

Name:

PART 1

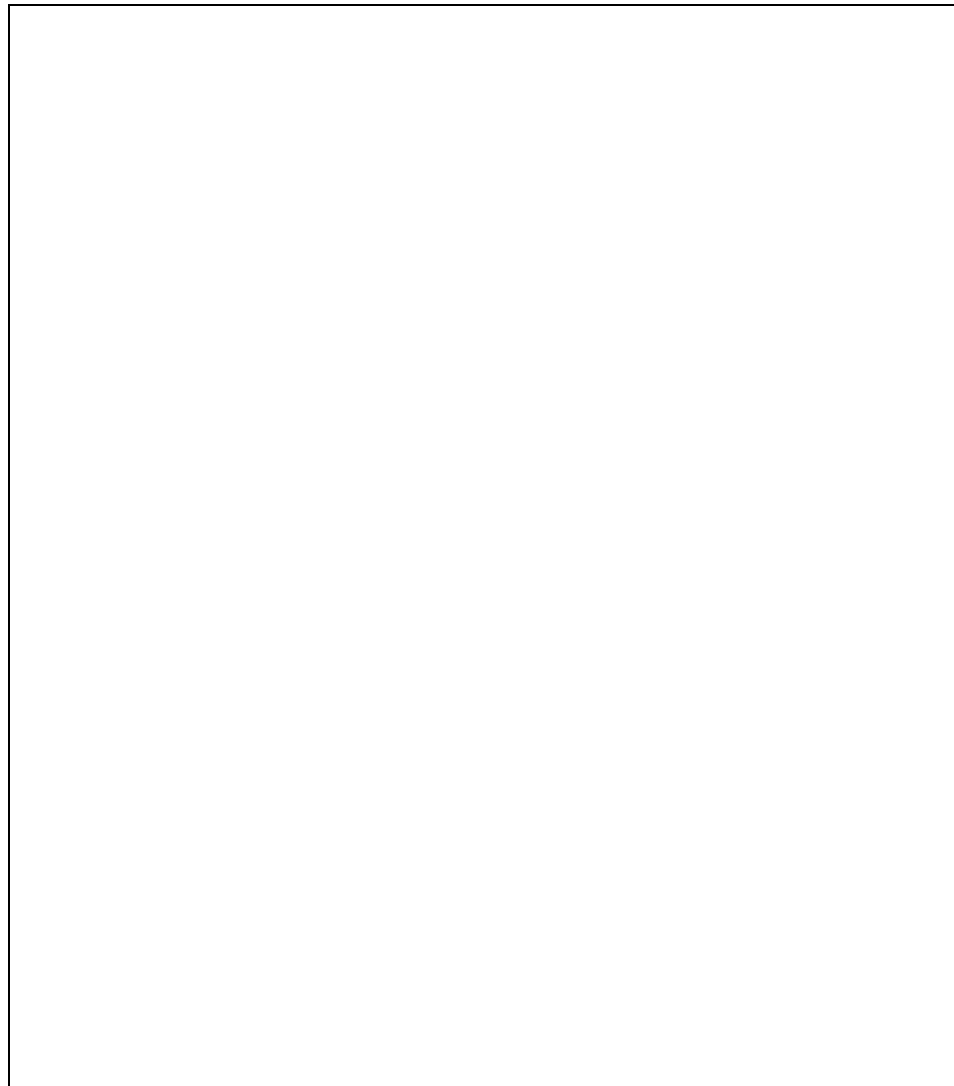
You have seen an advertisement for a house to let for a week at the seaside off-season. You are interested in it for April as you have 2 weeks' leave.

Holiday hse to let, reas. price Mar to May. All mod cons. Gdn.

You phone the newspaper to ask for information. They put you on to the owner, Mr Hoaks, tel. 01404 122830, 25 Pine Tree Avenue, Honiton.

You prefer to write rather than phone, to have something in writing, just in case...

So you write a letter to the owner to ask for more information about the house to let. In your letter, you write out a questionnaire for greater clarity. You hope that the owner will answer your questionnaire point by point.



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You receive an answer which has no bearing on your questionnaire. This is it:

25 Pine Tree Avenue

Honiton, Devon EX14

7 January 08

Dear Sir or Madam,

In reply to your letter, I can add the following information. The house, on 2 floors, has all the modern comforts you would expect in a holiday home. On the ground floor, there is a large sitting room with an old-fashioned fireplace, a large kitchen with all the necessary equipment, an electric cooker, a refrigerator, numerous cupboards, a bedroom overlooking the garden, a toilet and a shower room. The first floor has two bedrooms, a bathroom with bath, WC, and cupboards.

