

**11/03/2019 10:51am**

Dear Mr Beastall

Thank you for the update.

News that you are liaising with the Property Ombudsman doesn't particularly fill me with much confidence as they have revealed themselves to be well and truly biased when attempting to sabotage our case by advising us not to obtain a surveyor report and then citing a lack of such a report as a reason to minimise damages. I'm in the process of reporting them to the Ombudsman Association for this, as well as sharing documents with Which and our MP to expose them for their behaviour.

They seem to be an extension of Reeds Rains in this case rather than an impartial and unbiased mediator, which I suppose is just part of the service you get for your annual membership fee. Little wonder that 60% of respondents to the Money Saving Expert review on Ombudsmen found the Property Ombudsman in particular to be biased in favour of their members (as opposed to unbiased or biased in favour of the customer).

It almost seems inevitable at this point therefore that the case will be going to court, but ever the optimist I will await the results of your joint correspondence just in case there's a surprise in there., in the hope that Reeds Rains is more interested in doing the right thing than the Ombudsman was.

Regards