



GRAMMAR

Question forms

A Two guests are talking at Katie's party. Underline the correct option in each question.

Mike: Hi, I'm Mike.

Lucy: Hello, Mike, I'm Lucy. It's nice to meet you.

Mike: You too. ¹Do you enjoy / Are you enjoying the party?

Lucy: Yes, I'm having great fun. So, ²how know you / how do you know Katie?

Mike: We were at college together.

Lucy: Really? ³Did you study / Did study you history of art as well?

Mike: Yes, but now I work in a bank. Katie was the real artist.

Lucy: She's very talented – this apartment is beautiful!

Mike: Yes, it is. ⁴Are you / Have you been here before?

Lucy: No, I haven't. She invited me for dinner last month, but I was in New York. ⁵Were you / Was you here that evening?

Mike: Yes, I was and I had a really nice time.

B Complete questions (1–6) with the correct auxiliary verb. Then match with answers (a–f).

- | | |
|---|---|
| 1 What ___ you do? | a We met at university. |
| 2 What ___ you studying at the moment? | b In Canada. I moved to the UK when I was seven. |
| 3 How ___ you know him? | c I'm a lawyer. |
| 4 ___ you go to university when you were younger? | d No, but I'd love to visit Thailand. |
| 5 Where ___ you born? | e Yes, I was at Durham. |
| 6 ___ you ever been to Asia? | f Economics. It's a bit boring to tell the truth. |

VOCABULARY

People

A Complete each definition below with the correct word in the box.

children colleagues friends grandparents parents
relatives strangers students teachers

- A family is often two parents and their _____.
- Your _____ are your mother and father.
- Your _____ are other people in your family, like aunts and uncles.
- Your _____ are your parents' parents.
- _____ are people outside your family who you like and want to spend time with.
- _____ are people you work or study with.
- _____ are people who you do not know at all.
- _____ help _____ to learn a subject at school or university.

B Choose the correct words to complete the email.

TO : Marie

FROM : Amy

SUBJECT : Hey!

Marie!

How's it going? I'm so busy at work because some of my ¹**colleagues / relatives** at the office are ill. At least I have a fun weekend planned! On Saturday, I'm going to a party with my ²**students / friends**. I'll know most people, but some people will be ³**strangers / colleagues**. On Sunday, I'm having lunch with some ⁴**relatives / parents**, including my cousins and aunt. Most of the family will be there, but unfortunately my ⁵**grandparents / strangers** can't come because they live too far away.

How about you? What are you doing at the weekend?

Amy

PRONUNCIATION

The alphabet

Say the pairs of letters below aloud and decide if the vowel sound is the same (S) or different (D). Listen and check.

- | | | | |
|-------|-------|-------|-------|
| 1 b v | S / D | 5 e g | S / D |
| 2 d y | S / D | 6 i y | S / D |
| 3 l m | S / D | 7 q v | S / D |
| 4 c k | S / D | 8 h j | S / D |

VOCABULARY

Types of people

A Read each description below and write the type of person in the space.

1 I'm very sociable. I love communicating and I like knowing that I've helped somebody who has a problem.



p _____ p _____

2 I love cooking and I eat out whenever I can. To be honest, I just love tasting things I've never tried.



f _____

3 I've got four kids and, believe me, it's very tiring. Their dad helps but it's me who takes them to school and cooks their dinner.



m _____ o _____ f _____

4 I love football, rugby and tennis. If there is a ball and people are trying to win, I'm happy.



s _____ f _____

5 My perfect evening is spent on the sofa with friends zapping monsters on a screen.



g _____

6 I enjoy going to other cities and countries and learning about the culture.



t _____

7 I write articles about my life regularly online. My friends and strangers love to read them!



b _____

B Read sentences (1–4). Then choose the correct option (a or b) to complete them.

1 I'm an animal _____ but I don't have any pets because my house is too small.

- a lover b owner

2 He's a big tea _____. Sometimes he has five cups a day!

- a fan b drinker

3 She always thinks good things will happen. She's a _____ person.

- a positive b people

4 They're keen _____ listening to music, so they go to lots of concerts.

- a at b on

PRONUNCIATION

Using a dictionary

1.2 Look at the dictionary extracts (1–3) for three words. Then write the correct word for each extract. Say each word to yourself and then listen to check.

