3rd April, 2019

Dear Sirs

Re: Rent Arrears

We refer to your letter dated 2nd April, 2019. Your ref:NNK(K)-M.I-05

From our records, we note that you are one of our most prompt clients when it comes to payment of letter. We wish to thank you for this consistency and would wish to maintain that relationship.

We are not entirely satisfied with the agent that we tasked to keep rent records on our behalf, so, we have contracted a new one to re-look at past records and correct any anomalies that may have arisen. To this end, we :-

1. request you to address rent-related communications to us directly, until further notice
2. have redesigned the monthly reporting to capture details that we hope would assist our client to make accurate rent-related decisions. We agree that it could be improved and we would welcome your views on this.

And now to address your concerns:

1. Electricity

This item was included in the invoice to inform clients of their obligations to KPLC (and to Mutall where applicable). Where an account is not shared, as in your case, we expect you to pay directly to KPLC. The record shows that you have indeed overpaid. Thanks. When an account is shared the expectation is that Mutall clears the bill with KPLC and recovers the same from the clients.

1. Rent

Our record shows an arrears of 81,750 as at 1st April 2019

We will explain “when this debt accrued or began to accrue”. Please look at the table below and note:-

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Rent period from** | **Rent period to** | **Water** | **Security** | **Service** | **Rent** | **Amount Due** | **Amount paid** | **Paid Date** | **Payment Details** | **Debt** |
|  |  | **Charge** |  |
| Bal B/F |  |  |  |  |  | 8,750.00 |  |  |  | 8,750.00 |
| Dec-16 | Feb-17 | 600.00 | 3,900.00 | 750.00 | 60,000.00 | 65,250.00 | 64,250.00 | 17.01.2017 | 000434 | 9,750.00 |
| Mar-17 | May-17 | 600.00 | 3,900.00 | 750.00 | 60,000.00 | 65,250.00 | 63,000.00 | 24.03.2017 | 000464 | 12,000.00 |
| Jun-17 | Aug-17 | 600.00 | 3,900.00 | 750.00 | 60,000.00 | 65,250.00 | 62,250.00 | 06.07.2017 | 000546 | 15,000.00 |
| Sep-17 | Nov-17 | 600.00 | 3,900.00 | 750.00 | 60,000.00 | 65,250.00 | 62,250.00 | 03.10.2017 | 000605 | 18,000.00 |
| Dec-17 | Feb-18 | 600.00 | 3,900.00 | 750.00 | 60,000.00 | 65,250.00 | 66,750.00 | 18.01.2018 | 000632 | 16,500.00 |
| Mar-18 | May-18 | 600.00 | 3,900.00 | 750.00 | 60,000.00 | 65,250.00 | 65,250.00 | 09.04.2018 | 000683 | 16,500.00 |
| Jun-18 | Aug-18 | 600.00 | 3,900.00 | 750.00 | 60,000.00 | 65,250.00 | 65,250.00 | 20.06.2018 | 000732 | 16,500.00 |
| Sep-18 | Nov-18 | 600.00 | 3,900.00 | 750.00 | 60,000.00 | 65,250.00 | 65,250.00 | 09.10.2018 | 000792 | 16,500.00 |
| Dec-18 | Feb-19 | 600.00 | 3,900.00 | 750.00 | 60,000.00 | 65,250.00 | 65,250.00 | 18.12.2018 | 000841 | 16,500.00 |
| Mar-19 | May-19 | 600.00 | 3,900.00 | 750.00 | 60,000.00 | 65,250.00 |  |  |  | 81,750.00 |

1. Ksh. 8,750 is a brought forward balance. We will look re-visit at our records trace the origin of this. We will update our records to remove this item from your next invoice/statement if we cannot explain it further.
2. Ksh. 7,750 is a rent underpayment. This should be clear from the records. We admit that the invoice against which you made payments was incorrect. It was not your fault, but this is the correct position.
3. Ksh. 65,250 is the rent payable for the quarter starting 1st March 2019. We have no record of this having been paid by the time our System captured it as an arrears on the 1st of April.

I hope your concerns are addressed. Please get back to us with further inputs until both your and our records are in complete harmony.

Thank you.

Yours faithfully

Peter K. Muraya

Director. Mutall Investment Co. Ltd.