

**Think about a place where you lived in the past.**

- 1. Did you have any problems in the home?**
- 2. What was the problem?**
- 3. How did you fix the problem?**
- 4. How long did you have this problem?**

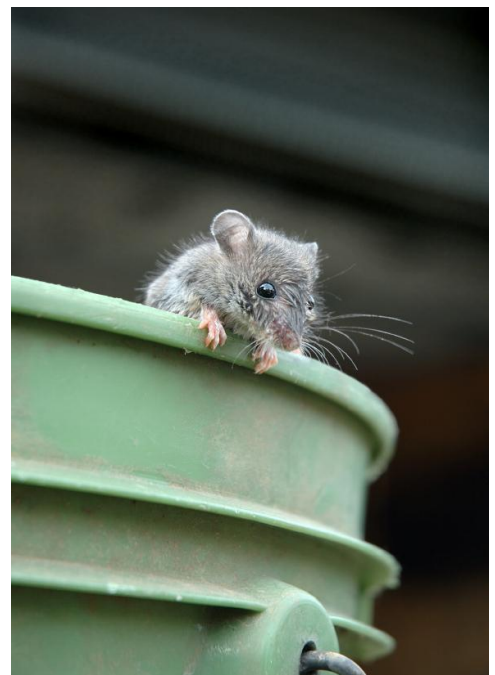


Write the problems underneath each picture



The sink is leaking





There is a

Match sentences with the pictures above...

the	sink	.....	leaking
	heating <b>or</b> radiator		dripping
	wallpaper		blocked
	window		broken
	washing machine		stained
	cooker		peeling off
	ceiling	.....	not working
	carpet		cracked
	tap		smelly
	cupboard		old
	pipe		damp
	washbasin		wet
	mirror/glass		
	wall		

there	-	no hot water
	.....	not enough space
	.....	condensation
	.....	a leak
	.....	a crack
	.....	a mouse/ mice



## Explaining problems.

1 Write 5 sentences with conjunctions (so / because) about your flat or another property



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2 Use the table to make sentences.

I cannot	flush	a bath/a shower	because	it	
	have	my clothes		the bath	is blocked
	open	the basin		the boiler	is broken
	paint	the bathroom		the cooker	is cracked
	sleep (in)	the bedroom		the handle	is leaking
	switch on	the ceiling		the pipe	is not working
	turn on	the door		the radiator	is very cold
	use	the heating		the switch	is very damp
	wash	the light		the washing machine	
		the living room			
		the shower			
		the sink			
		the toilet			

**Put the language from the text below next to their functions**

Greeting	
Reason for writing	
Introduction to the situation ( <i>background information</i> )	
Describe the problem	
What is the solution	
Closing comment	
Closing greeting	
Your name	

Greeting	<u>Dear Sir or Madam</u> <u>or</u> <u>Dear Mrs Wilson</u>
Reason for writing	<u>I am writing to complain about</u> a problem in my bathroom <u>I would like to complain about</u> a problem in my bathroom
Introduction to the situation	I moved into my flat in September but I still have problems.  I bought a jacket 2 days ago from your shop but....
Describe the problem	<u>Firstly, I cannot</u> use the bathroom because the window is cracked  <u>In addition,</u> the window is cracked so I cannot open it and there is a lot of condensation on them.
What is the solution	<u>I would be very grateful if you could</u> refund my money.  <u>I would like you to</u> send a plumber to fix the problem.  <u>Please could you</u> send someone to fix the problem.
Closing statement	<u>I look forward to hearing from you</u>  <u>I <i>am</i> looking forward to hearing from you</u>
Closing greeting	Yours faithfully  Yours sincerely
Your name	David

Greeting	Dear _____ _____ Mrs Wilson
Reason for writing	_____ a problem in my bathroom _____ a problem in my bathroom
Introduction to the situation	I _____ in September but I still _____ problems. I bought _____ ago from your shop but....
Describe the problem	Firstly, I cannot _____ is cracked In addition, the _____ _____
What is the solution	_____ send someone to fix the problem _____ send a plumber to fix the problem.
Closing statement	_____ from you
Closing greeting	Yours _____ or _____



## A letter to a landlord about repairs

**I** *Read the letter below quickly.*  
**How many problems are there?**

Flat 1  
56 Brixton Hill  
London  
SW2 1QS

22<sup>nd</sup> April 2013

Mrs Wilson  
Lambeth Homes  
121 Brixton Road  
SW9 3JK

Dear Mrs Wilson

I am writing to complain about the problems in my bathroom. I moved into my flat last September but I am very disappointed with the condition of my bathroom.

Firstly, I cannot use the sink because it is cracked and the taps are dripping constantly. In addition, the shower is leaking and there is no hot water. Finally, the window is broken so it gets cold in the night.

I would be very grateful if you could arrange for a plumber to fix these problems as soon as possible.

I look forward to hearing from you.

Yours sincerely

Carmen Paris

## II Answer the questions

1. In a letter of complaint, the words used are usually more formal (e.g. purchased rather than bought). Look at the words and phrases underlined in the letter. Find a word below with the same meaning.