- 1 _____ NOUN /'kʌltʃə(r)/ activities involving music, literature and other arts
 2 _____ NOUN /'bjʊ:ti/ the quality of being beautiful or very good to look at
 3 _____ ADVERB /'ɒf(ə)n/ on many occasions or in many situations

GRAMMAR

Frequency words and phrases

A Match sentences (1–5) with sentences (a–e) that express the same degree of frequency.

- | | |
|---|---|
| 1 I normally ride my bike to school. | a I text my friends every day . |
| 2 I rarely eat red meat. | b I go jogging five days a week . |
| 3 I occasionally watch action movies. | c I hardly ever play chess anymore. |
| 4 I often travel by bus. | d Most of the time , I watch TV in the evenings. |
| 5 I always shower before going to bed. | e I still send postcards now and again . |

B Reorder the words to make sentences.

- 1 never / at work / Julie / checks / personal emails

 2 phone / I / twice / my friend / a day

 3 always / can / buy / at the restaurant / You / pizza

 4 He / ever / to school / hardly / walks

 5 times / visit / their grandparents / They / a year / three

 6 Emma / rarely / late / is / for her lesson

GRAMMAR

Indefinite pronouns

A Choose the correct word in each short conversation. Then cover the answers and try to remember them as you read each question.

- 1 **A:** Where do you want me to sit?
B: You can sit *everywhere / anywhere / somewhere* you like.
- 2 **A:** Who was your favourite teacher at school?
B: Mrs Dean. She taught me *anything / something / everything* I know.
- 3 **A:** Did you want to see me?
B: Yes, there's *anything / something / everything* I need to ask you about.
- 4 **A:** Where are you going at the weekend?
B: *Nowhere / Everywhere / Anywhere*, I'm staying at home to study.
- 5 **A:** Can we all have some of that cake?
B: Yes, of course. There's enough for *anyone / someone / everyone*.
- 6 **A:** It's my wife's birthday tomorrow.
B: Is it? You should take her *anywhere / somewhere / nowhere* nice for dinner.
- 7 **A:** Do you want me to keep it a secret?
B: Yes, I do. *Nobody / Somebody / Everybody* knows about it yet.
- 8 **A:** What's the matter? You look really fed up.
B: Yes, *anybody's / somebody's / everybody's* just stolen my bike from outside the library.

B Find and correct the mistake in each sentence.

- 1 Does somebody know where Alice is?
- 2 Everyone are here in the classroom.
- 3 Would you like everything to drink with your sandwich?
- 4 Everybody like chocolate, don't they?
- 5 It's a strange building. I don't know if it's a hotel or anybody's house.
- 6 Are you sure there's anything I can do to help?

PRONUNCIATION

Word stress in multisyllable adjectives

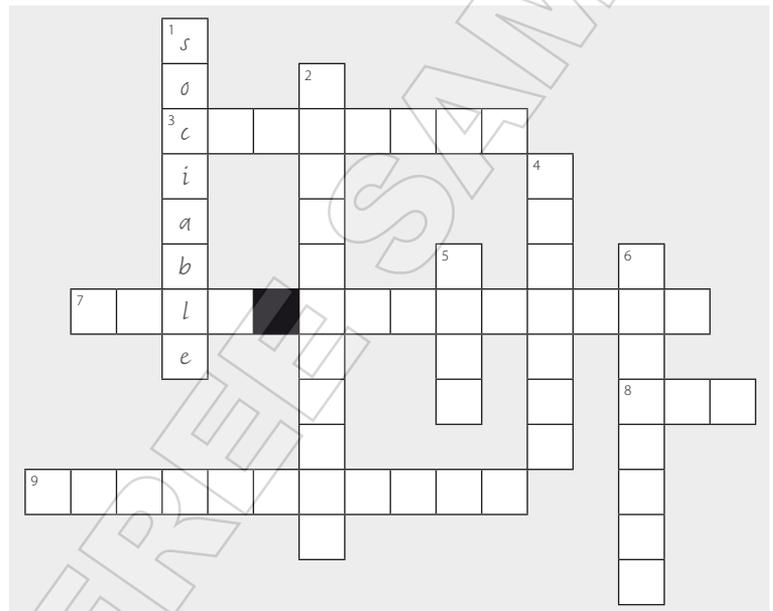
 Say the words below aloud to yourself. Underline the stressed syllable. Then listen and check your answers.

beautiful confident creative curious
disappointed hard-working
independent responsible sensible sociable

VOCABULARY

Personality adjectives, adjective + preposition

A Read the clues and complete the crossword with personality adjectives.



