

TIME LINE OF EVENTS

25th September 2017

Keys were picked up by the tenant from the office before viewing the flat (the flat was previously viewed by a family friend in Cardiff while tenant was in another country). All parties were under the understanding that the flat would be professionally cleaned as the previous tenant or landlord left the flat unclean and in bad shape (see pictures that were shared with the estate agent on the 25th of September)

Pictures

25th September 2017

The tenant sent an Email regarding the state of the flat with photos attached. They called to inform tenant that an appointment with a cleaning company has been booked (no specified date given)

"From: [Tenant, <xxxx.xxxx@gmail.com>](mailto:xxxx.xxxx@gmail.com)
Date: *Mon, Sep 25, 2017 at 8:43 PM*
Subject: *Unfortunately!*
To: *Lead negotiator <xxxx.xxxx@belvoir.co.uk>*

When we entered the apartment everything was dusty and not clean , and there is food left in the microwave and the drawers (you can see it in the picture) and the trash not empty and there is dish lifts in the sink and in the dish washer

Also the bathrooms not cleaned there is hair left in sink

For the bedrooms and the living room the carpets is dirty and has Signs of burning cigarettes and the bedsheets not clean

The pictures will tell you the rest

Please I need someone one to clean it , i should take from you cleaned and everything arranged

Waiting for your response

Thank you."

No Email Response from Belvoir Lettings

26th September 2017

The tenant called the estate agent to list items that need repairing and the tenant was asked to list them in an email

"From: <Tenant, xxxx.xxxx@gmail.com>
Date: Tue, Sep 26, 2017 at 3:22 PM
Subject: Things Needs To be Fixed
To: Lead Negotiator <xxxx.xxxx@belvoir.co.uk>

Here is the broken things that i told you about through out the phone call

- 1 In the kitchen above the oven*
 - 2 In the first and third drawer*
 - 3 in the shower*
 - 4 in the wall of the second bed room*
 - 5 in the master bed room the shelves isn't properly fit*
- Thank you"*

No Email Response from Belvoir Lettings

26th September 2017

Email sent regarding one of the key copies not working and the lack of fobs

"From: Tenant <xxxx.xxxx@gmail.com>
Date: Tue, Sep 26, 2017 at 3:31 PM
Subject: About Fobs
To: Lead negotiator <xxxx.xxxx@belvoir.co.uk>

*I forget to tell you that the flat keys only one of it is working the other is not
and the concierge told me that i have to get FOBS from you
thank you"*

No Email Response from Belvoir Lettings

28th September 2017

After not receiving a reply regarding a date that the items might be fixed at, the tenant visited the estate agent and spoke to the lead negotiator's colleague as the lead negotiator was not available. The colleague confirmed that she has seen the email and confirmed that the handyman appointment is booked for the 1st of October.

1st October 2017

The handyman arrived and managed to fix most items on the list apart from the fire alarm (which was fixed 2 days later) and the dishwasher, which the handyman said needed a specialised worker to fix it. He said that he would update all of the items including the dishwasher in a report to the estate agent.

2nd October 2017

Email was sent regarding further assistance needed with the dishwasher after the handyman recommended a specialised worker to take a look at it

From: Tenant <xxxx.xxxx@gmail.com>
Date: Mon, Oct 2, 2017 at 11:20 PM
Subject: Fwd:
To: Lead negotiator <xxxx xxxx@belvoir.co.uk>

Good evening ,

today the maintenance man came and fix the things that I reported to you in the last few days but the fire alarm still broken and he told me that it needs to be change + the Dish washer also still not working according to him needs qualified person to fix it , you should put this in your record that i took the flat with dish washer not working

in the attachments you can see in the entrance there peeling off the walls between the bathroom and the reception door , i'm sending this picture because i didn't see it the CD that you provide it with the contract.

From my point of view and according to the flat condition when we receive + we don't have fobs until now and the mail post key is lost

you should re-consider the terms of renting the flat with this amount (1100 Pound) it doesn't worth it .

Thank you

No Email Response from Belvoir Lettings

4th October 2017

The handyman fixed the fire alarm. Another email was sent regarding the dishwasher, keys and fobs

From: <[Tenant](#)>
Date: Wed, Oct 4, 2017 at 11:33 PM
Subject:
To: xxxx xxxx <cardiff@belvoir.co.uk>

Good evening
I have sent an email about my 127 flat in altolusso (maintenance has fix everything except for the dish washer still not working and he removed the rugs out of the flat)
but i didn't get any responce yet
And i still don't have any fobs or keys for my post mail !!!
I need those keys as soon as possible please
Thank you

No Email Response from Belvoir Lettings

6th October 2017

Tenant visited the agency. Lead negotiator said that he was only free to talk for 5 minutes before he needs to leave. The tenant asked if he had received her emails, he said yes and that he received the report from the handyman about the dishwasher and that he contacted a company to fix it (Neither the company or a date were specified).