- a. can't \_\_\_\_\_
- b. I want to complain \_\_\_\_\_
- c. I will be very happy if \_\_\_\_\_
- d. unhappy \_\_\_\_\_
- e. Kind Regards \_\_\_\_\_
- f. First \_\_\_\_\_

### Read the text again and answer these questions

- 2. Who is the letter from? \_\_\_\_\_
  - 3. Who is the letter to? \_\_\_\_\_
  - 4. Where is the address of the sender? \_\_\_\_\_
  - 5. Where is the address of the recipient (receiver)? \_\_\_\_\_
  - 6. Where is the date? \_\_\_\_\_
  - 5. What is the letter about? \_\_\_\_\_
  - 5. How many paragraphs are there? \_\_\_\_\_
  - 6. What does she want the landlord to do? \_\_\_\_\_
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Write the functions above into the gaps below

## Furniture and homes

### Questions

1 **Work in pairs. Complete the questions to ask other people in the class.**

1. .... you ..... in ..... house or .... flat?
2. .... it council, housing association or private rented?
3. How ..... rooms..... there?
4. What .....you ..... about your home?
5. .... don't ..... like ..... your .....?
6. .... there ..... problems with your home?
7. Who ..... responsible ..... fixing problems with your home?

2 **Ask people the questions:**

Name:				
House or flat?				
Council, housing association or private rented?				
How many rooms?				
Like?				
Don't like?				
Problems?				
Who is responsible?				

**1. Complete the gaps with the correct language**

Flat 1  
56 Brixton Hill  
London  
SW2 1QS

22<sup>nd</sup> April 2013

Ms Wilson  
Lambeth Homes  
121 Brixton Road  
SW9 3JK

\_\_\_\_\_ Mrs Wilson

\_\_\_\_\_ the problems in my bathroom.

I moved in to my flat last September but \_\_\_\_\_ the condition of the bathroom.

\_\_\_\_\_, I cannot use the sink because it is \_\_\_\_\_ and the taps are \_\_\_\_\_ constantly. \_\_\_\_\_, the shower is leaking and \_\_\_\_\_ is no hot water in the bath.

\_\_\_\_\_ arrange for a plumber to fix these problems as soon as possible.

\_\_\_\_\_ from you.

Yours \_\_\_\_\_

Carmen Paris

2. Where is Carmen's address? \_\_\_\_\_
3. Where is Mrs Wilson's address? \_\_\_\_\_
4. Where do you write the date? \_\_\_\_\_

## A letter to a landlord about repairs

1 Read the letter below. Complete the text with conjunctions from the box.

and	because	because	because	but	so
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Flat 1  
56 Brixton Hill  
London  
SW2 1QS

25<sup>th</sup> April 2012

The Manager  
Lambeth Lettings Agency  
121 Brixton Road  
SW9 3JK

Dear Sir or Madam

I am writing to inform you about the problems in the flat at the above address.

I moved into the flat two weeks ago, .....there are still many problems. My son cannot sleep in his bedroom ..... it is too cold. The window frames are broken ..... it is very draughty ..... I cannot turn on the heating ..... the boiler is not working. There is also a damp mouldy stain on his ceiling ..... .. there is a leak from the flat above.

I would be very grateful if you could arrange for someone to fix these problems as soon as possible.

I look forward to hearing from you.

Yours Sincerely

*Tessa Marley*

Tessa Marley

2. How many paragraphs are there?
3. What does she want the landlord to do?

Dear Sir or Madam

I am writing to inform you about the problems in the single bedroom at the above address.

I moved into the flat two weeks ago, but there are still many problems. My son cannot sleep in his bedroom because it

is too cold. The window frames are broken so it is very draughty and I cannot turn on the heating because

the boiler is not working. There is also a damp mouldy stain on his ceiling because

there is a leak from the flat above.

I would be very grateful if you could arrange for someone to fix these problems as soon as possible.

I look forward to hearing from you.

Yours Sincerely

*Tessa Marley*

Teresa Ortiz  
Furniture and homes

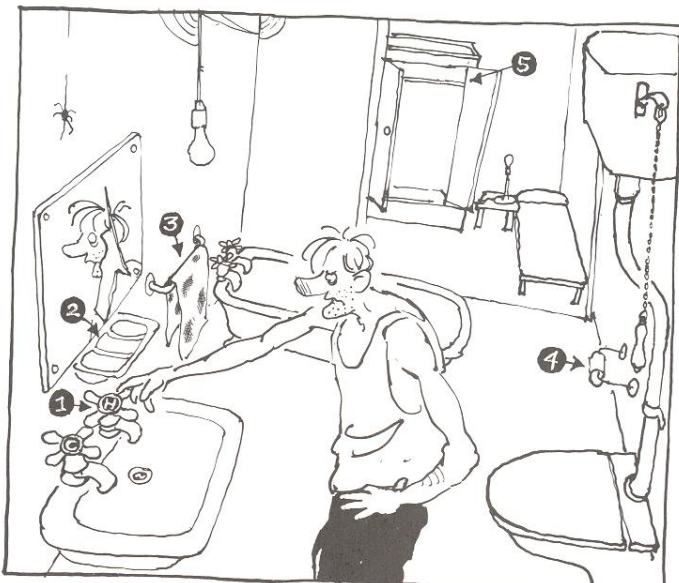
Talking about problems

1 What problems can you have in your house?

the	sink	is	leaking
	heating		dripping
	wallpaper		blocked
	window		broken
	washing machine		stained
	cooker	isn't	peeling off
	ceiling		working
	carpet		
	tap		

Tony isn't happy with his hotel room. What's wrong with the room? Work in pairs. Make sentences? Use:

There's	no
There are	



- 1 .....
- 2 .....
- 3 .....
- 4 .....
- 5 .....



clean towels

hangers in the wardrobe

hot water

toilet paper

soap

**Are there any problems in your house or flat? When did they happen/start?**  
**E2**

1. Hand out white boards, test them on functions
2. Hand out pictures of different problems in the home and they discuss problems then the use cannot
3. Now test them with white board
4. Hand out letter of complaint gap fill and they complete the gaps and questions
5. Now put the functions in the place for both letters, underline them
6. Practise the functions
7. Now write a letter of complaint