Across

- 3 has a good imagination and enjoys making things
- 7 keeps things in the correct place and is tidy
- 8 feels uncomfortable meeting new people
- 9 doesn't need other people's help

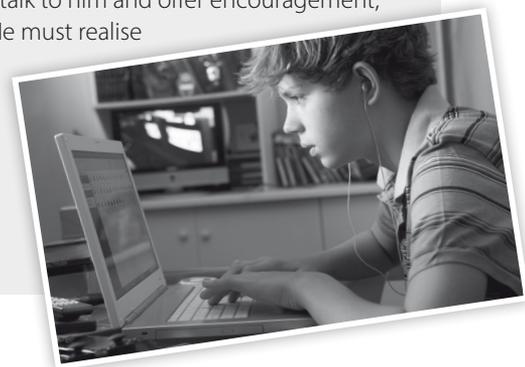
Down

- 1 enjoys other people's company
- 2 likes work and being busy
- 4 likes to know and learn about new things
- 5 avoids doing work
- 6 has good sense and judgement

B Complete the online post below with the correct prepositions.

Worried_Mum_1970

I'm worried about my son Josh – he's not enjoying school and his teachers aren't ¹happy ____ him. Josh has always been ²good ____ maths and science but he isn't ³interested ____ studying anything at the moment. He's always been ⁴keen ____ sport but now he never leaves the house. He just watches TV or plays computer games. He doesn't get ⁵involved ____ any after-school activities either. We try to talk to him and offer encouragement, but he doesn't respond. He must realise that now he's 15, he's ⁶responsible ____ his own happiness. What should we do?



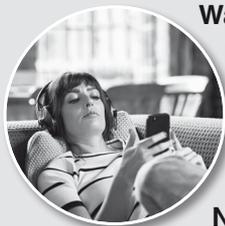
Social Media Personalities

People have always liked labelling other people. Nowadays, journalists at magazines write articles labelling people even when they are online. So, not to be left out, we've put together our Ultimate Top Eight of social media user personality types. Check it out below.

Fanatics spend hours on social media sites. They have all the latest apps and continually check them. A quarter of young users spend more than two hours a day updating their social media pages.



Egoists want to impress people. They want to have more followers than other users, and they worry about the number of likes they get.



Watchers hide and rarely take part in social media exchanges. Almost half of all social media users admit that they observe rather than get involved.

Novices are new to social media. They don't yet understand how it all works so they post things now and again, but not very often.

Changelings have different personalities online. They use false names so other posters don't know their identity. 15% of users say they express opinions more freely when people don't know who they are.

Informers like being the first to notice something they can share. They feel good when they can report the latest news and gossip.

Quizzers ask questions to start online conversations. They prefer to learn about other people and hardly ever post their own updates.



Trolls go online to cause trouble. They enjoy posting negative comments, starting arguments and making other users feel bad.

Most social media users are a mix of these personality types, and they behave differently on different sites. The internet has changed our lives and perhaps our personalities too. What type of user are you?

READING

A PREDICT Look at the title, pictures and headings of the article. Then answer the questions.

- What do you think the article will be about? Choose one option from below.
 - The most common topics that people look for online.
 - Some typical ways that people behave when they use social media.
 - The percentage of people who frequently use social media.
- Decide if the following statements about the article are probably true (T) or probably false (F).
 - You can trust all the information because it is based on scientific research. T/F
 - The article aims to entertain readers rather than inform them. T/F
 - You can find a lot of very similar articles online. T/F

B READ FOR MAIN IDEA Read *Social Media Personalities*. Check your answers to Exercise A.

C READ FOR DETAIL Read the article again. Choose a social media type for each person in 1–8.

- Emma likes asking other users about their interests. _____
- Julie wants to tell everyone that a famous couple has broken up. _____
- Max changes his user name every month. _____
- Leah reads what other people are saying but doesn't say much herself. _____
- Justin needed help when he posted for the first time last week. _____
- Holly has just told another user that her post is stupid. _____
- Gary often wakes up in the night to check his social media pages. _____
- Lucy's worried because nobody has responded to her last post. _____

D REFLECT Think about the answers to these questions.

- Do you think social media users really fall into these eight types?
- What type of social media personality are you?
- Do you think your personality changes at all when you use social media?

