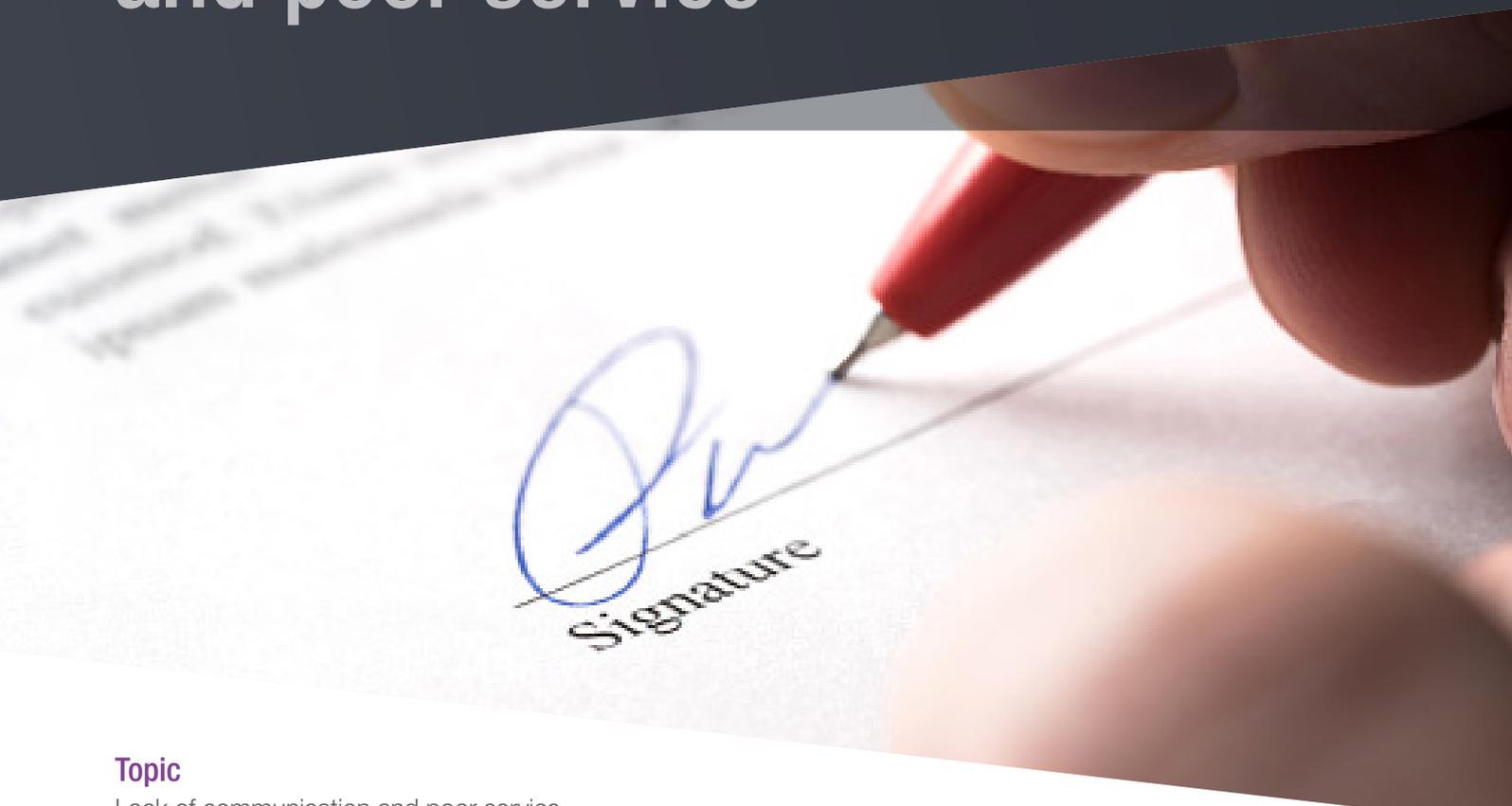


## Case Study

# Lack of communication and poor service



### Topic

Lack of communication and poor service

### Resolution requested

Compensation for the loss of income due to poor service

### Awards

£150 plus apology

### Resolved by

Early resolution

### Resolved by

#### The complainant said:

- she used the agent to rent out her property as she wanted good tenants and was not familiar with the rental market. She was not happy with the monthly rent figure the agent suggested, which seemed too low for the area and the property, so she asked them to negotiate with the tenants. Since this did not happen, she was stuck with a lower than average monthly rent. A few months later, the agent accidentally cancelled the direct debit, so she did not receive the rental payments
- the communication from the agent was so slow and poor, that she ended up having to go straight to the tenants, who ended up paying her directly
- when the tenancy was due for renewal, the agent was asked to negotiate a rent increase with the tenants. This was not done and the rent in the new contract signed by the tenants was unchanged

### The agent responded, saying:

- they had apologised and admitted that they had not handled this as they should have done
- they were happy to offer another apology and compensation to the landlord

### Key evidence

Tenancy and management agreement, full email correspondence between the agent and complainant and from the complainant to the tenants.

### What was decided and why?

The case assessor made the following recommendations:

1. That the agent issue a constructive apology to the landlord for the stress and inconvenience
2. That the agent compensate the landlord with £150

Both parties accepted this resolution

### How can you avoid this happening in future?

- ✓ Make sure you give accurate information to landlords about the rental income
- ✓ Take care to act on your landlord client's instructions promptly, as it is reasonably practical to do so
- ✓ Make sure communication to tenants and landlords is clear and prompt at all times

## Contact Us

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