



Harry Lo <harrykhlo@gmail.com>

Fwd: Building Dispute MB # 050417 - JSR Construction: Job No.27363

1 message

Ricky Wong <jsrconstruction.nz@gmail.com>

Thu, Nov 17, 2022 at 4:05 PM

To: Harry Lo <harrykhlo@gmail.com>, Jessica Lee <jlee2609@yahoo.com.hk>

Hi Harry & Jessica

Here is the propose solutions to your thermal broken by Hagley

"Thank you for sending this through.**I have spoken to our manager regarding the homeowners concerns with the Sliding Door Stiles being non-thermally Broken.****We have three options here:**

- 1. We are prepared to change the six Sliding Door Stiles on site to the Thermally Broken Stiles but the homeowner needs to be aware of the potential for Thermal Bowing especially being a dark powder-coat colour and therefore does not carry a warranty.**
- 2. Credit back the difference in cost between the standard Aluminium Stiles and the Thermally Broken Stiles which works out to be \$21.50 + GST per Stile. Total \$129.00 + GST**
- 3. More than happy for yourself and the homeowner to come into our Office and discuss the options and homeowner's expectations.**

Kind Regards Tom"

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

From: **Tom Ashwin** <tom.ashwin@hagley.co.nz>

Date: Thu, Nov 17, 2022 at 3:42 PM

Subject: RE: Building Dispute MB # 050417 - JSR Construction: Job No.27363

To: Ricky Wong <jsrconstruction.nz@gmail.com>

Cc: Matt McLelland <matt.mclelland@hagley.co.nz>

Hi Ricky

Thank you for sending this through.

I have spoken to our manager regarding the homeowners concerns with the Sliding Door Stiles being non-thermally Broken.

We have three options here:

1. We are prepared to change the six Sliding Door Stiles on site to the Thermally Broken Stiles but the homeowner needs to be aware of the potential for Thermal Bowing especially being a dark powder-coat colour and therefore does not carry a warranty.
2. Credit back the difference in cost between the standard Aluminium Stiles and the Thermally Broken Stiles which works out to be \$21.50 + GST per Stile. Total \$129.00 + GST

3. More than happy for yourself and the homeowner to come into our Office and discuss the options and homeowner's expectations.

Kind Regards Tom

Tom Ashwin
Project Manager
Hagley Windows & Doors

☎ 03 33 88 235
☎ **0274 800 208**
✉ tom.ashwin@hagley.co.nz
🌐 **www.hagley.co.nz**  



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From: Ricky Wong <jsrconstruction.nz@gmail.com>
Sent: Thursday, 17 November 2022 12:33 PM
To: Tom Ashwin <tom.ashwin@hagley.co.nz>
Subject: Fwd: Building Dispute MB # 050417

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

From: Build-disputes <Build-disputes@fairwayresolution.com>
Date: Thu, 17 Nov 2022, 09:41
Subject: Building Dispute MB # 050417
To: jsrconstruction.nz@gmail.com <jsrconstruction.nz@gmail.com>

Tēnā koe

We have received a submission to access our early dispute resolution service from the homeowner at 2 Rapere Street, Rolleston regarding some aluminum windows and doors. Please complete the registration form on the following link:

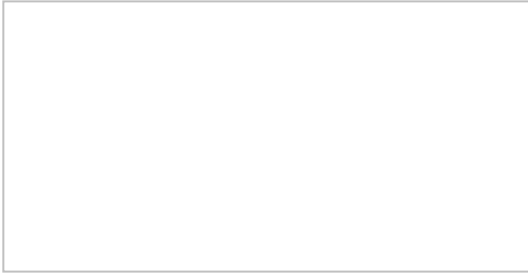
[Register online for early resolution | Fair Way \(fairwayresolution.com\)](https://www.fairwayresolution.com/register)

More information about our service can also be found here:
www.fairwayresolution.com/MB

If you have any questions please do not hesitate to contact me.

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](https://www.fairwayresolution.com/mb) ☐ ☐ ☐

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Project Manager

Ricky Wong

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