**ACTIVITY**

**Writing a complaint letter**

**Read about Sara’s problem at home …**

Sara lives in an apartment in a block of flats next to the park.

One day, she found a damp patch on her ceiling in December. She knocked on her neighbour’s door but found it was empty. She knows it is a Council flat, so she wrote a letter to the Council on 21st, just before Christmas!

The Council wrote back to say it is likely rain is causing the damp patch and it is her responsibility. But Sara thinks they are wrong because there has been very little rain, and the patch is still growing. She is going to write again to the Council to complain and ask if the Council will send a plumber to check her neighbour’s flat.

She lives at 84 Thackeray Street, London SE11 4RT and her phone number is 07846 976 524.

The Council’s address is the London Borough of Lewisham, Barbara Vere Court, Reith Street, London SE2 4FG. The Council gave her a reference number when she wrote in December – it was LE038764.

**Write a letter to complain to the Council …**