



Harry Lo <harrykhlo@gmail.com>

(RE: Re: (RE: Re: MB # 050417))

1 message

Build-disputes <Build-disputes@fairwayresolution.com>

Wed, Feb 22, 2023 at 2:09 PM

To: "jsrconstruction.nz@gmail.com" <jsrconstruction.nz@gmail.com>, "harrykhlo@gmail.com" <harrykhlo@gmail.com>

Cc: "office@kathrynlawry.co.nz" <office@kathrynlawry.co.nz>, "jlee2609@yahoo.com" <jlee2609@yahoo.com>

Good afternoon all,

Thank you for your respective responses. I have tentatively scheduled 11am on Wednesday, 1 March for a facilitated discussion.

Please advise if this is not suitable. Zoom link below:

FairWay Resolution Limited is inviting you to a scheduled Zoom meeting.

Topic: Edward Palmer's Zoom Meeting

Time: Mar 1, 2023 11:00 AM Auckland, Wellington

JOIN ZOOM MEETING BY CLICKING THE LINK BELOW:

<https://fairwayresolution.zoom.us/j/87910752750>

If you are attending via telephone (audio only) please dial the number below
0800 369 808 New Zealand Toll-free

If you are attending via telephone (audio only) please dial the number below

+64 3 659 0603 New Zealand

+64 4 886 0026 New Zealand

+64 9 884 6780 New Zealand

0 800 307 929 New Zealand Toll-free

0 800 527 544 New Zealand Toll-free

Meeting ID: 879 1075 2750

Find your local number: <https://fairwayresolution.zoom.us/j/87910752750>

Kind regards,
Edward Palmer

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Harry Lo <harrykhlo@gmail.com>

Re: (RE: Re: MB # 050417)

1 message

Ricky Wong <jsrconstruction.nz@gmail.com>

Wed, Feb 22, 2023 at 1:54 PM

To: Harry Lo <harrykhlo@gmail.com>, Build-disputes <Build-disputes@fairwayresolution.com>

Hi

I am ok

Please let me know the time and date will try to fit in.

Thank you.

Regards
Ricky

On Wed, Feb 22, 2023 at 11:24 AM Harry Lo <harrykhlo@gmail.com> wrote:

Hi Edward,

Have you got Ricky's reply?

Please feel free to update us on Ricky's situation and the mediation arrangement.

Thank you so much.
Kind regards,
Harry

On Mon, 20 Feb 2023, 15:45 Build-disputes, <Build-disputes@fairwayresolution.com> wrote:

Thank you Harry,

Ricky I look forward to hearing from you regarding your availability and Harry's information sharing proposal.

Kind regards,
Edward Palmer

Resolution Coordinator

Below is the Email Conversation Thread for this Email

Received: 02/20/2023 01:19PM
From: harrykhlo@gmail.com
To: Build-disputes@fairwayresolution.com;
Cc: jsrconstruction.nz@gmail.com; jlee2609@yahoo.com.hk; office@kathrynlawry.co.nz;
Subject: Re: MB # 050417
Attachments:

Body:

Hi Edward,

Jessica will be not available on 24 Feb, 28 Feb and 2 Mar.

I received Ricky's private email about his availability, but not being sure if I should forward it to you. Please follow up if you have not received his reply.

Thanks a lot.
Kind regards,
Harry

On Mon, 20 Feb 2023, 08:00 Harry Lo, <harrykhlo@gmail.com> wrote:

Hi Edward,

Jessica and Kathryn will participate/support me in the facilitated discussion.
In general, I will be available between 11am and 2pm except Friday, and Kathryn will not be available between 2.30-5pm.
We are waiting for Jessica's availability. I will update you on Jessica's situation asap. Sorry for the inconvenience caused.

Thanks for your meeting arrangement.
Kind regards,
Harry

On Fri, Feb 17, 2023 at 12:50 PM Kathryn Lawry <office@kathrynlawry.co.nz> wrote:

Hi Edward

I am not available between 2.30-5pm every day in the next two weeks.

Kind Regards,

Kathryn Lawry

Principal Solicitor



P (03) 342 8293 F (03) 342 8294 M 027 428 9540

PO Box 79052, Avonhead, Christchurch 8446

W www.kathrynlawry.co.nz

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From: Build-disputes <Build-disputes@fairwayresolution.com>
Sent: Friday, 17 February 2023 12:42 pm
To: harrykhlo@gmail.com; jsrconstruction.nz@gmail.com
Cc: jlee2609@yahoo.com.hk; Kathryn Lawry <office@kathrynlawry.co.nz>
Subject: MB # 050417

Good afternoon all,

Thank you for your participation thus far. I have now had the opportunity to discuss this matter with you all.

