

Our Ref: MK/Com/PS

8<sup>th</sup> January 2014

██████████  
██████████ Road  
Sheffield  
S5 ██████████

**Keepmoat**  
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Dear ██████████

**Re: Plot 42, Brearly Forge, Falstaff**

I am in receipt of your e-mail of 17 December 2013 which has been passed to me by my colleague Vanessa Burling.

I note that you have raised numerous queries and concerns regarding your proposed purchase of Plot 42 at our Brearley Forge development in Sheffield to which you have asked for a response.

I understand that you initially reserved Plot 42 with a view to selling your own property by way of Keepmoat's Easy Key Scheme on 24 May 2013. I am informed that you were unable to proceed with the purchase due to the sale of your own property being unable to proceed and so the Solicitors, who were acting for you in relation to the proposed purchase were notified, firstly of our decision to extend the deadline date for exchange of contracts and when that date was not met, they were notified on 31 October 2013 of our decision to re-market the property.

It is Keepmoat policy to keep a copy of the Consumer Code in each of our marketing suites. If you have any particular issue with regard to why you were not given a personal copy of his Code, then I would be happy to receive your feedback.

With regard to expenses, I understand that payment has already been issued to you by our Solicitors for re-imburement of your reservation fee and the expenses you advised you incurred in relation to the Easy Key Scheme. I am advised that this cheque has now been cashed. I am also advised that you have provided documentation regarding the mortgage application fee. Again, I am happy to honour this agreement to reimburse this expense but before I can do so, you will need to provide confirmation that the fee of £315 has been paid. A receipt or written confirmation from your lender will suffice. In order to conclude the issue of expenses, please also arrange for a copy of Wilford Smith's invoice to be sent to me and I will arrange for payment to be issued.

Keepmoat does have a complaints procedure. All complaints or grievances are investigated and escalated through our management structure, hence why I have been asked to respond to the e-mail you sent to Vanessa Burling.

As a matter of policy and procedure every purchaser of a Keepmoat home is required to complete and sign off the technical drawing and sales specifications relating to the property they are purchasing prior to exchange of contracts.