

## Letter of Complaint: Home Exchange Program

Dear Sir or Madam,

I am writing to you regarding a Home Exchange my family and I have just come back from. I regret to have to inform you that the family that was living in our house has left it in a deplorable condition which we cannot accept.

For the last two weeks, we swapped homes with a family from the USA. We moved into their house in California, while they came to stay at our place in Graz, Austria. Our house was in perfect condition when we left, everything was clean and in good repair. We even filled the refrigerator with fresh fruit, vegetables and dairy products to welcome the family and make their stay in Graz as pleasurable as possible. Our own stay in the US was a unique experience, the house we inhabited was big and in good condition, so we did not expect anything to go wrong in Austria.

Unfortunately, when we came home yesterday, we were shocked about how much damage our "partner" family has caused. Not only was our house in a state of complete disorder, but additionally several objects have been severely damaged. Our computer is not working anymore, a leg has been broken off a chair, our carpet is stained with red wine and the temperature dial of our oven is broken. Of course we have tried to contact our exchange family immediately, but they have not responded so far.

I am taking this opportunity to ask you to help us sort out this problem as soon as possible. We would like all expenses caused by the damages to be refunded either by our exchange family or by your organization, as it is specified in the contract. Would you please let us know how to proceed. We would like to have the chair, the oven and the computer repaired as soon as possible and we would like to have the carpet cleaned by expert carpet cleaners. Can we organize these measures ourselves and send you the bills or do you have to get estimates or use companies that you recommend?

We are deeply disappointed by the program and will not go on a similar home-exchange holiday in the future.

I hope to hear from you soon,

Yours sincerely,

Xy

[see more examples below...](#)

Another excellent letter:

Dear Sir or Madame,

I am writing to you to inform your company about a problem that arose in the frame of your Home Exchange program. I am afraid to tell you that your program has not fulfilled my expectations as parts of our apartment were damaged by the exchange family.

Although I was very pleased with my stay in Bristol, I am very dissatisfied with the exchange on the whole. I would not have expected our exchange family to be this irresponsible and treat our apartment so disrespectfully.

I regret having to tell you that we did not only find remnants of litter behind the sofa, but the exchange family has also damaged our bathroom severely. The sink and the toilet are completely plugged up and the drain-pipes are blocked. The family must have thrown in large objects. We have already called our plumber who estimates the costs of the repairs at 700 Euros.

In addition to the broken toilet and sink, the glass of one of our family portraits has been broken. The family who stayed in our apartment has apparently tried to fix the glass by gluing the pieces together.

In my opinion this behavior is unacceptable and the family should be made responsible for the damages and pay for the repairs.

Would you please contact the family and ask them to pay the repair-costs. If this is not possible, I would expect your company to cover the costs. I would also suggest that this family be excluded from future exchanges as they have behaved in an uncivilized and irresponsible way.

I hope to hear from you soon,

Yours sincerely,

Xy

[see more examples on the next page](#)

Another letter:

Dear Home Exchange administrators,

I, Nr. N.H. would hereby like to file a complaint.

On July 7<sup>th</sup> 2011, we agreed on a home exchange with the Marler family. The Marler residence is situated near Quebec City in Canada and our exchange was scheduled to take place over the entire month of August. I have attached the exact address, including copies of our initial emails with the Marlers concerning our exchange.

Although we had a wonderful stay at the Marler's home and it was exactly as they had described it to us, we were in quite some shock upon our arrival back in Graz.

It would be a complete and utter under-statement to say that the house was simply "not in the state that we had dleft it in". Most rooms are practically in an uninhabitable state, the way they are now. It appears, that the Marlers must have organized a party of around 20 people at our home, without giving us any prior notice or request of permission.

The leather sofas are ripped in several places, the floor is covered in cigarette butts, the freezer was left open (resulting in large puddles of water and water damage to our wooden kitchen floor), and the tables and rugs are covered in wine stains.

I believe it would only be justified to have the Marlers suspended from the Home Exchange program and any other similar services. In addition to their suspension, we require full compensation of all the damage done to our home.

Please let us know as soon as possible how to proceed in this matter. We have cleaned up our house ourselves, but the repairs of the floor, sofa, tables and the cleaning of the rugs must be done by professionals.

Yours sincerely,

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