

Our ref: PC-SL/183/4402/dy

Your ref:

PLEASE QUOTE OUR REFERENCE ON ALL CORRESPONDENCE

07 February 2005

Private & Confidential

Ms N Klosterkotter-Dit-Rawe
Flat 3 Jefferson House
11 Basil Street
London
SW3 1AX

Dear Ms Klosterkotter-Dit-Rawe

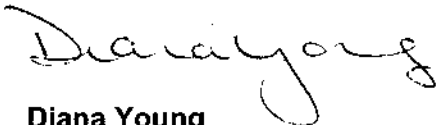
**Re: Your complaint against Miss Joan Hathaway BSc MRICS and
Mr Barrie Martin FRICS**

Thank you for your letter of 02 February 2005, together with enclosures. I am sorry to hear of your dissatisfaction with the service provided by one of our members.

Due to the high volume and complexity of the paperwork you have submitted your case has been allocated to Mr Simon Love, Conduct Manager (Complaints), who is currently on annual leave. Mr Love will revert to you substantively within 21 days.

Please be assured that we are endeavouring to progress all matters as quickly as we can. Thank you for your patience during our initial investigation.

Yours sincerely



**Diana Young
Senior Conduct Assistant
Professional Conduct**

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