



The Property Ombudsman

Beckett House, 4 Bridge Street, Salisbury, Wiltshire SP1 2LX

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Our Reference: 250/TPO/90551

Mr Denton
4 Barn Croft Drive
Lower Earley
Reading
Berkshire
RG6 3WE

26 October 2010

Dear Mr Denton

Thank you for your letter and enclosures dated 25 October 2010, received today. Once we have had the opportunity to look through your paperwork (although you should understand that this is not a formal review of your complaint at this stage) we will write to you again, which we aim to do within the next 15 working days.

In the meantime, you should be aware that the Ombudsman is not a regulator of the estate agency industry nor is he a consumer guardian. The Property Ombudsman provides a free, fair and independent service for dealing with unresolved disputes made against Member Agents.

We thank you in advance for your patience and will aim to contact you again within the timescale stated above.

Yours sincerely

Initial Enquiries Department

IE113c

