

Your request for a solar tube was made to our Sales Team. Unfortunately, due to the stage in the build of the property, as the Regional Managing Director I was unable to agree your request and our Sales Team had no option but to relay this decision to you. I am sorry if you feel that you were given assurances by our Sales Team but I am confident that no discourtesy was intended and I advised that alternative suggestions for a solution to the issue were put to you which included the option of LED recessed lighting being installed in agreed areas at no cost to you. Additionally I understand that you were given the option to transfer your reservation to a different plot on our development in order that we could provide you with a property with the original window location – this was declined.

I am advised that our Solicitors regularly contacted your Solicitors throughout your reservation period. If any information was not passed onto you by your Solicitors, you will need to take this up with them. Keepmoat has a policy of communicating with all parties involved in the transaction, especially where a customer is using the Easy Key Scheme as we feel that this promotes transparency as to the status of the sale. If information was passed to you by Your Move which you feel should have come from Keepmoat staff, again I offer my apology and assurance that no discourtesy was intended.

Our Solicitors have already confirmed that the delay in refunding your reservation fee was an oversight and as such I can offer no further explanation on this point, save to offer apology and full reimbursement.

With regard to your outstanding expenses, as stated above, if you provide the information which has been requested by our Solicitors, I will arrange for you to be reimbursed by Keepmoat, as soon as possible. As you were not in a position to proceed with your purchase of the property, Keepmoat cannot accept any claim for compensation except for documented out of pocket expenses, which we will reimburse in full.

I consider that Keepmoat have met its obligations to you in accordance with the Code of Conduct for Home Builders. During your reservation period, your contract deadline was extended by 5 weeks and you were given fair and reasonable notice of the need to complete the sale. This matter has not been referred for dispute resolution under the Code as we have taken steps to redress your issues and have offered to reimburse you to the same level as would be expected under the Code.

Finally, from our point of view it is always disappointing when reservations cannot be completed with customers keen to purchase a Keepmoat home but we often have very difficult commercial pressures as a business to consider and sometimes decisions have to be made which don't find favour with everyone.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Mark Knight', written over a thin horizontal line.

Mark Knight
Regional Managing Director