As discussed, the next stage in our process is to arrange a facilitated discussion. Please advise as follows:

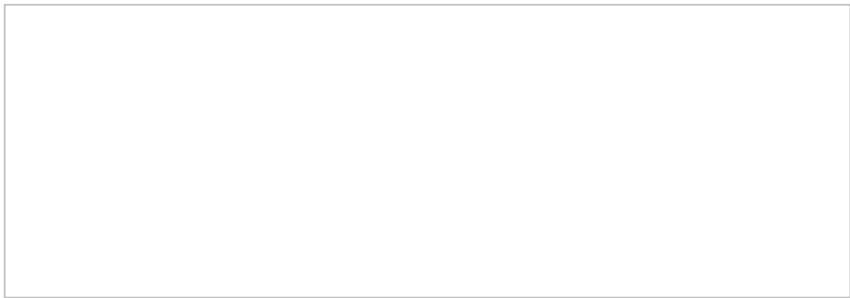
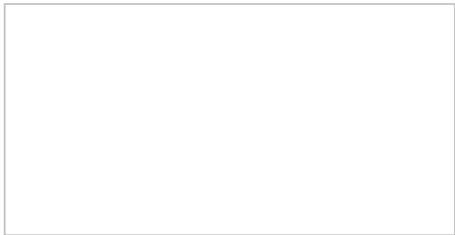
- Any and all persons that you wish to participate/support you in the facilitated discussion; and
- Any dates/times in the next two weeks that are unsuitable for a 1-2 hour facilitation.

Ricky - Harry has advised that he is open to circulating the submissions made by each party thus far in order to familiarise yourselves with the other party's perspective. Please advise if this is something that you are happy to agree to. Any such document sharing will be subject to privilege per section 57(2) of the Evidence Act 2006 (<https://www.legislation.govt.nz/act/public/2006/0069/latest/DLM393664.html>).

In the meantime, feel free to send through any documentation that you may wish to refer to or rely on during the course of the facilitated discussion. I am also happy to address any questions or concerns that you may have.

Ngā mihi

Edward Palmer
Resolution Coordinator - Customer Experience Team
T 0800 77 44 02
E builddisputes@fairwayresolution.com
PO Box 2272, Wellington 6140
fairwayresolution.com/mb ☐ ☐ ☐



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Edward Palmer

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--
Project Manager
Ricky Wong
JSR CONSTRUCTION LTD
0221018468





Harry Lo <harrykhlo@gmail.com>

Re: MB # 050417

1 message

Harry Lo <harrykhlo@gmail.com>

Mon, Feb 20, 2023 at 1:19 PM

To: Build-disputes <build-disputes@fairwayresolution.com>

Cc: Ricky Wong <jsrconstruction.nz@gmail.com>, Sze Ping Jessica Lo <jlee2609@yahoo.com.hk>, Kathryn Lawry <office@kathrynlawry.co.nz>

Hi Edward,

Jessica will be not available on 24 Feb, 28 Feb and 2 Mar.

I received Ricky's private email about his availability, but not being sure if I should forward it to you. Please follow up if you have not received his reply.

Thanks a lot.
Kind regards,
Harry

On Mon, 20 Feb 2023, 08:00 Harry Lo, <harrykhlo@gmail.com> wrote:

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We are waiting for Jessica's availability. I will update you on Jessica's situation asap. Sorry for the inconvenience caused.

Thanks for your meeting arrangement.
Kind regards,
Harry

On Fri, Feb 17, 2023 at 12:50 PM Kathryn Lawry <office@kathrynlawry.co.nz> wrote:

Hi Edward

I am not available between 2.30-5pm every day in the next two weeks.

Kind Regards,

Kathryn Lawry

Principal Solicitor



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PO Box 79052, Avonhead, Christchurch 8446

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From: Build-disputes <Build-disputes@fairwayresolution.com>
Sent: Friday, 17 February 2023 12:42 pm
To: harrykhlo@gmail.com; jsrconstruction.nz@gmail.com
Cc: jlee2609@yahoo.com.hk; Kathryn Lawry <office@kathrynlawry.co.nz>
Subject: MB # 050417

Good afternoon all,

Thank you for your participation thus far. I have now had the opportunity to discuss this matter with you all.

As discussed, the next stage in our process is to arrange a facilitated discussion. Please advise as follows:

- Any and all persons that you wish to participate/support you in the facilitated discussion; and
- Any dates/times in the next two weeks that are unsuitable for a 1-2 hour facilitation.

Ricky - Harry has advised that he is open to circulating the submissions made by each party thus far in order to familiarise yourselves with the other party's perspective. Please advise if this is something that you are happy to agree to. Any such document sharing will be subject to privilege per section 57(2) of the Evidence Act 2006 (<https://www.legislation.govt.nz/act/public/2006/0069/latest/DLM393664.html>).

