

Mr Simon Love  
Conduct Manager (Complaints)  
Professional Regulation & Consumer Protection  
RICS  
PO Box 2291  
Coventry CV4 8ZJ

Ms N Klosterkotter-Dit-Rawé  
3 Jefferson House  
11, Basil Street  
London SW3 1AX

**(By Recorded Delivery)**

See the page Royal Institution of Chartered Surveyors for the series of 'Get lost!' and ultimate GET LOST I received from the RICS following my complaint, incl. the last 2 sections for its attempt to gag me in 2008 = RICS IS A FERTILISER FOR MALPRACTICE

Your Ref: PC-SL/183/4402/05

2 June 2005

For subsequent events with MRJ see:  
- Portner and Jaskel, incl my 3 June 2008 Witness Statement  
- My Diary 13 July 2010 for the third MAJOR FRAUDULENT DEMAND 'from' MRJ since 2002

Dear Mr Love

**Complaint against Ms Joan Doreen Hathaway M.R.I.C.S. and Mr Barrie Martin F.R.I.C.S.  
Martin Russell Jones, Edgware, Middx HA8 7BJ (London NW4 3JL at time of complaint)**

I took delivery of your letter dated 13 May 2005 on the day I sent you mine dated 17 May 2005. In this letter you ask me to provide you with "...a short summary of the main issues to which your complaint relates."

I have already supplied your Office with a summary of my complaint. This summary follows exactly the same structure as:

- The RICS Rules of Conduct, Conduct Regulations 2004
- The RICS Service Charge Residential Management Code

and, to avoid any confusion, in each instance where I have identified a breach by MRJ, I have:

- reproduced the section / sub-section number and header – highlighting it in bold typeface
- included some extracts from the rule, as appropriate
- generally captured the main points of my complaint

I cannot therefore supply your Office with another summary.

I would like to believe your statement that you are "*taking [my] complaint very seriously*". However, given that four months have now elapsed, I must admit that I am finding this increasingly difficult to believe.

As I am only replying to your letter now, I have not sent copy of my complaint against MRJ as I said I would do, by 27 May, to the parties listed in my 17 May 2005 letter to your Office.

I trust that over the course of the next two weeks you will be able to give me a date as to when I will hear of your decision about your members, who currently state on their website (<http://www.m-r-j.co.uk/>):

*"We offer a unique and personalised approach, individually tailored to our clients, whose needs and expectations are of paramount importance to us,*

*Martin Russell Jones provide property owners, prospective purchasers and tenants an honest, reliable and professional service"*

Yours sincerely

N Klosterkotter-Dit-Rawé

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