

06/03/2019 1:29pm

Dear Ms Hopkins

Thank you for getting in touch. As you saw, I had simply guessed what Mr Blake's email address might have been having found his profile on LinkedIn, and the fact that I did not receive an auto-responder informing me that the address was invalid was encouraging but I still had no idea whether it would actually get through.

As you have probably seen from the link I included in the original email, most of the details are included but I have removed key information so as to avoid mischievous readers from causing additional problems for us both.

The address in question is XXXX XXXX XXXX, XXXX XXXX, XXXX, XXXX. The reference with LSL Property Services is XXXX.

You should see from your records that the Property Ombudsman found in our favour regarding the complaint, but awarded compensation of just £500 because we hadn't provided a surveyor's report. The problem with this is that it is the Ombudsman itself who specifically advised us not to obtain a surveyor's report at the beginning of the process, so ultimately they have penalised us for doing exactly as they advised which I consider to be a clear example of bias towards a member and deliberate sabotage of our dispute. I already have a lot of interest on this case specifically from Which, and although I had intended to post the details online over the weekend my daughter fell ill causing a delay to the process.

So on top of potentially taking Reeds Rains to court, I am also taking on the Property Ombudsman with the Ombudsman Association with the intention of having it expelled from the Association for blatant violations of its criteria and thus no longer being allowed to call itself an Ombudsman.

Of course, both of these cases are unwelcome and something I would very much rather not to have to be spending my time on, but that is the current situation I find myself in. If you are at all able to remedy this situation in the fair and just manner in which we have been requesting since July last year, then that would be appreciated.

I'm available on XXXX XXXX if you would like to talk about this over the phone.

Regards