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.  \( \square \)
   2. The garbage is not picked up on time.  \( \_ \)
   3. The neighbors are noisy.  \( \_ \)
   4. There are too many door-to-door salespeople.  \( \_ \)
   5. The roof leaks.  \( \_ \)
   
   a. Put a sign in the lobby.
   b. Talk to the landlord.
   c. Contact the local sanitation department.
   d. Replace the lights more often.
   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.
   2. a. The neighbor is noisy.
      b. The roof leaks.
   3. a. The garbage is picked up too early.
      b. The hallways are too dark.
   4. a. There are too many ads in the mailboxes.
      b. There are too many salespeople.
   5. a. The kitchen appliances are too old.
      b. The bathroom appliances are too old.
   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.

<table>
<thead>
<tr>
<th>Problems</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
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<tr>
<td>2.</td>
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<tr>
<td>3.</td>
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<tr>
<td>4.</td>
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<tr>
<td>5.</td>
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<tr>
<td>6.</td>
</tr>
</tbody>
</table>

Task 2
Listen again. What is the problem with each item? Circle the correct answer.

1. a. It really needs cleaning.  
    b. It really needs painting.  
    c. It really needs replacing.  
   4. a. It doesn’t open easily.  
       b. It’s falling off.  
       c. It needs a new coat of paint.

2. a. It’s much too big.  
    b. The smell is horrible.  
    c. The color is horrible.  
   5. a. It isn’t very comfortable.  
       b. It’s really worn thin.  
       c. It makes a noise when you sit down.

3. a. It doesn’t work.  
    b. It’s too dangerous.  
    c. It isn’t the right color.  
   6. a. The screen is too small.  
       b. It doesn’t make any sound.  
       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.

<table>
<thead>
<tr>
<th>Agrees</th>
<th>Doesn’t agree</th>
</tr>
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<tbody>
<tr>
<td>1.</td>
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<td>2.</td>
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<td>3.</td>
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<td>5.</td>
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<td>6.</td>
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5. LET'S LISTEN

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.

<table>
<thead>
<tr>
<th></th>
<th>Lucy</th>
<th>Samir</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>What's the problem?</td>
<td>a. The cooker is broken</td>
</tr>
<tr>
<td>2</td>
<td>When did it start?</td>
<td>b.</td>
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<tr>
<td>3</td>
<td>What does Mr Lee promise?</td>
<td>c.</td>
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</tbody>
</table>

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. Listen to Maribel, a Brazilian au pair working in London, return an item to a shop. Answer the questions.
   a. What item is Maribel returning? A blouse.
   b. What is the problem with it? It is very small.
   c. What does Maribel ask for? She asks for a refund.
   d. Why doesn't the assistant agree? Because it has been washed.
   e. What does Maribel decide to do? She decides to buy another blouse.

2. 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: | Ray Nichols' jeans |
| Purchased: | Last month |
| Receipt: | Yes ☐ No ☑ |
| Problem: | Item has shrunk (only washed twice). |
| Action taken: | Credit voucher given. |

7. LET'S LISTEN

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Problem</th>
<th>Will the store exchange it?</th>
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<tbody>
<tr>
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