

## Lorie Mertens-Black

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**From:** Anders Westgaard <aw@datek.no>  
**Sent:** Friday, July 28, 2017 10:44 PM  
**To:** Lorie Mertens-Black  
**Subject:** 929 N. Southlake Drive

Hi.

We were two families, 18 persons in total including three toddlers, renting a property at 929 N. Southlake Drive 17<sup>th</sup>-20<sup>th</sup> July to celebrate my brothers wedding. When we arrived the property we were met by the manager that told us that we had to lie if neighbors or law enforcement agents asked and say that we were friends with the owner of the house since it was illegal to rent the house to more than 10 persons. In addition the house was extremely filthy, pool couldn't be used, broken beds and toilets, entrance door couldn't be locked and there were several broken power socket outlets. As a result of this we had no other choice than to cancel the rental agreement and check in to a hotel.

The company responsible for renting us the property are saying that it is not possible to cancel the rental agreement and refuse to return our payment. Is this correct? We are from Norway and are having a hard time getting answers from the rental company. When we called they said the connection was bad and that they would call us back but they never did. We have also sent e-mails documenting the condition of the property but they haven't replied.

How do we handle this? Can you help us or give us any advice of how we can solve this? Our families had saved money for several months in order to afford to rent the property for such an special occasion and feel that we have been the victims of a fraud.

Med vennlig hilsen / Best regards

**Anders Westgaard** / +47 905 28 862 / aw@datek.no

**DATEK**

Datek Wireless AS  
Storgata 6, 2000 Lillestrøm  
[www.datek.no](http://www.datek.no)