The tenant then asked again about the keys and fobs. Lead negotiator said that the fobs are with the building concierge and that he left them with the Building manager, the lead negotiator then said that he will contact the landlord regarding the mailbox keys and if the landlord doesn't reply, then the agency will change the mailbox key. The lead negotiator then wrote and sent the email in front of the tenant. (the landlord was not contacted when the email regarding the mailbox keys was received on the 4th of October but only after the tenant's visit).

The tenant explained to the Lead negotiator that she had asked the concierge about the fobs and the concierge told her that she must get them from the estate agent. The lead negotiator then called the tenant's building concierge. The tenant couldn't follow the short conversation but was told that the fobs will be at the concierge in the afternoon for her to pick up. When the tenant reached the building the concierge told her that they didn't have the fobs, and that they won't be able to help her. She suggested that the tenant emails the building manager to inform them about the issue. The building manager then emailed the estate agent but did not receive a reply either.

10th October 2017

The tenant called the estate agency regarding the misspelling of the tenant's father's name on her contract. the estate agency asked her to send an email with the issue and that they will respond with an email regarding an appointment for the tenant to visit the office and sign the new contract with the correct spelling

From: [Tenant \[mailto:xxxx.xxxx@gmail.com\]](mailto:xxxx.xxxx@gmail.com)

Sent: 10 October 2017 11:01

To: Lead Negotiator @ Belvoir!

Subject: Correcting my name please

*You had to correct my name in the tenancy agreement before Friday 9 a.m. to **xxxx xxxx** as in my passport and BRB because they didn't accept my tenancy agreement in the bank today , my name is different from my BRB and passport And you can find in the attachment my BRB and passport copy.*

So please correct it for me and give me an appointment so i can come and signed in your office .

Thank you

11th October 2017

The only response from Belvoir! was when requesting additional Fees.

From: Belvoir! <xxxx.xxxx@belvoir.co.uk>

Date: 11 October 2017 at 09:39:15 GMT+1

To: "Tenant" <xxxx.xxxx@gmail.com>

Subject: RE: Correcting my name please

Good morning **xxxx xxxx**

I have an appointment for tomorrow at 5pm if you are available to come in and sign at that time.

Please note for any requested contract amendments there is a fee of £60 this is due prior to us releasing a copy. The contract will be drafted and we will receive this tomorrow so I will be able to sign with you at 5pm Thursday.

Best regards,

xxxx xxxx

xxxx xxxx

Property Consultant

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178 Whitchurch Road, Cardiff, CF14 3NB

11th October 2017

The tenant emailed Belvoir! to try to understand the reason behind the additional fees

From: Tenant [mailto: xxxx.xxxx@gmail.com]

Sent: 11 October 2017 19:12

To: Belvoir!

Subject:

Good evening **xxxx xxxx**,

Sure, I can pop down to the office once again... but before doing so I need to ask, why are you charging me £60 for a mistake made Belvoir Lettings?

Can you please respond in this email as to why a £60 charge applies to changing the incorrect spelling of my name in the contract, when I supplied Belvoir with the correct spelling (Proof of my Identity)

I look forward to your reply.

12th October 2017

Belvoir! replied the next day

From: Lead negotiator < xxxx xxxx@belvoir.co.uk >

Date: 12 October 2017 at 10:00:19 GMT+1

To: "Tenant" < xxxx.xxxx@gmail.com >

Subject: RE:

Good morning **xxxx xxxx**,

You did explain on the telephone that your name is spelt in two ways, you were issued a copy of your AST prior to moving in. You advised of the mistake in your name in the email I have attached.

Had you advised prior to check in Belvoir had made an error it would have been amended but you did not report a mistake with the spelling of your name other than the typo made.

We are now required to draft a new AST and execute this, therefore there is a charge of £60.

Best regards,

xxxx xxxx

xxxx xxxx

Property Consultant

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178 Whitchurch Road, Cardiff, CF14 3NB

12th October 2017

After reviewing the contract, the tenant was not convinced by the additional fees.
She sent another email

From: Tenant, xxxx xxxx @gmail.com
Date: 12 October 2017 at 10:43:39 GMT+1
To: Lead negotiator <xxxx xxxx @belvoir.co.uk>
Subject: Re:

Correct, my name is spelt in two ways but the contract neither states any of these names. an admin error due to Belvoir and not myself.

