

## IELTS General Training - Formal Letter

Dear Sir or Madam,

My name is Jane Smith and I am a tenant at 20 Elizabeth St, which is a property I rent through your agency.

I am writing to complain about the heating system, which has not been working for over a week now. **In fact**, I contacted your office by phone last week and informed Rebecca, the property manager, of the situation. She informed me that the problem would be fixed immediately and that she would arrange for a tradesman to come out. **However**, I have not heard back from her in over a week now and the heating system is still not working. **As it is winter**, use of the heating system is desperately required. **Likewise**, the lack of a timely response after making the initial phone call last week is unacceptable.

Given the situation, I would like to hear your explanation. **Additionally**, could you please arrange for the system to be fixed immediately.

Yours faithfully,  
Jane Smith

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