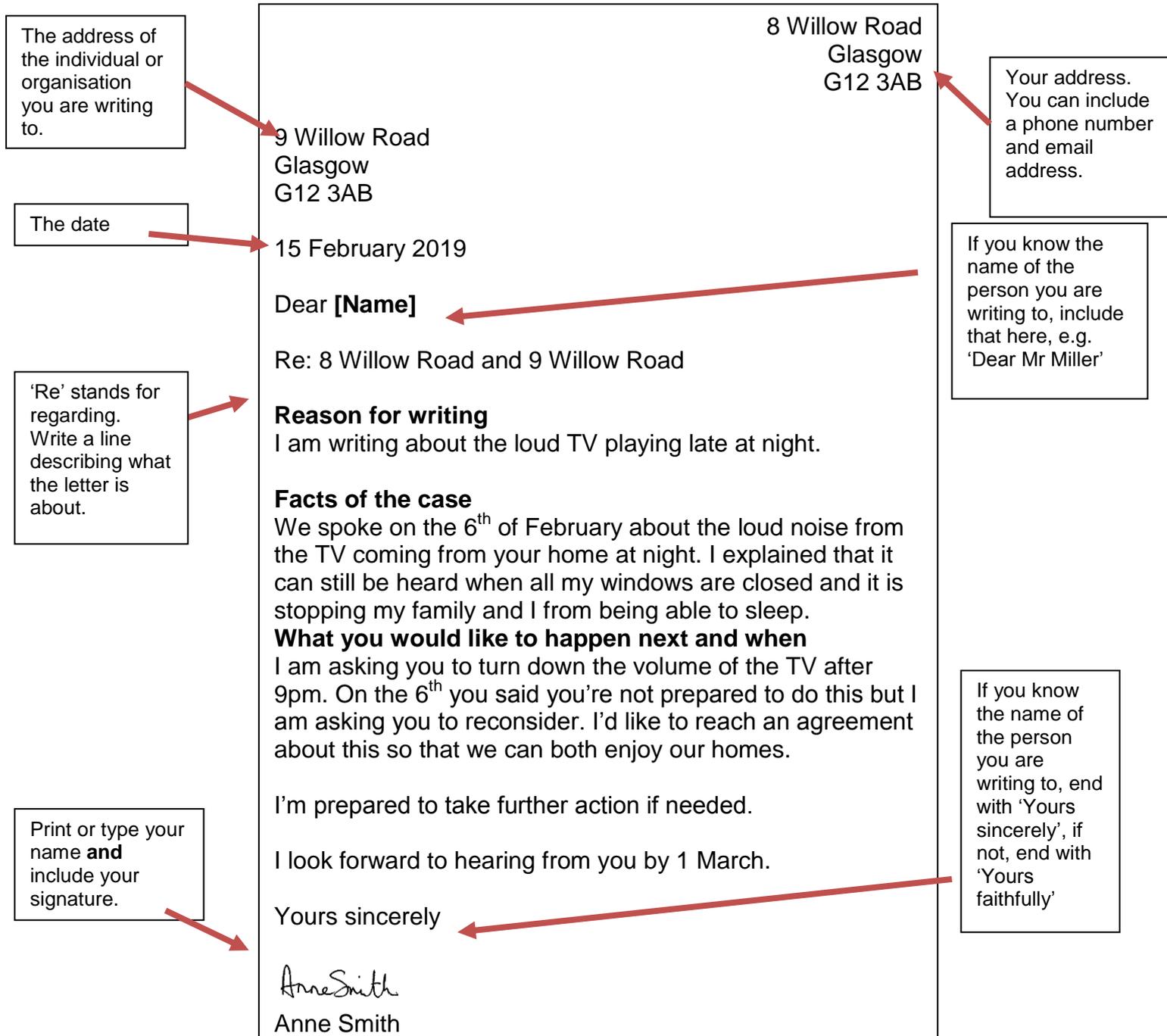


## How to write a letter

Writing to organisations or individuals can be a good way of making your voice heard, asserting your rights, and resolving disputes.

### Layout

There are some general rules to remember when laying out your letter that help to make the information clear and readable. You can type the letter or write by hand.



**8 Willow Road  
Glasgow  
G12 3AB**

9 Willow Road  
Glasgow  
G12 3AB

15 February 2019

Dear **[Name]**

Re: 8 Willow Road and 9 Willow Road

**Reason for writing**  
I am writing about the loud TV playing late at night.

**Facts of the case**  
We spoke on the 6<sup>th</sup> of February about the loud noise from the TV coming from your home at night. I explained that it can still be heard when all my windows are closed and it is stopping my family and I from being able to sleep.

**What you would like to happen next and when**  
I am asking you to turn down the volume of the TV after 9pm. On the 6<sup>th</sup> you said you're not prepared to do this but I am asking you to reconsider. I'd like to reach an agreement about this so that we can both enjoy our homes.

I'm prepared to take further action if needed.

I look forward to hearing from you by 1 March.

Yours sincerely

*Anne Smith*  
Anne Smith

The address of the individual or organisation you are writing to.

The date

'Re' stands for regarding. Write a line describing what the letter is about.

Print or type your name **and** include your signature.

Your address. You can include a phone number and email address.

If you know the name of the person you are writing to, include that here, e.g. 'Dear Mr Miller'

If you know the name of the person you are writing to, end with 'Yours sincerely', if not, end with 'Yours faithfully'

## What to say in your letter

Before you start note down the:

- **outcome you want** - for example, you might want someone to apologise, turn music down, make a repair
- **main points you want to say** – include relevant dates and times, and how you've been affected
- **steps that have already been taken**, like phone calls or discussions
- **relevant laws, policies or government guidance.**

Use these notes to help you write the letter. It can help to break the letter down into three parts:

- a beginning that explains why you are writing
- a middle section giving detail and facts
- an end section that says what action you expect and when you expect to get a reply.

Your letter is more likely to get the outcome you want if it includes all relevant information and makes it clear to the reader what they've been asked to do next. It's important that the reader is clear who sent the letter and how to get in touch with you. State your case simply and clearly. Stick to the facts.

## Signing off and checking

Close your letter with a final sentence like:

- Thank you for your assistance
- I look forward to hearing from you.

Then end the letter with your signature and name.

Don't forget to read it over and check that you've included everything you wanted to say. If you've used a computer, run the spell checker to check for typing errors. It's usually a good idea to get someone else to check it for you as well, if you can. They may spot things you've missed.

## Keep a copy

Make sure you sign, date and keep a copy of the letter. You may need to refer to your letter again or provide a copy as evidence of action you've taken.

## Including other documents

You can include a copy of other documents, if you think it will support your case. For example, you may want to include copies of title deeds or repair bills. Only include a copy and keep the original for yourself.

Make sure you mention what you have enclosed in your letter.



## **Posting**

Where possible, get proof of posting. This is free if you ask at the Post Office for a 'certificate of posting'.

If you want to prove the letter was received, use "Recorded" or "Signed For" delivery. There will be a fee for this.

## **Further help**

### **Citizens Advice Bureau**

Citizens Advice Bureaux give free, confidential, impartial and independent advice to help you solve problems. Find your nearest CAB at [www.cas.org.uk](http://www.cas.org.uk) or check in your phone book.

Last updated: 13 May 2019. This fact sheet is reviewed regularly. The law changes frequently. To confirm you have the most up-to-date version, download the fact sheet from [www.citizensadvice.org.uk/scotland](http://www.citizensadvice.org.uk/scotland) or contact your local Citizens Advice Bureau.

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