

### **Statement to Full Council 14-11-13**

In July of this year my husband and I found a new larger place to live as we are expecting a baby at the start of January. Our fixed term contract on the current rented property was coming to an end on 7th September. On 5th August we gave written notice. The letting agents responded to say that we were too late to give notice and we should have given notice by the end of July. I later telephoned them to say I was going to drop in to Citizens Advice regarding this as I believed we had given sufficient notice. Within a few hours of this I received a revised email from the letting agents confirming that our last day of our tenancy would be 7th September.

On 7th September with the help of family and friends, the flat was cleaned from top to bottom. It was left in a much better condition than we had originally found it. Some 3 weeks passed before we finally heard about receiving back our deposit on the flat. I had telephoned at least 3 or 4 times trying to chase this up. I received an email to say that they would be deducting £50 from our deposit for 'light cleaning'. I wrote a lengthy email back explaining how the flat had been left in an exceptional condition compared to how it had been found originally and that I would like to dispute the amount they wished to deduct. I received confirmation of my email and was told they would look into this. I waited a week and as I had not heard back I emailed them to say that I was going to seek some advice from Citizens Advice on the matter and that same day I received an email from the letting agents apologising and stating that they would not be deducting anything from our deposit and within hours of this our full deposit was transferred into my bank account.

On both of these occasions I did not have to actually go to the Citizens Advice Bureau but the mention of them alone was enough to resolve my issues. I of course would have sought advice had these issues not been resolved so quickly and in the past have had to use the CAB on a number of occasions.

I have recommended the CAB to family and friends and I know many have had issues and concerns resolved through using the drop-in service.

(Her statement went on to describe how CAB previously helped with a marriage visa and debt management.)

Emily Aseri