

TAREA 1

**Reply to this email from a friend. Try to resolve the conflict.**  
(120-150 words)

Hi there!

What have you been up to? This is a really awkward situation, but the book you borrowed last month is all but in prime condition. The cover is damaged and some of the first few pages are missing. Besides, you have not returned the other book I lent you. Please reply ASAP and let's find out how to solve this.

Talk to you soon,  
David

Hí David,

First of all, I have to say I'm really sorry about what happened to your book. I didn't realise it was damaged, to be honest. Perhaps my dog found it on my desk and that's why it is in such bad condition. What I could do is get you a new one to replace it.

As for the other book, the thing is I don't have it with me right now. I lent it to a friend and he's not returning it. If it's not too much of an inconvenience, would you be able to give me a few more days so I can get it back?

Thanks a lot! I promise it won't happen again.

Warm regards,

Ben

## TAREA 2

**Write a proposal for the Local Council to build a centre for homeless people to sleep and eat in. (180-200 words)**

### SUMMARY

Our neighbourhood has been witnessing an increase in the number of people sleeping on the streets. Their basic needs are not covered, and this has a direct effect on our street safety. A homeless shelter seems like the only solution to this problem.

### GENERAL INFO

The local council shut the old shelter and the most deprived have been affected. Shelters exist to provide residents with safety and protection from exposure to the weather while simultaneously reducing the environmental impact on the community.

### GOALS & OBJECTIVES

Our goal is to build a new centre in the abandoned plot located in Garden street. It could attend to around 100 people. We currently have well over 50 homeless residents in our community and we should not give them the cold shoulder.

### PROJECT DESCRIPTION

We are working with designers and architects to build a facility which could host around 50 families and provide them with accommodation and a canteen. The centre would be a 2000 square foot space with room for workshops to improve their employability.

### BUDGET

It is estimated that the total cost of the project would amount to £150,000. This figure includes the payment of architects, project managers and the staff.