

## Voc. and Writing Ex. – Letter (Complaining)

You are a student at an English language school in Manchester and are living in private accommodation with two other flatmates. You have not had hot water or heating for some time. The landlord's workmen have tried to fix the problem but without success.

Write a letter to the landlord. In your letter: (1) *state your reason for writing*, (2) *describe the problems and explain how you feel*, and (3) *propose a solution and risk the landlord to take action*.

**Write at least 150 words.** \*For this exercise ONLY, choose the most appropriate answer to complete the letter.

### Letter Model

Dear Mr. Trump,

I am one of the \_\_\_\_\_ at your property in Upper Lewes Road, and am writing to \_\_\_\_\_ the fact that we do not have any hot water or heating in our house.

As you know, we \_\_\_\_\_ in this house since September and have always paid our rent on time. However, we have had no hot water for \_\_\_\_\_ two weeks. This is making our lives very difficult, especially as it is now the middle of winter. Last week you said you would send a \_\_\_\_\_ to our house within 3 days, but no one came. After calling many times, a plumber eventually arrived at the house 5 days later. Unfortunately, he said he \_\_\_\_\_ the problem because the \_\_\_\_\_ was too old! We are now \_\_\_\_\_ unhappy about this solution.

We are prepared to continue \_\_\_\_\_ your house but please arrange for \_\_\_\_\_ to be made. We also request a 40% \_\_\_\_\_ on our rent for the period we have been without any hot water or heating.

We look forward to \_\_\_\_\_.

Angelica Baron

(+ 188 written words)

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