

Text 3

A letter to Trading Standards	Line 1
Dear Sir/Madam	Line 2
I am writing to you as a last resort. I hope no-one else has to endure the	Line 3
experience my wife and I have had recently.	Line 4
Six month's ago, we ordered a new bathroom suite from a branch of Randall's,	Line 5
our nearest Homes and Garden store. The manager recommended	Line 6
Nik Howell and Son, a local company of bathroom fitters who duly came to do	Line 7
a survey and give us their estimate. We thought the cost looked reasonable	Line 8
and so, naively, we signed a contract for the work to begin. That's when our	Line 9
troubles started.	Line 10
From day one, the fitters who came seemed to have an attitude. When my	Line 11
wife pointed out that they had brought entirely the wrong type of shower,	Line 12
they rudely told her that they had to fit that model as our pipes were too	Line 13
small for the one we had ordered. This wasn't mentioned in the survey.	Line 14
Then they put in a different bath instead of the cast iron one we had chosen.	Line 15
After weeks of disruption, the bathroom turned out to be nothing like the one	Line 16
we had agreed to. My wife has been in tears over the whole sorry saga. To	Line 17
make matters worse, we have _____ found that our hot water tank has	Line 18
developed a serious leak. A friend, who knows about plumbing, has told us	Line 19
that the fitters replaced the stop tap without sealing it properly. I have tried	Line 20
contacting the store numerous times, but the manager refuse to accept any	Line 21
responsibility.	Line 22
Now we have received a final demand from the fitters threatening legal action	Line 23
if we don't pay up in full by the end of this month. We have no intention of	Line 24
settling their invoice until things are put right, but the company keep adding	Line 25
interest and charges for late payment.	Line 26
We are at our wits' end over the whole situation. The fitters just won't listen to	Line 27
any of our complaints and have told us our credit rating will be damaged	Line 28
if we don't pay the whole amount. As pensioners, we simply cannot afford	Line 29
expensive legal advice. Please, please, please tell us what we can do. I have	Line 30
already had to go to my doctor because of the stress I have suffered.	Line 31
Yours faithfully	Line 32
Eric Davies	Line 33

21 The letter to Trading Standards implies that it is important to:

- a always use local companies
- b get recommendations from customers
- c speak to the manager to resolve issues
- d carry out a survey before signing a contract

22 What is the correct word to fill the space on Line 18?

- a subsequently
- b subsiquently
- c subsiquently
- d subsequently

23 According to the text, the survey failed to point out that the:

- a existing plumbing was incompatible
- b hot water tank had a serious defect
- c cast iron bath was not really suitable
- d stop tap needed modernised pipework

24 There is a punctuation error on:

- a Line 5
- b Line 11
- c Line 19
- d Line 29

25 The tone used in the text is **best** described as:

- a doubtful
- b sarcastic
- c sceptical
- d despairing

26 There is a spelling error on:

- a Line 3
- b Line 6
- c Line 23
- d Line 28

- 27 The phrase 'at our wits' end' on Line 27 means that Eric is:
- a very upset as he has tried every way to solve the problem
 - b going to take legal advice about the bathroom fitters
 - c considering seeing his doctor because of the stress
 - d refusing to settle the plumbers' final payment
- 28 The **main** purpose of the text is to ask for:
- a assistance with legal costs
 - b compensation for the disruption
 - c advice on how to resolve the issues
 - d help in paying the interest for late payment
- 29 Eric uses repetition on Line 30 to:
- a clarify the situation
 - b indicate his annoyance
 - c emphasise his request
 - d demonstrate politeness
- 30 There is a grammar error on:
- a Line 13
 - b Line 17
 - c Line 21
 - d Line 25

NOW GO BACK AND CHECK YOUR WORK

- **IMPORTANT -**
Are the details at the top of the answer sheet correct?
Have you filled in your answers in INK in the appropriate boxes on the answer sheet?