Issuing a contract takes 5 minutes at most and again I cant see how Belvior can justify this £60 charge

12th October 2017

Belvoir! then replied with another email

From: Lead tenant <xxxx.xxxx@belvoir.co.uk>
Date: 12 October 2017 at 11:26:46 GMT+1
To: " Tenant" <xxxx.xxxx@gmail.com>
Subject: RE: Re:

Tenant,

Unfortunately it is not a five minute job to draft an AST, we cannot amend the AST which was signed as it is an un-editable format written by our legal team at central office so has to be re-written.

If it is not included on the original AST, then this should have been requested at the time. You are given the opportunity to read through the AST prior to signing, advising of any amendments, you did not request this to be added. It has been requested because the bank require this, which is therefore a contract amendment at your request.

Until an agreement has been reached regarding this I will advise our legal team to stop drafting the AST until further notice.

Regards,

xxxx xxxx

xxxx xxxx
Property Consultant

*T: 02920 623860 E: cardiff@belvoir.co.uk W: www.belvoir.co.uk/cardiff
178 Whitchurch Road, Cardiff, CF14 3NB*

12th October 2017

As the tenant can't attain the basic necessity of a bank and feels Belvoir! are exploiting this position of power she conceded defeat.

From: [Tenant, xxxx.xxxx@gmail.com](mailto:xxxx.xxxx@gmail.com)

Date: 12 October 2017 at 12:52:53 GMT+1

To: Lead negotiator <xxxx.xxxx@belvoir.co.uk>

Subject: Re: RE: Re:

Xxxx xxxx,

To put simply, Belvoir has made an admin error. They have spelt my name incorrectly when I supplied my ID which stated the correct name on it.

Further to reviewing the contract; Belvoir have made a second admin error. The postcode stated on the contract is CF10 2FH when in fact it should read CF10 2FG.

This again demonstrates admin errors on behalf of Belvoir which I am being asked to pay for.

I need the correct postcode and name on the contract to be able to setup a bank account. As Belvoir are aware. I cannot setup any services or provide for my family fully without one.

Throughout this whole process, beginning from day one, dealing with Belvoir has been extremely difficult. The flat was in a state of disrepair (and still is), we have no fobs to access the building and I cannot access my mailbox for official documents/letters.

Belvoir has put an International student who is 7 months pregnant also with a young child in an impossible situation.

Stuck between a rock and a hard place, I have no choice but to pay £60.00 in order to get on with life and hope for the best that the other outstanding issues will somehow be resolved.

I will be down to your offices later this afternoon to make payment.

12th October 2017

Belvoir! Replies

From: Lead negotiator <xxxx.xxxx@belvoir.co.uk>

Date: 12 October 2017 at 13:49:35 GMT+1

To: "Tenant" <xxxx.xxxx@gmail.com>

Subject: RE: RE: Re:

Xxxx xxxx,

I have today resolved the issue with the fob and the manager himself will be issuing you with One fob, I have emailed him to confirm that once the fob is issued my complaint will be resolved. I have also emailed the landlord again to find out where the key is.

If you run a post code checker on Altolusso, CF10 2FH and 2FG are both Altolusso postcodes. This is the postcode the owner issued us on his terms of business. I can again ask for this to be changed but both are correct postcodes for the building. If you type this on google it also shows the same.

We were never advised that you were bringing your family nor that you were pregnant, we only found out your family were moving in on the day you arrived at the office and am only now aware you are pregnant. My property manager Julie, has been trying to resolve all the issues raised when you moved in and the majority have been dealt with. The remaining items are being dealt with.

Are you able to attend around 4pm 4:30pm? I have time available to complete the contract with you then.

Regards,

xxxx xxxx

xxxx xxxx

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12th October 2017

Tenant replies

From: [Tenant, xxxx.xxxx@gmail.com](mailto:xxxx.xxxx@gmail.com)
Date: 12 October 2017 at 15:56:53 GMT+1
To: Lead negotiator <xxxx.xxxx@belvoir.co.uk>
Subject: Re: RE: Re:

Xxxx xxx,

Thank you for the update as this is the first I hear back from Belvoir on any of the repairs, FOBs or post keys.

A few points to respond from the last email:

- One FOB will not suffice as my husband will be with me on occasions looking after the kids while I am at university
- When checking the property on the land registry the postcode on the tenancy agreement "CF10 2FH" does not pull up the flat only "CF10 2FG" does. As the Belvoir contract is drafted by "legal experts" I find this shocking that you Belvoir on google maps to draw up these contracts and not Titles from HM Land Registry.
- How would have Belvoir acted differently had they known I was carrying and with a young child? Would Belvoir have refused to let me move into a flat with broken fire detector and what resembled squalor? I do not see how this argument holds up