**Email to: [enter the builder’s email address here]**

[enter the builder’s name here]

[enter the builder’s address here]

[enter today’s date here]

Dear Sir or Madam

**Follow up on concerns raised**

**Property address: [enter the property’s address here]**

I wrote to you on [enter the date of your first letter] to notify you about concerns I have with my property, but I haven’t received a reply from you.

Please could you contact me within five working days to let me know how and when you will resolve these issues for me.

If I don’t hear from you within five working days, or if you tell me that you won’t take any action, I may escalate matters through your formal complaints process.

I look forward to hearing from you.

Yours faithfully

[enter your name here]