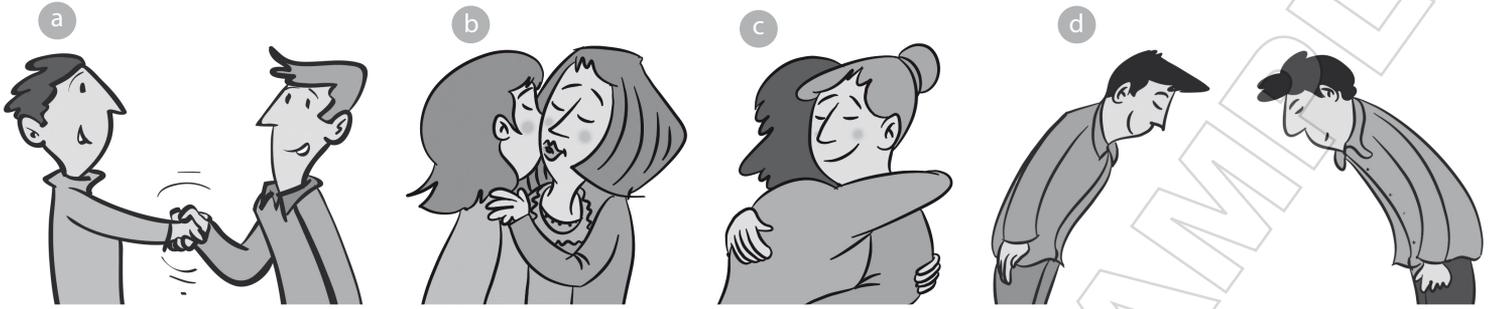
Glossary

gossip (n) information or conversation about people's lives that might not be true

identity (n) what makes you who you are and different from other people / proof of who you are

label (v) use a word or phrase to describe someone, especially a word or phrase that is not fair or true

update (v/n) add recent information / addition of new information



LISTENING

A PREDICT Match the words and phrases to pictures (a–d) above.

- 1 bow ___ 2 hug ___ 3 kiss on both cheeks ___ 4 shake hands ___

B LISTEN FOR DETAIL Listen to five students talking with their teacher. Complete the notes in the table below with one word in each space.

Name	Country	Spoken greeting	Physical greeting
Javier	¹ _____	Hola / Encantado = ² _____ to meet you	women: kiss on both cheeks men: shake hands or ³ _____ if good friends
Amelie	⁴ _____	Bonjour = Good ⁵ _____ Bonsoir = Good evening	women: kiss on both cheeks ⁶ _____ times
Ahmed	Oman	Marhaba = Hello	men: ⁷ _____ friends touch noses or shake only the ⁸ _____ hand
Junko	⁹ _____	Konnichiwa = Hello/Good day	the way a person bows depends on the ¹⁰ _____ with the other person
Achara	Thailand	Sawasdee khrap = Hello for ¹¹ _____ Sawasdee kha = Hello for ¹² _____	bow head forward and press palms of hands together

C REFLECT Think about your answers to these questions.

- Do men and women greet each other differently in your country?
- Are there formal and informal greetings?

Glossary

- fascinating (adj)** making you very interested or attracted
formal (adj) following the correct or suitable official methods
tend to (phrase) to usually do a particular thing

FUNCTIONAL LANGUAGE

Greet people and give personal information, make introductions

B Put each conversation (1–3) in the correct order. Then listen to check.

- 1.5
- | | | |
|---|--|---|
| <p>1</p> <p>a Daniel: I'm good. Things are going well. How about you ... what's new? ___</p> <p>b Liz: Well, I've just got back from travelling in Asia. It was fantastic. ___</p> <p>c Liz: You too ... long time no see! How's it going? ___</p> <p>d Daniel: Hi, Liz. What a nice surprise. It's great to see you. <u>1</u></p> | <p>2</p> <p>a Claire: Do you enjoy it? ___</p> <p>b Claire: Hi Gavin, I'm Claire. Nice to meet you. What do you do? ___</p> <p>c Gavin: Let me introduce myself. I'm Gavin. ___</p> <p>d Gavin: Well, it's not my dream job but it pays the rent. ___</p> <p>e Gavin: I'm working in a bookshop for now. ___</p> | <p>3</p> <p>a Tom: Sorry, I've gotta go now. ___</p> <p>b Tom: I've got my driving test tomorrow ... at 8.30. ___</p> <p>c Simon: Oh OK. Good luck! ___</p> <p>d Simon: Would you like another drink? ___</p> <p>e Simon: Really, why so early? ___</p> |
|---|--|---|

WRITING

- A Read Sarah's advert below. What things does she want to know about if you are interested in renting the room?

