

UNIT X

IT'S NOT OKAY

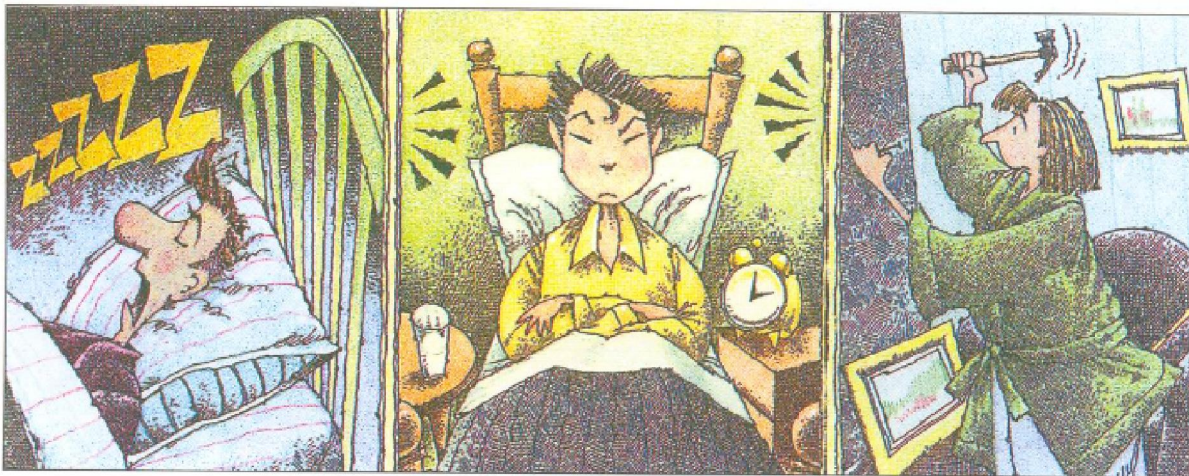
1. Getting Ready

Match the apartment problems on the left with the solutions on the right.

- | | |
|---|---|
| 1. The hallways are too dark. <u>d</u> | a. Put a sign in the lobby. |
| 2. The garbage is not picked up on time. ___ | b. Talk to the landlord. |
| 3. The neighbors are noisy. ___ | c. Contact the local sanitation department. |
| 4. There are too many door-to-door salespeople. ___ | d. Replace the lights more often. |
| 5. The roof leaks. ___ | e. Speak to the neighbors. |

2. Let's Listen

People are talking about problems with their apartments. What problems do they describe? Listen and circle the correct answer.



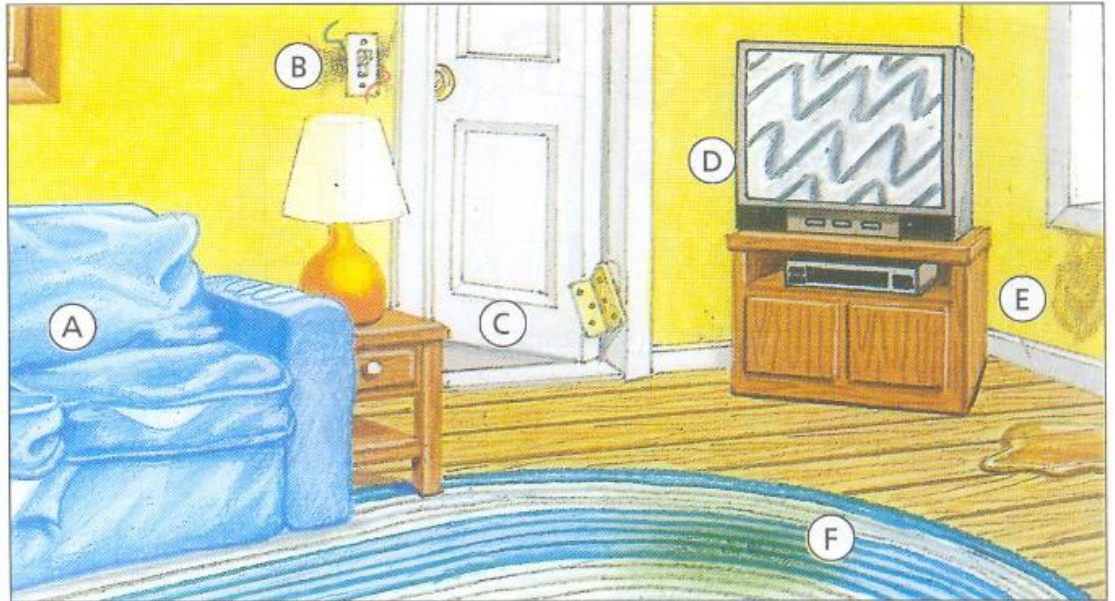
- | | |
|--|--|
| 1. a. The walls are too thin.
b. The TV reception is poor. | 4. a. There are too many ads in the mailboxes.
b. There are too many salespeople. |
| 2. a. The neighbor is noisy.
b. The roof leaks. | 5. a. The kitchen appliances are too old.
b. The bathroom appliances are too old. |
| 3. a. The garbage is picked up too early.
b. The hallways are too dark. | 6. a. The neighbor is noisy.
b. The neighbor's dog makes a mess. |

