

31-33 Centre Way, Locks Heath, Southampton, SO31 6DX  
Tel 01489 583838, Fax 01489 584445

AgencyPro Ref: 1116-100323-Denton

4<sup>th</sup> November 2010

Mr Denton  
[REDACTED]  
[REDACTED]  
Stanway  
Colchester  
Essex  
[REDACTED]

Dear Mr Denton,

Following your letter dated 25<sup>th</sup> October 2010, I can confirm I have now had an opportunity to thoroughly investigate this matter, taken the appropriate written statements and would respond as follows.

Mr [REDACTED] requested specifically that he wished to purchase a property in Barn Croft Drive. After viewing 4 Barn Croft Drive he made it very clear to us that he required a quick sale as he wanted to let the property out to a friend. At the point of offer we made every effort to ascertain Mr [REDACTED] buying position and it was made clear to us that he was selling a business abroad and that he was waiting for funds to be cleared from that sale in order to purchase both properties in Barn Croft Drive. At one point Mr [REDACTED] when questioned about his ability to purchase, produced a paying in slip from the Natwest Bank for a substantial amount of money to reiterate his integrity to purchase.

Mr [REDACTED] felt that the matter was being delayed and requested that we approach yourself with a view of renting the property over a short period of time. He made it clear that this was a condition of the sale. Mr [REDACTED] asked us to type up on plain paper an agreement between both parties for him to take possession of the property. This was not a Carsons Letting Agreement and was totally nothing to do with Carsons Earley office. I have a signed written statement from Christian Wicks who categorically denies 'backing you into a corner and putting unnecessary pressure on you' to sign this document. What is evident is that Mr [REDACTED] is very good at convincing people to participate in what can only be described, in my opinion, as illegal dealings.

In January 2010 Alun Graham took over as the Branch Manager of the Earley office and it is clear from that point on an extensive amount of work was put in to try and convince you that this was an inappropriate transaction. I have documented evidence confirming that we felt that the police should have been informed and that we would support you in any way possible. I have a record on our file of a conversation that Mr Graham had with you requesting that we place the property back on the market, within half an hour. Mr [REDACTED] came into the office in an aggressive and threatening manner stating that both parties did

not wish to deal with the office as we were disrupting the sale. I have copious notes that show that we made every effort to contact you with no success over a period of months.

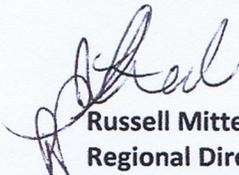
I have the deepest sympathy for your situation as it would appear that we have been dealing with, what can only be described as a very good and effective 'con artist'. I am sorry that you have had to endure these very unfortunate dealings over the past twelve months, however, as your 'Lettings Agreement' was not a formal document drawn up by our Lettings Department and verified by your legal representatives, this is totally outside of our control. If we can be of any help at all, by way of statements or access to our sales files, please feel free to contact me.

Your request for compensation, on the information I have at my disposal, has been declined, however I would point out that if you can produce a Lettings Agreement by Carson with us as the lettings agent, then I would be more than happy to reinvestigate the matter.

Once again, I offer you my deepest sympathies for what must be a terrible ordeal.

Should you remain dissatisfied with my response then you may further write to the Subsidiary Managing Director, Shaun Manzi, at the above address.

Yours sincerely



**Russell Mitten**  
**Regional Director**