Wanted!

We are looking for a sociable and well-organised person to rent a room in our house.
It's on Staverton Road in the city centre.
It costs £300 per month.

If you are interested, email Sarah with the following information: your age, your job, your likes/dislikes, what type of person you are.

- B Read Carla's reply. Do you think she is the right person for the room?

● ● ● 🏠 📧 ⏪ ⏩

To: Sarah

From: Carla

Subject: Available room

Hi Sarah,

I'm emailing about your advert for the room. I'm very interested with renting it!

I'm nineteen years old and at the moment I'm a student. I'm keen on watch films and listening to music. I'm a dog owner, but I don't have any pets.

I'm a people person: I love chatting to other people and going out to meet my friends. We usually go to the cinema or out for anything to eat. I'm very tidy and always clean my room – so don't worry about that!

I look forward to hearing from you.

Best wishes
Carla

- C Read Carla's reply in Exercise B again and circle six mistakes. Then decide if they are grammar (G), vocabulary (V) or spelling (S) mistakes.

WRITING PRACTICE

- A **PREPARE** You are going to write a reply to an advert. Read the advert, then make notes about your work/studies, your likes and dislikes and your personality.

Wanted!

Are you a people person and a cat lover?
We are looking for someone to share a flat with three girls and our pet cat!

If you are interested, email Jessica and tell her about yourself. We want to know about your job or studies, what type of person you are and what things you like/dislike.

- B **WRITE** Write your reply to the advert in Exercise A above.

- Use your notes and ideas from Exercise A.
- Write your email in 50–100 words.

- C **REVIEW** Remember to check your writing for spelling, grammar and punctuation mistakes.



GRAMMAR

Adverbs of degree

- A** Choose the correct adverb of degree. Then insert the adverb in the correct place.
- There are some tall buildings in Dubai – some of them are more than 100 metres high! (**quite** / **extremely**)
 - The film was good but I wouldn't watch it again. (**quite** / **very**)
 - The builders are friendly. They chat to us all the time. (**almost** / **really**)
 - The children are excited about going to the zoo next week. (**so** / **almost**)
 - We won the football game, but the other team scored a goal in the last minute. (**completely** / **almost**)
 - Jack has changed since I last saw him. (**quite** / **completely**)
- B** In the following conversations, write the bold words in the correct order. Then cover the responses and try to remember them.
- A:** It isn't easy to use the subway in this city.
B: I agree, **complicated really it's**, isn't it?

 - A:** The test wasn't too difficult, was it?
B: No, **quite was easy** it.

 - A:** The city looks very different.
B: Yes, **has the centre changed completely**.

 - A:** Have you started that book I gave you?
B: Yes, **finished chapter almost first I've** the.

 - A:** The city feels bigger than it did.
B: Yes, **is quickly population the growing**.

 - A:** Wow! Your son has really grown!
B: Yes, **he's tall a quite boy** now.

VOCABULARY

Describing places

- A** Cross out the noun in each list that the adjective in bold does not usually describe.
- attractive** building / town / person / music
 - ugly** building / city / person / food
 - modern** buildings / trees / art / furniture
 - old-fashioned** buildings / river / clothes / ideas
 - clean** water / air / clothes / art
 - loud** noise / sky / music / voice
- B** Complete the sentences with the correct adjective form of the word in brackets.
- The streets are very _____ in this part of town. (*dirt*)
 - The park is very _____. I go there to relax. (*peace*)
 - There are no bus stops near our house. It's very _____. (*convenience*)
 - This music is boring. Can I put on something more _____? (*live*)
- C** Choose an adjective from column A and a noun from column B to make five sentences that are true for you and your city. Use an adverb of degree in each sentence.

A	B
clean	park
old-fashioned	museums
convenient	transport
lively	restaurants
attractive	buildings
	people
	schools
	music

The museums are really old-fashioned.

PRONUNCIATION

Stress in two-syllable adjectives

-  **Underline** three more words from the list below that have 2.1 stress on the second syllable. Then listen and check.

alive complete direct extreme friendly
happy hungry solid ugly useful

VOCABULARY

Verb + preposition

A Choose the correct preposition to complete each sentence.