In the meantime, feel free to send through any documentation that you may wish to refer to or rely on during the course of the facilitated discussion. I am also happy to address any questions or concerns that you may have.

Ngā mihi

Edward Palmer

Resolution Coordinator - Customer Experience Team

T 0800 77 44 02

E builddisputes@fairwayresolution.com

PO Box 2272, Wellington 6140

fairwayresolution.com/mb   



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Re: (RE: RE: (RE: (RE: Additional information: Re: (RE: (RE: Re: (RE: Re: (RE: Building Dispute MB # 050417))))))

1 message

Harry Lo <harrykhlo@gmail.com>
To: Build-disputes <Build-disputes@fairwayresolution.com>
Cc: Kathryn Lawry <office@kathrynlawry.co.nz>, Sze Ping Jessica Lo <jlee2609@yahoo.com.hk>

Tue, Feb 14, 2023 at 12:51 PM

Thanks Edward for your meeting arrangement.

All of us are available for the meeting.

See you then online.
Kind regards,
Harry

On Tue, 14 Feb 2023, 09:45 Build-disputes, <Build-disputes@fairwayresolution.com> wrote:

Good morning all,

I have tentatively scheduled midday on Friday the 17th. I am happy to reschedule if necessary.

Please find Zoom link below:
FairWay Resolution Limited is inviting you to a scheduled Zoom meeting.
Topic: Edward Palmer's Zoom Meeting
Time: Feb 17, 2023 12:00 PM Auckland, Wellington

JOIN ZOOM MEETING BY CLICKING THE LINK BELOW:
<https://fairwayresolution.zoom.us/j/82457327012>

If you are attending via telephone (audio only) please dial the number below
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+64 9 884 6780 New Zealand
+64 3 659 0603 New Zealand
0 800 002 260 New Zealand Toll-free

Meeting ID: 824 5732 7012

Find your local number: <https://fairwayresolution.zoom.us/j/82457327012>

Kind regards,
Edward Palmer

Resolution Coordinator

Below is the Email Conversation Thread for this Email

Received:

From:

To:

Cc:

Subject:

Attachments:

Body:

02/14/2023 09:38AM

office@kathrynlawry.co.nz

harrykhlo@gmail.com; jlee2609@yahoo.com.hk; Build-disputes@fairwayresolution.com;

RE: (RE: (RE: Additional information: Re: (RE: (RE: Re: (RE: Re: (RE: Building Dispute MB # 050417))))))

Hi Harry and Jessica

At the moment I am available on Friday between 12-2pm, or any day next week between 11-2pm. Let me know what time suits you and Edward best.

Kind Regards,

Kathryn Lawry
Principal Solicitor

P (03) 342 8293 F (03) 342 8294 M 027 428 9540

PO Box 79052, Avonhead, Christchurch 8446

W www.kathrynlawry.co.nz

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From: Harry Lo <harrykhlo@gmail.com>
Sent: Tuesday, 14 February 2023 8:47 am
To: Kathryn Lawry <office@kathrynlawry.co.nz>; Sze Ping Jessica Lo <jlee2609@yahoo.com.hk>; Build-disputes <build-disputes@fairwayresolution.com>
Subject: Fwd: (RE: (RE: Additional information: Re: (RE: (RE: Re: (RE: Re: (RE: Building Dispute MB # 050417))))))

Hi Kathryn,

I wonder if you mind to help with joining the 15-30 minute Zoom meeting to discuss the mediation process. If so, please advice your availability.

Jessica and I will be available between 11am and 2pm after tomorrow.

What time and day works best for you between 11am and 2pm after tomorrow?

Thank you so much.

Kind regards,

Harry

----- Forwarded message -----

From: Harry Lo <harrykhlo@gmail.com>
Date: Mon, 13 Feb 2023, 11:50
Subject: Re: (RE: (RE: Additional information: Re: (RE: (RE: Re: (RE: Re: (RE: Building Dispute MB # 050417))))))
To: Build-disputes <Build-disputes@fairwayresolution.com>
Cc: Sze Ping Jessica Lo <jlee2609@yahoo.com.hk>, Kathryn Lawry <office@kathrynlawry.co.nz>

Good morning Edward,

Thanks for your email. Sorry for my late reply because I was very busy at work.

Before arranging the meeting, I wonder if I can have a support person, Kathryn, attending the meeting together.

Thanks.

Harry

On Thu, 9 Feb 2023, 12:36 Build-disputes, <Build-disputes@fairwayresolution.com> wrote:

Good afternoon Harry,

I have now had the opportunity to discuss this matter with Ricky from JSR Construction.

The next stage in our process is for you and I to arrange a 15-30 minute Zoom meeting to discuss our process, your side of the story and to address any questions you may have.

Please advise of a suitable date and time for the above in the near future.

