

The Property Ombudsman
Milford House
43 – 55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Reeds Rains
Reeds Rains Customer Relations
Department
Newcastle House
Albany Court
Newcastle Business Park
Newcastle upon Tyne
NE4 7YB

www.reedsrains.co.uk

25 October 2018

Our Reference: XXXXX
Your Reference: XXXXX

Dear Sirs,

Re: Mr G Jones

We have received a copy of the TPO complaints form from your Office outlining the complaint made by Mr Jones.

Property History

- 21/01/16 Estate Agency Agreement signed
- 27/01/17 Offer from Mr & Mrs B
- 13/02/17 Offer from Mrs H
- 14/06/17 Offer from Ms Harrison & Mr Jones
- 31/08/17 Exchange of contracts

Our Investigation

The investigation in to Mr Jones's complaint was as follows:

- 22/06/18 Complaint received at branch & acknowledged
- 17/07/18 Response issued
- 10/08/18 Final Viewpoint issued

Summary of Individual Complaints

Mr Jones stated that he was not told about the planned development in the field adjoining the property.

As almost a year had elapsed between Mr Jones' purchase of the property and his complaint, our staff have not been able to recall what they stated to him regarding the future of the site. Mr Jones has, perhaps unsurprisingly, not provided any evidence to support his claim.

We would, however, like to draw your attention to two items included with our submission. Firstly, we have provided the viewing feedback received from all viewers. This includes comments made by others relating to the planning permission granted for future building. As these persons gave home addresses more than 10 miles from the property, it is not likely that they would have had local knowledge of their own.

The second item with our submission relates searches undertaken by a solicitor for another property on the site. This includes a full plan search for any planned local developments. There is an expectation that solicitors will conduct such appropriate searches when buying next to open fields.

If I can be of any further assistance, please do not hesitate to contact me.

Yours faithfully



Jacqueline Wilce
Customer Relations Manager
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