- When you go out with your best friends, what do you usually talk **about / on**?
- Do you have any friends that you often argue **about / with**?
- I can't rely **on / about** him – he's always late!
- She needs a lot of help **with / on** maths. It's not her favourite subject.
- We're looking **on / for** a new house in the city centre.

B Complete the text with a verb in the box and a suitable preposition.

argue looking rely talk talk

My best friend's called Katie. I usually ¹ _____ her every day on the phone or by email. We ² _____ school or what we're doing at the weekend. I don't really ³ _____ her about things because we usually have similar opinions. I haven't phoned her as much this week because she's so busy. She's ⁴ _____ a job on Saturdays. She doesn't want to ⁵ _____ her parents to give her money.

PRONUNCIATION

Consonant pairs at the beginning of words

2.2 Listen and complete the words with the correct consonant pairs in the box. You will need to use the letters more than once. Then practise saying them aloud to yourself.

sc sl sm sn sp st sw

- | | |
|--------------------|----------------------|
| 1 ___ eak ___ owly | 5 ___ art ___ imming |
| 2 ___ op ___ owing | 6 ___ all ___ hool |
| 3 ___ eet ___ ile | 7 ___ ake ___ in |
| 4 ___ ow ___ art | 8 ___ ow ___ orm |

GRAMMAR

Present simple and present continuous

A Look at the pictures and complete the texts using the correct form of a verb in the box.

collect have not work play
read study take work



Mike's a doctor. Usually, he ¹ _____ in a hospital. Now, he's on holiday. He ² _____ tennis with his daughter.



Henry's a taxi driver. Usually, he ³ _____ people from the airport and ⁴ _____ them to the city centre. This week, he ⁵ _____. He ⁶ _____ lunch at his favourite restaurant.



Ella and Becky are students. Usually, they ⁷ _____ maths. Now, they ⁸ _____ books in the sitting room.

B Complete the conversations with the present simple or present continuous form of the verb in brackets. Use contractions where possible.

- a** **Ava:** I hear you ¹ _____ (live) back at your mum and dad's at the moment.
Bob: That's right. I ² _____ (look for) a new job with better pay. I ³ _____ (not want) to live there forever – I need my own place!
Ava: Yes, I ⁴ _____ (know) what you mean. I ⁵ _____ (not think) it's good to rely on your parents too much.
- b** **Tim:** ⁶ _____ Zara _____ (own) her house?
Mia: No, she doesn't but she really wants to. But house prices ⁷ _____ (increase) a lot at the moment.
Tim: It's the same everywhere. I completely ⁸ _____ (understand) why people are unhappy.



GRAMMAR

Past simple – regular and irregular verbs

A Write the past simple form of the following verbs.

- | | |
|---------------|---------------|
| 1 carry _____ | 6 make _____ |
| 2 come _____ | 7 play _____ |
| 3 give _____ | 8 plan _____ |
| 4 have _____ | 9 take _____ |
| 5 like _____ | 10 stop _____ |

B Complete the newspaper story with the past simple form of the verb in brackets. Use contractions where possible.

Nora's revenge!



Sixty-five-year-old Nora Bentley was angry when a couple bought her house for much less money than she wanted.

Nora ¹ _____ (*hope*) to sell her house for nearly half a million dollars, but Lee and Sarah Boyle ² _____ (*not want*) to spend that much. They ³ _____ (*come*) back again and again saying there ⁴ _____ (*be*) problems with the building.

Eventually, they ⁵ _____ (*buy*) the house for \$400,000. This was \$100,000 less than Nora wanted. Nora ⁶ _____ (*not be*) happy and planned her revenge.

On the day she moved out, Nora ⁷ _____ (*put*) dead fish inside the curtains. Lee and Sarah ⁸ _____ (*notice*) the smell when they first ⁹ _____ (*arrive*) but ¹⁰ _____ (*not worry*) about it at first. Gradually the smell ¹¹ _____ (*get*) worse and worse but Lee and Sarah ¹² _____ (*cannot*) find the cause. Eventually, they decided to sell the house ... for \$400,000!

PRONUNCIATION

Past simple irregular verbs /ɔ: /, /e / and /eɪ /

2.3 Listen to the phrases below. Decide if the vowel sounds in the verb and the words that follow are the same (S) or different (D). Then practise saying the phrases aloud.