Kind regards,
Edward Palmer

Resolution Coordinator

Below is the Email Conversation Thread for this Email

Thanks Harry,

I appreciate the insight. We will discuss the role that supporting information can play in our service when we meet via Zoom.

I am hoping to meet with Ricky from JSR Construction tomorrow and will be in touch shortly thereafter.

Kind regards,
Edward Palmer

Resolution Coordinator

Below is the Email Conversation Thread for this Email

Received: 02/06/2023 08:12AM

From: harrykhlo@gmail.com

To: Build-disputes@fairwayresolution.com;

Cc: jlee2609@yahoo.com.hk;office@kathrynlawry.co.nz;

Subject: Additional information: Re: (RE: (RE: Re: (RE: Re: (RE: Building Dispute MB # 050417))))

Attachments: 26Jan2023Gmail - NK Windows Q5991 - 2 Rapere St.pdf;2023Feb5Gmail - Fwd_ Window and Door Quote.pdf;30 Jan 2023Gmail - Fwd_ Need thermally broken sliding doors in coal dust color.pdf;

Body:

Kia ora Edward,

Thank you for your kind help with the mediation.

I would like to provide you with the following additional information for the mediation.

- 1) I have got three different quotations below for the same sliding doors or similar doors meeting our expected purpose. These show that there could be a lot of other suppliers who can provide us with the doors meeting our expected purpose, if the builder or the current supplier has told us they are incapable of providing us with products before the order. However, now we are getting the doors, which do not suit for our purpose, from the current supplier.
- a) The quotation from Bradname’s windows & Doors NZ. The key attributes are listed below:

i) Suite: AllSeasons (i.e. a brand manufactured by Altus, see <https://altus.co.nz/window-systems/systems/southern41-thermal/>).

ii) Colour: Group 1, which includes coal dust.

iii) All thermally broken aluminum joinery including the stiles and the fixed interlocker;

iv) Cross sections of the sliding door showing that there is a thermal insulation strip in the fixed interlocker (see Figure 1 below) aligned with the thermal insulation strip in the window transom (see Figure 2 below). The elevation in Figure 3 indicated the locations of the cross sections given in Figure 1 and 2. These figures are extracted from the quotation documents with additional explanation notes. That strip in the fixed interlocker as shown in Figure 1 is missed in the current sliding doors (compared with Figure 4 below) supplied by the builder.

v) Warranty document showing that there is no exceptional condition for the thermal bowing.

vi) All the documents for this quotation are attached in the file “30 Jan 2023Gmail - Fwd_ Need thermally broken sliding doors in coal dust color.pdf”
- b) The quotation from Raylight Aluminium Ltd. The key attributes are listed below:

i) Suite: AllSeasons (i.e. the same brand as Item a above)

ii) All the documents for this quotation are attached in the file “2023Feb5Gmail - Fwd_ Window and Door Quote.pdf”
- c) The quotation from NK Windows. The key attributes are listed below:

i) uPVC Joinery (which is thermal insulator by nature, so it fits for our expected purpose)

ii) All the documents for this quotation are attached in the file “26Jan2023Gmail - NK Windows Q5991 - 2 Rapere St.pdf”
- 2) Thermal images (see Figure 5, Figure 6, Figure 7, Figure 8, Figure 9, Figure 10, Figure 11) of the sliding doors taken on different days showing that below:
- a) The temperature of window transoms and its joint with the fixed interlocker are relatively higher than that of the thermally broken members consistently excepting the bottom aluminium frames mentioned in Item b below. This relative higher temperature is caused by the aforementioned conduction (i.e the red line shown in Figure 4)

at the joint between window transoms and the fixed interlocker due to the missing of the thermally broken strip (i.e. the missing strip mentioned in Item (1)(a)(iv))

b) The bottom aluminium frames of the sliding doors are the hottest part of the doors consistently. Therefore, the bottom aluminium frames are suspected to be not thermally broken.

Thank you so much for your kind help.

Nga mihi,

Harry

On Thu, Feb 2, 2023 at 12:57 PM Harry Lo <harrykhlo@gmail.com> wrote:

Good afternoon Edward,

Thanks for your information.

I obtained some new information supporting the dispute. I am writing the explanations on those new information to you. It will be sent you asap within a few days.

Is it acceptable to add some new information?

Sorry for any inconvenience caused.

Thanks a lot.

Kind regards,

Harry

On Thu, 2 Feb 2023, 11:04 Build-disputes, <Build-disputes@fairwayresolution.com> wrote:

Good morning Harry,

Just an update - I have heard from Ricky and am in the process of arranging a preliminary meeting.

I will be in touch in due course.

Kind regards,

Edward Palmer

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Edward Palmer

Edward Palmer

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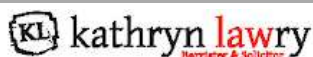
Edward Palmer

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aac1c99c56244bf5bb47df38c6d71317.png
3K