In addition to all the essentials, you will also find a microwave oven, a toaster and a television set.


The large garden around the house is ideal for outdoor eating, surrounded by mature trees and flowerbeds. The house is very peaceful. Shops and the beach are nearby.

The rent for 2 weeks off-season is very reasonable, as it does not exceed 800 €, not including gas and electricity costs, of course, as is customary.

As the house is very much in demand in spring, I would appreciate your paying a deposit of half the rent in order to reserve it.

Please would you inform me of your decision as soon as possible.

Yours faithfully,



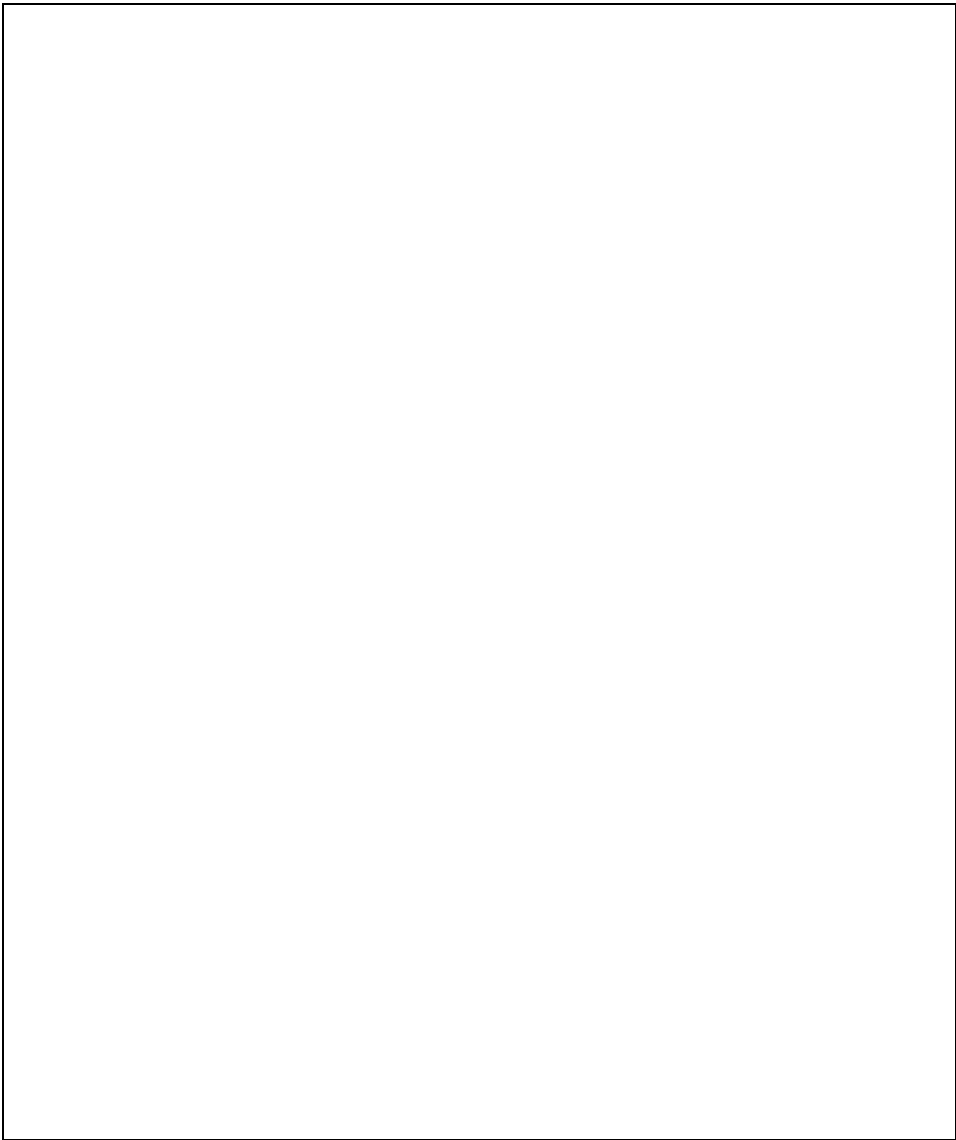
Arthur Hoaks

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PART 2

From what you read in the letter, the house seems to correspond to your expectations. You reserve it by sending a letter and the requested deposit. Write the letter to reserve the house.