- | | |
|---------------------------------------|-------|
| 1 I <u>sent</u> a message. | S / D |
| 2 Who <u>ate</u> the <u>bread</u> ? | S / D |
| 3 I <u>slept</u> well. | S / D |
| 4 I <u>bought</u> it for my daughter. | S / D |
| 5 She <u>said</u> she's twelve. | S / D |
| 6 He <u>made</u> his bed. | S / D |
| 7 I <u>thought</u> you were Jane. | S / D |
| 8 We <u>went</u> ahead. | S / D |

VOCABULARY

Life events

Complete each sentence with a life event in the box below. Make sure you use the correct form of any verbs.

fall in love get a job get married
get my own place go to university have children
learn to swim leave home leave school retire

- I'm hoping to _____ at my father's company.
- My uncle's lucky. He did very well in business and then _____ when he was just forty-five.
- In my country, people can _____ when they're sixteen but only with their parents' permission. Weddings can be expensive, so usually people wait until they're older.
- We didn't plan to _____ before we were thirty but we had three! Two boys and a girl.
- Josie met Alan on holiday and they _____. Now, they're married.
- She really wants to _____ to study biology next year.
- Parents often like their children to be independent but they worry when they _____ and live by themselves.
- I'm tired of living at home. I want to _____ – maybe a small apartment in the city – as soon as I start earning money.
- A hundred years ago, education wasn't so good. A lot of children _____ when they were only fourteen.
- She didn't _____ until she was twenty because she was scared of water when she was a child.

READING

A PREDICT Read the title and first line of the article. Then choose what you think the article's topic (a–c) is going to be.

- a The worst things about living in the city centre.
- b The reason for people's accommodation choices.
- c Where the best place to live is.

B READ FOR MAIN IDEA Read the article quickly and match the age groups (1–4) to their main priorities (a–d).

- | | |
|---------|--|
| 1 18–25 | a Living where it's easy to, and close to school or work. |
| 2 26–35 | b Being further away from cities and towns, but still near to family. |
| 3 36–55 | c Education for their children and the cost of houses. |
| 4 55 + | d Being near to relatives, having a bigger house and more outdoor space. |

C READ FOR DETAIL Read the article again. Are the sentences true (T) or false (F)? Correct the false sentences.

- 1 Most people in their teens and early 20s don't want lots of things to do where they live. _____
- 2 People 26–35 usually live where they really want to. _____
- 3 People 36–52 often buy houses where they lived when they were children. _____
- 4 Most people 36–52 enjoy city life. _____
- 5 People over 55 want the same things as people aged 36–52. _____
- 6 Most people over 55 don't want to move far away from family. _____

D REFLECT Do you think the reasons given in the article for their decisions are correct?

Glossary

drawbacks (n) disadvantages / things you don't like
priorities (n) the things you think are most important
reputation (n) the opinion people have about how good or bad something is

How Do We Choose Where We live?

Why does one person live quietly in the countryside, another in a small suburban town and another in a huge, noisy city? I often look out of a train window and wonder why people live in the various places we pass. Where we live has a constant impact on our lives, so why do we make the choices we make? I decided to find an answer to my question.

Age is important in deciding where we live and how likely we are to move. Most people in their late teens and early 20s live where they grew up. Many still live with parents and have no choice, but others feel it is important to live close to friends and places of study or work. At this time, many people live where they do simply because it is convenient. They might complain about having no entertainment or leisure facilities, but there are more benefits than drawbacks.

People in their mid-20s to mid-30s are likely to move house. They choose to live close to where they or their partner works. They might have a young family and they choose places where schools have a good reputation. House prices are an important consideration, and many in this age group cannot live where they would ideally like to.

People in their mid-30s to early 50s are usually raising a family. They choose to live close to family and friends. Many move back to where they grew up, especially when a larger property is more affordable there. Some people in this age group enjoy city life but most put more emphasis on being close to green space and feeling safe in their environment. People of this age don't mind travelling to a workplace.

People over 55 have different priorities. They often downsize, selling a large property and buying a smaller one closer to the countryside. However, people in this age group continue to put importance on living close to family, especially when they have grandchildren.

I'm not sure I have all the answers, but the information helps. When I scan houses from the train window now, I will have a little more idea of who lives in each.



LISTENING

A PREDICT Look at the picture. What do you think the listening will be about? Listen to the introduction of the radio programme to check your answer.

B LISTEN FOR MAIN IDEA Listen to the introduction again and answer the questions.

- 1 What two types of people does *Houseshare* want to help?
- 2 Why do some young people need help?
- 3 Why do some older people need help?

