**Grammar in context : business letters - complaint letter exercise**

**Past, present and present perfect tenses**

Fill in the blanks with the proper form of tenses for the word in brackets.

Dear Mr Lai,

I \_\_\_\_\_\_\_\_\_\_\_\_(write) to draw your attention to the anti-social behaviour of your tenant, Mr Jason Phillips, who is currently \_\_\_\_\_\_\_\_\_\_\_(rent) your property at Flat C, 29/F Dragonflower Mansion, Central.

On three occasions over the past two weeks, I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(have to / ask) Mr Phillips to turn down his hi-fi player after midnight. On each occasion he was rude and unhelpful and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(refuse) \_\_\_\_\_\_\_\_\_\_\_(use) colourful language. The matter \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(only / resolve) when I eventually \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(call) the police and they \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(persuade) him to reduce the noise.

In addition to this, Mr Phillips \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(insist) on storing his bicycle in the lobby area, which \_\_\_\_\_\_\_\_\_\_\_\_\_\_(obstruct) other tenants on their way into the lifts. I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(ask) him politely since Christmas if he could keep it elsewhere but without success. In fact as Mr Phillips \_\_\_\_\_\_\_\_\_\_\_(recently / find himself) a girlfriend who also has a bicycle and consequently I often \_\_\_\_\_\_\_\_\_\_(find) two bicycles blocking my way when I try to enter and leave the building.

I \_\_\_\_\_\_\_\_\_\_\_\_\_(will) grateful if you could take whatever action necessary to ensure that this situation does not continue.

Yours sincerely

E J Thribb