

- Events discussed under **RICS**
- Snapshot: **Doc library # 6.2**

- For subsequent events, see **Overview # 10 & # 11**
- Martyn Gerrard- **Background** (another "RICS regulated firm")

Mr Simon Love
Conduct Manager (Complaints)
Professional Regulation & Consumer Protection
RICS
PO Box 2291
Coventry CV4 8ZJ

Ms N Klosterkötter-Dit-Rawé
3 Jefferson House
11, Basil Street
London SW3 1AX

(By **Recorded Delivery**)

Your Ref: PC-SL/183/4402/05

2 June 2005

= They did not want to use **the summary** I supplied, because it unequivocally details Hathaway and Martin's numerous breaches of the RICS so-called "codes"

- Reality: this corrupt so-called 'regulatory body' had (with 'the brothers' in the Jewish-Freemason Brotherhood (**Persecution # 6**)) had taken the decision to reject my legitimate **02.02.05** complaint - at the time it received it: **01.03.05**.

- The path to the final 'Get lost!' of **04.11.05** was preceded by others.
- 3 years later, it was followed by the RICS attempting to gag me

The
10.06.05
'reply' from
the RICS

Dear Mr Love

**Complaint against Ms Joan Doreen Hathaway M.R.I.C.S. and Mr Barrie Martin F.R.I.C.S.
Martin Russell Jones, Edgware, Middx HA8 7BJ (London NW4 3JL at time of complaint)**

I took delivery of your letter dated 13 May 2005 on the day I sent you mine dated 17 May 2005. In this letter you ask me to provide you with "...a **short summary of the main issues to which your complaint relates.**"

I have already supplied your Office with a summary of my complaint. This summary follows exactly the same structure as:

- The RICS Rules of Conduct, Conduct Regulations 2004
- The RICS Service Charge Residential Management Code

and, to avoid any confusion, in each instance where I have identified a breach by MRJ, I have:

- reproduced the section / sub-section number and header – highlighting it in bold typeface
- included some extracts from the rule, as appropriate
- generally captured the main points of my complaint

I cannot therefore supply your Office with another summary.

I would like to believe your statement that you are "**taking [my] complaint very seriously**". However, given that four months have now elapsed, I must admit that I am finding this increasingly difficult to believe.

As I am only replying to your letter now, I have not sent copy of my complaint against MRJ as I said I would do, by 27 May, to the parties listed in my 17 May 2005 letter to your Office.

I trust that over the course of the next two weeks you will be able to give me a date as to when I will hear of your decision about your members, who currently state on their website (<http://www.m-r-j.co.uk/>):

"We offer a unique and personalised approach, individually tailored to our clients, whose needs and expectations are of paramount importance to us,

Martin Russell Jones provide property owners, prospective purchasers and tenants an honest, reliable and professional service"

Yours sincerely

N Klosterkötter-Dit-Rawé

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Signed for

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Conduct Mgr - Complaints

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