C Listen to the whole radio programme. Decide if the sentences are about young people (Y) or older people (O).

- 1 They are living longer than their parents did. ___
- 2 Property prices are too high for them. ___
- 3 They often have an extra bedroom. ___
- 4 They don't have a lot of people around to help them. ___
- 5 They can help by driving. ___
- 6 They need to answer lots of questions before doing the project. ___

Glossary

companion (n) someone who is with you

generation (n) a group of people in society who are born and live around the same time

politician (n) someone who has a job in politics, especially a Member of Parliament

proportion (n) a quantity of something that is part or share of the whole

reduced (v) to make something smaller or less in size, amount, importance, etc.

strict (adj) someone who is strict has definite rules that they expect people to obey completely

D REFLECT Think about your answers to these questions.

- 1 What do you think about the *Houseshare* project?
- 2 Is there a similar project in your country? If not, do you think it would be a good idea?

FUNCTIONAL LANGUAGE
Ask for and give advice

Match the sentences (1–8) to the responses (a–h). Then listen to check.

- | | |
|--|--|
| 1 What should I do? Should I move to London? | a No, I can't rely on them all the time. |
| 2 Why don't I look after the kids for you? | b Yeah, good idea. They have a spare room. |
| 3 You could tell Stuart to start doing exercise. | c How about using milk instead? |
| 4 Why don't you ask your parents to help? | d Well, only if you're sure. They're no trouble. |
| 5 I think you should try eating in the new restaurant. | e Well, if you're going that way. Thanks. |
| 6 How about staying with Jill and Martin? | f Seriously? Do you think he ever listens to me? |
| 7 There's no cream. What do you suggest? | g I'm not sure it's a good idea to leave home so soon. |
| 8 Let me take you to the station. | h Thanks, I'll try it. I really like Thai food. |



a

Dear Sir/Madam,

___ I was travelling to Norwich from north London and had to change at Colchester. The train from north London was delayed for thirty minutes so when I arrived in Colchester it was too late. The next train to Norwich was then cancelled too.

___ In the end, I arrived at the event more than an hour later than I planned. It was a stressful journey and I didn't properly enjoy the event.

___ I hope you understand why I am so dissatisfied with the service you provided. I would like the cost of the train journey and the taxi fare to be refunded. I'm looking forward to your reply.

¹ I am writing to complain about a recent train journey I took with Southways. There was a long delay and I arrived at an important family event much later than planned.

___ I realised I would be late for the event so I decided to take a taxi, which cost £75. It is totally unacceptable that I had to spend this money when I already paid for my train journey.

Yours faithfully,
Selina Marks

b

Dear Sir/Madam,

I am writing to complain about a pair of boots I bought in one of your shops recently. I only wore them three times ¹ _____ then they broke!

I took them back to the shop and spoke to the shop assistant. I asked for a refund ² _____ a replacement ³ _____ she didn't help me. She said she couldn't refund or replace them ⁴ _____ it was my fault that they broke. This isn't true – I was only walking in them!

I need these boots for my holiday next month ⁵ _____ I would like you to replace them quickly.

Yours faithfully,
Tina Clarke

c

1 Hello,

I'm writing about a terrible meal **2 me and my girlfriend** had at your restaurant at the weekend.

First, we waited for ages for a table. **3 How's** this possible when we booked before?

Then we had to wait even longer for the food and then it was disgusting. The pizza was from a supermarket and the salad wasn't fresh.

When the bill came, we complained and asked for a discount. The manager refused.

4 Maybe give us back our money.

5 Thanks,
Max

WRITING

A Read emails (a–c) quickly. Then match them with complaints (1–3).

- 1 a bad experience 2 a product 3 a transport problem

B Read email a again. Then number the paragraphs into the correct order.

C Read email b again. Then complete the email with linking words in the box.

and because but or so

D Read email c again. Then match words and phrases (1–5) to the reasons (a–e) they are too informal for an email of complaint.

- a Greeting too casual ___
b Use of contractions ___
c Incorrect grammar ___
d Sign-off too informal ___
e Language too direct ___

WRITING PRACTICE

A PREPARE You are going to write an email of complaint about something you bought recently. Think about the problem and how you would like the problem to be solved.

B WRITE Write your email in 100–150 words.

- Use your notes and ideas from Exercise A.
- Include two or more solutions.
- Use polite and formal language.
- Use linking words.