3. Let's Listen

Task 1

A person is talking about problems with an apartment. Listen and write the correct letter in the chart.

Problems	
1.	<u>E</u>
2.	—
3.	—
4.	—
5.	—
6.	—



Task 2

Listen again. What is the problem with each item? Circle the correct answer.

- | | |
|---------------------------------|--|
| 1. a. It really needs cleaning. | 4. a. It doesn't open easily. |
| b. It really needs painting. | b. It's falling off. |
| c. It really needs replacing. | c. It needs a new coat of paint. |
| 2. a. It's much too big. | 5. a. It isn't very comfortable. |
| b. The smell is horrible. | b. It's really worn thin. |
| c. The color is horrible. | c. It makes a noise when you sit down. |
| 3. a. It doesn't work. | 6. a. The screen is too small. |
| b. It's too dangerous. | b. It doesn't make any sound. |
| c. It isn't the right color. | c. The reception is very bad. |

4. Let's Listen

Task 1

People are complaining to their landlord. What problem does each person have? Listen and circle the correct answer.




1. a. There are too many ads in the mailboxes.
b. There are too many salespeople.
c. The neighbors are noisy.
2. a. The kitchen is dirty.
b. The living room needs painting.
c. The walls are too thin.
3. a. The window is broken.
b. The TV reception is poor.
c. The neighbors are noisy.
4. a. The roof leaks.
b. The kitchen needs repainting.
c. The refrigerator is too old.
5. a. The faucet leaks.
b. The roof leaks.
c. The neighbors are noisy.
6. a. The sofa needs replacing.
b. The curtains are worn out.
c. The walls are too thin.

Task 2


Listen again. Does the landlord agree to help the people? Check (✓) the correct answer.

	Agrees	Doesn't agree
1.	<input type="checkbox"/>	<input type="checkbox"/>
2.	<input type="checkbox"/>	<input type="checkbox"/>
3.	<input type="checkbox"/>	<input type="checkbox"/>
4.	<input type="checkbox"/>	<input type="checkbox"/>
5.	<input type="checkbox"/>	<input type="checkbox"/>
6.	<input type="checkbox"/>	<input type="checkbox"/>

5. LET'S LISTEN

 **123** Lucy and Samir are tenants in the same block of flats in London. They each have a problem and call the rental agent, Mr Lee. Listen and complete the chart.

	Lucy	Samir
1 What's the problem?	a <u>The cooker is broken.</u>	d _____
2 When did it start?	b _____	e _____
3 What does Mr Lee promise?	c _____	f _____

 **123** Listen again to Lucy and Samir complain to Mr Lee. Tick ✓ the expressions you hear.

I really must insist that you do something about this immediately.


I'm not very happy about this at all.

I'd like to know what you are going to do about it.


6. LET'S LISTEN

A Listening – In a shop



1  **125** Listen to Maribel, a Brazilian au pair working in London, return an item to a shop. Answer the questions.

- What item is Maribel returning? A blouse
- What is the problem with it? _____
- What does Maribel ask for? _____
- Why doesn't the assistant agree? _____
- What does Maribel decide to do? _____

2  **125** Listen again and circle five mistakes in this complaint form. The first one has been done for you.

Haywards Department Store

Complaint Form CS284

Item:	<u>Ray Nichols</u> (jeans)
Purchased:	<u>Last month</u>
Receipt:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Problem:	<u>Item has shrunk (only washed twice).</u>
Action taken:	<u>Credit voucher given.</u>

7. LET'S LISTEN

Listen to three customers return an item they purchased. What's the problem? Takes notes. Then complete the chart.

Item	Problem	Will the store exchange it?

