

19/03/2019 7:14pm

Dear Mr Beastall

Given the positive manner in which you resumed responsibility for investigating this case, it seems a little strange to have not heard anything from you for over a week now despite having shared with you the information that was provided by the Property Ombudsman.

As I said last week, the Ombudsman has indeed been in touch with us but only to state that they are closing their file and that we are now free to pursue the matter through the courts should we so choose. This would not seem to be the response that you were referring to in your email.

Having heard nothing since that correspondence, I am unsure whether to conclude that you have simply not found time to respond due to a busy schedule, or that you are intentionally ignoring me.

If it is the former, could you please let me know? I'm happy to wait for a response if I know one is coming so simply letting me know that you aim to respond more fully when you have sufficient time would be appreciated.

If it is the latter however... well, in that case then it would seem prudent to set some kind of timeframe for when I must conclude that I am not going to hear from you again so as not to be left waiting for a response that is never going to arrive. So let's say close of play on Friday. If I haven't received anything by then, I'll assume that I'm not going to and that Reeds Rains' position remains unchanged from the last letter that we received from LSL Property Services back in August of last year.

Regards