledge form that..

*In the event that your purchase falls through before exchange of contracts, for one of the following reasons:-*

*You have an adverse mortgage valuation. Of more than 5% of the property price*

*Your seller withdraws from the sale, unless there has been unreasonable conduct or delay on your part*

*Your seller accepts an offer on the property from another party*

*And if you then complete a subsequent purchase of another property, within six months of using Sequence Home Conveyancing, then Sequence will refund the cost of the further set of Property searches, if ordered on your subsequent purchase, up to a maximum of £350 (including VAT)*

*To obtain your refund, please write to Sequence Home Conveyancing (SHC) Cumbria House, 16-20 Hockcliffe Street, Leighton Buzzard, Bedfordshire, LU71GN, enclosing (1) Financial Statement (as supplied by your property lawyer), confirming the additional search costs incurred on your subsequent purchase (2) copy letter from your property lawyer, confirming completion and (3) your new address. Sequence will send a cheque within 28 days.*

I hope this clarifies things for you.

I apologise that you have felt the need to write to me formally, if you are not happy with my response then I would refer you to:-  
Connells Group Residential Department, Cumbria House, 16-20 Hockcliffe Street, Leighton Buzzard, Bedfordshire, LU7 1GN.

Yours Sincerely

Sharon Richardson

Area Manager

MANNERS AND HARRISON ESTATE AGENTS

Shrewsbury House

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Hartlepool

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