

20/06/2018

I would like to make a complaint against Reeds Rains [branch redacted] concerning [address redacted] for the following reasons:

- As we have recently discovered, outline planning permission for up to 150 homes was granted on the field directly behind our property in August 2015 under reference [reference # redacted].
- We first viewed the property in early June 2017 and exchanged in August 2017 – almost two years after this planning was granted – but not at any stage of this process were we informed of it. The only reference made to the field was by the gentleman who showed us around the property who verbally informed us that it featured public access and was where locals went to walk their dogs.
- Under guidelines introduced by the Office of Fair Trading in 2013, any planning permission or proposals for development or construction nearby **must** be revealed to prospective purchasers at the earliest opportunity by the estate agent.
- Reeds Rains failed in its obligations to disclose such information which resulted in my wife and I purchasing a property that we would not have purchased had we been in rightful possession the facts.
- Construction work for these homes started earlier this month.
- Living next to a construction site for the next few years is going to cause significant disruption and inconvenience and will seriously impact on our quiet enjoyment of the property.
- During and after the construction, the property will no longer back onto a picturesque field and the views that were once enjoyed from the rear will have vanished. We believe this will have a negative impact on the value of the property.

See below links to supporting evidence to support my claims:

- 1) [link redacted]: an appeal decision from the Planning Inspectorate, granting outline planning permission for up to 150 homes on the field directly behind our property.
- 2) [link redacted]: the latest version of the approved plans for the development.

I would like Reeds Rain to agree for an independent valuation of our property to take place under two different scenarios:

- a) to value the property against the field being used only by locals to walk their dogs, as was the usage that was presented to us by Reeds Rains; and
- b) to value the property against the field being occupied by up to 150 homes, as is the usage in reality.

I would then like Reeds Rains to transfer to us 100% of any difference plus suitable compensation for the disruption, inconvenience and loss of peaceful enjoyment of the property.

Please acknowledge receipt of my letter within 3 working days and provide me with the written response to your investigations within 15 working days in accordance with The Property Ombudman's Code of Practice.

Yours sincerely

Gareth Jones