**[Your address]**

**[Date]**

**[Landlord or agent’s address]**

**Re: Complaint - misleading property advert**

Dear **[landlord or agent name]**

I would like to complain about your misleading property advert.

I agreed to take a tenancy of **[address of property].**

If the advert had shown the true state of the property, I would not have agreed to it.

The property was advertised on **[where and when it was advertised]**.

I have attached **[the original advert, viewing videos, emails].**

I was told this showed the property in its current condition.

When I moved in the property was **[say what it was like when you moved in]**.

Please find attached**[a corrected inventory, photos and videos]**as evidence.

**[Give details about any money lost or inconvenience caused. For example, if you had to pay for professional cleaning or could not use parts of the property.]**

Please send me a copy of your complaints process within 7 days.

If I do not hear from you, I will take further action through the council or letting agent redress scheme.

Yours sincerely

**[Your name]**

**[Your phone number]**