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PART 3

You arrive at the house on 3 April and you see immediately that nothing corresponds to what was advertised. The house is dirty and in disrepair, many essentials are missing and some appliances do not work. You would like to be refunded for the deposit or re-housed elsewhere. You phone the number that the newspaper gave you and you get a secretary on the other end. She says that no complaints can be made by phone. You have to send a letter. You therefore write a letter of complaint to the owner.

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You receive the following letter by return of post.

<p><i>25 Pine Tree Avenue</i></p> <p><i>Honiton, Devon EX14</i></p> <p><i>14 April 08</i></p> <p><i>Dear Sir or Madam,</i></p> <p><i>In reply to your letter, I would like to inform you that your complaint is quite unacceptable, as the house and its condition correspond exactly to what was advertised. Moreover, we have never received any complaints from previous tenants.</i></p> <p><i>Yours faithfully,</i></p> <p></p> <p><i>Arthur Hoaks</i></p>
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Given the obvious dishonesty of the owner, you contact a Consumers' Association. On the telephone, the person you speak to, who is very friendly, tells you to prepare a dossier and to send it to the Association.

You are going to prepare the dossier.

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PART 4

To begin with, you went round all the rooms in the house and then the garden and you took the following notes:

House is dirty, stuffy and smells of damp.	
Hall	Lamp in ceiling not working (can see nothing when you go in!)
Sitting room	<ul style="list-style-type: none"> - damp on walls - paper peeling off under the window - electric radiator does not work - TV does not work (sound but no picture) - sofa sagging on the right (you can feel the springs!) - curtain on left-hand window torn
Kitchen	<ul style="list-style-type: none"> - micro-wave does not work - only 3 plates and 1 saucepan - no frying pan - cutlery twisted and unusable - plastic tablecloth full of cigarette burns
Bedroom (Ground floor)	<ul style="list-style-type: none"> - no curtains at the windows - bed very old and uncomfortable - blanket dirty, stained and even mouldy in places
Bedroom (1 st floor)	<ul style="list-style-type: none"> - lino torn (danger of tripping) - bedside lamp broken (no light)
Bathroom	<ul style="list-style-type: none"> - bath: shower hose leaks - basin blocked
Garden	<ul style="list-style-type: none"> - grass not cut (grass is 50 cm high) - no garden chairs or table for eating outside - no trees nor flowerbeds
House location	<ul style="list-style-type: none"> - shops: just one small grocery 1 km away - beach 3 km away

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You are now going to write up your notes and put them in order. Write clearly what you took down as notes, giving each part a title.

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PART 5

You spoke to the grocer of your disappointment. This is what he answered.

“Ah well mate, I can tell you you’re not the first person to have problems with this place. Let me think... when was it?... Yes, that’s right! It was May last year. A young couple with a little baby rented that dreadful place... I think... yes, that’s it! For 2 weeks, just like you! Well, when they got here, they were so upset that they came to see me. but then, I am your nearest shop, aren’t I? If you can talk about “near” when it’s a good kilometre. Anyway, they showed me the house. Couldn’t believe my eyes! The owner flatly refused to refund their down payment. They left after 4 days. Then there was that other family. You remember, Gwen (that’s my wife, she’s out the back). The parents with their 3 kids. A teenager, bit difficult he was, and two youngsters, twins, nice kids, well brought up. Anyway, they’d booked for the whole of July. A whole month, can you imagine! At high season prices, too! Well, anyway, it was summer, the damp, the heating not working, it didn’t matter so much. But 3 plates for 5 people! They spent the month eating out of paper plates they bought from my shop and they bought a frying pan and saucepans that they took with them when they left. Then there was that bloke in October. Not one to talk, him. But after a week of coming to buy stuff in my shop, he started talking. He told me all the problems. He’d rented for the whole of October hoping to write a book by the sea in the autumn. Don’t know if he ended up writing his book, but he left after 2 weeks with an awful cold and sued the owner. I don’t know what happened after that. So there you are, you see... you’re not the only ones!”

