

Call in the professionals

Sir, Your occupier satisfaction survey, particularly occupier's dissatisfaction concerning dilapidations claims, made interesting reading (occupiers, 16.09.11). The results are dismal.

Perhaps those occupiers should turn to professionals to fight their corner.

Landlords throw the book at tenants to start with, and very few pay any heed to counter-arguments about

unnecessary works, lower pricing, section 18 damage and so on.

However, most "extortionate" claims are eventually settled at sensible figures to the benefit of both landlord and tenant.

Maybe if more occupiers sought advice from quality professionals specialising in the subject, next year's survey results will improve.

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