

Dear sir / madam,

We sincerely appreciate you providing us with a place to stay when we really needed it.

We love the spaciousness of the rooms but if we are paying £500 pcm each we expect ...

First of all, to meet a clean apartment, which was not the case here. The shower area is moulded and that is a serious health hazard. It is indicative of the lack of ventilation and thus high humidity of the bathroom. The oven was quite dirty. The microwave was not only dirty, but it is rusted on the inside.

Secondly, being a basement apartment means it needs serious ventilation considerations, but this is missing in the apartment. The smoke extractor in the kitchen over the cooker is just noisy and does not pull out any air. The small extractor in the ceiling in the kitchen is dirty and clogged, thus less functional. We have to keep the main door open while cooking and long after cooking.

The humidity in the apartment is too high and a dehumidifier is needed. The one that is under the stairs is not sufficient for the apartment as it needs emptying every day.

Considering the fact that we were renting a furnished apartment, there should be at least some usable furniture in the apartment. The washing machine and dryer are good, aside that every other furniture is good for the dumpster. No wardrobes in the rooms, tv stand and book shelves in others, dressers in some and not in others...

There is no service history of the macerators in the apartment, even though it is a central part of the apartment as everything sanitation depends on it.

The list can go on and on. Following to the response we are getting from HJM Homes, we will get in contact with the department of health and safety (HHSRS) at the local council to carry out and inspection.

Kind Regards,

Your tenants in Flat 7, Hampshire terrace.

Macerator cleaning and descaling

<https://dirtbusters.co.uk/blogs/news/how-to-clean-descale-saniflo-macerator>

<https://www.saniflo.co.uk/cms/3/faqs>