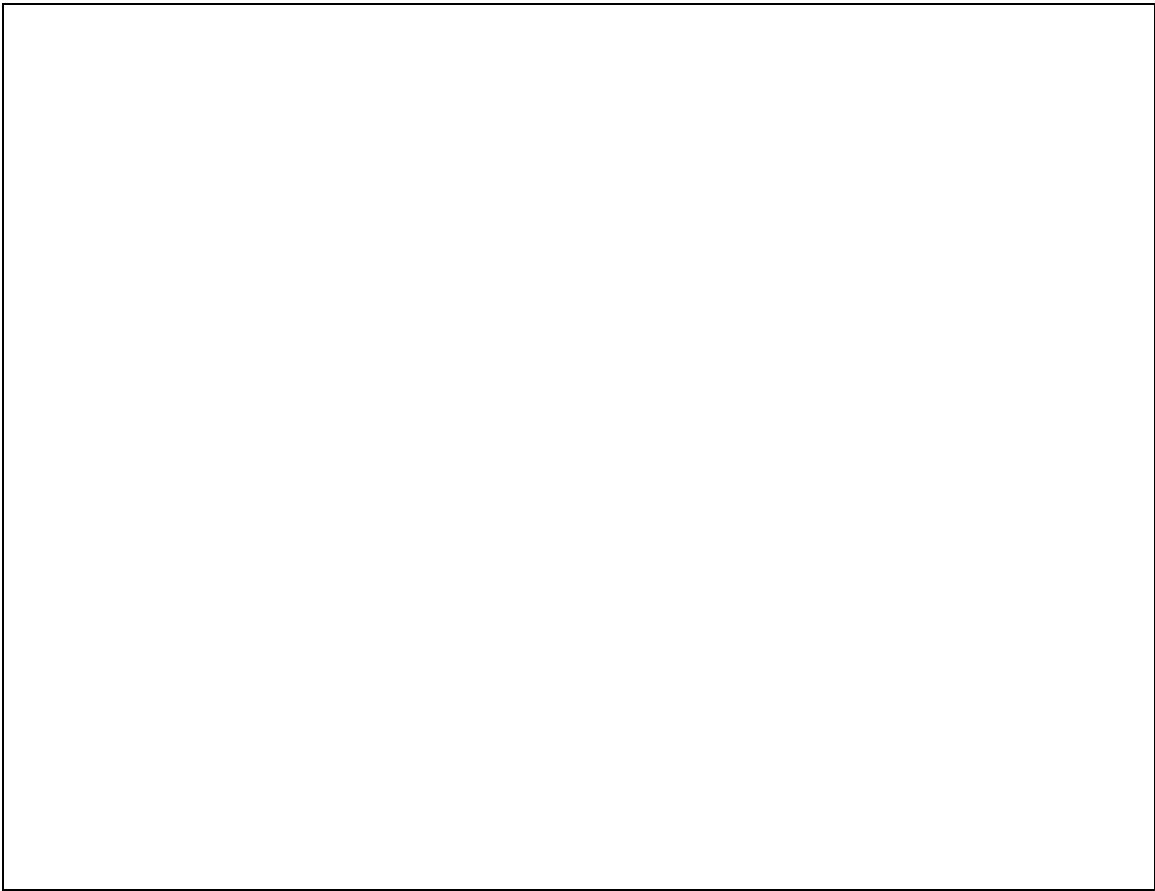
To complete your dossier for the Association, you are going to sum up what the grocer said in 7 to 10 lines.

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PART 6

You are now going to make a chart to show what did not correspond to your expectations. To do this, you are going to take up the promises of the first letter from the owner and write opposite what you actually found there.



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PART 7

To complete your dossier, you are going to make a list of what you expect the owner to do by way of compensation and what you would like the Association to do. Think about your own situation and that of the previous tenants, but also about those who might be tricked in the same way in the future. Note down at least 3 ideas.

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PART 8

You have left the house and returned home. When you get home, you find an email from a friend who does not yet know about your misadventure.

Hi! I really liked your idea of renting a house at the seaside off-season. It's less expensive and you avoid the holiday crowds. I hope you had a great time. I'm going to do the same, as I've just seen a really interesting ad. I'm going to book for the beginning of May. See you soon! Alex.

You phone your friend immediately, but no one answers. So you send him an email in reply to his. In this email, you are going to describe what happened to you. Then you give him very clear instructions so that he does not get taken in... you are also going to send as an attachment what you are going to ask of the owner. In your email, you are therefore going to explain in a few words to your friend why you want to obtain what you are asking for from the owner.

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PART 9

The Consumers' Association works with a magazine. This magazine regularly publishes articles about various swindles that consumers are victims of. The Association asks you to write a text about your misadventure so that they can publish it in the magazine.

You are now going to write **the plan** of this text for your future article.

END OF THE SUMMATIVE ASSESSMENT
