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AgencyPro Ref: 1116-100323-Denton

16th November 2010

Mr Denton
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear Mr Denton

Thank you for your letter, dated 8th November 2010, the contents of which have been noted. I have reinvestigated the points that you have raised and would draw the following conclusions.

As previously stated, the rental agreement was between yourself and Mr [REDACTED] this was never typed on Carsons paper and indeed was not a Carsons letting agreement. It was your choice to sign the document and to authorise us to release keys to Mr [REDACTED] and what subsequently followed was completely outside of our control.

I can confirm that Christian Wicks has admitted to telephoning Mr [REDACTED] confirming that he needs to exchange contracts as he was getting pressure from colleagues at work. Mr [REDACTED] reiterated to Christian of his intention to continue to purchase 4 Barn Croft Drive.

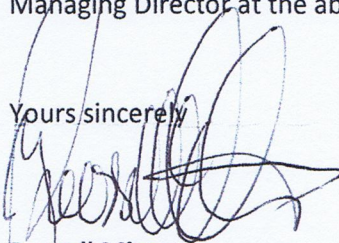
I truly believe that Mr [REDACTED] has manipulated this situation from start to finish and has blatantly misled on countless occasions. We were continuously putting pressure on him and on checking our notes this was almost on a daily basis, hence the reason he wished to cut out your selling agent. Having checked the file, I can see that Alun Graham has requested that the property be put back on the market on several occasions, in addition to requesting that the police get involved.

I have looked carefully at your comments that Christian was working for the buyer and on the written statements that I have received, this has been strongly denied. However, Christian has admitted to receiving a bottle of champagne from Mr [REDACTED], this is not something that we would encourage and will be dealt with internally.

Once again, can I pass on my deepest sympathies and should you produce any additional evidence that requires investigation then I will of course investigate.

As previously stated, should you dissatisfied then you may further write to Shaun Manzi,
Managing Director at the above address.

Yours sincerely



Russell Mitten
Regional Director
Countrywide Southern