



Harry Lo <harrykhlo@gmail.com>

Seek dispute resolution: FW: Claim remedial work: Master Build Guarantee No 238598 (2 Rapere Street, Rolleston 7615)

1 message

Harry Lo <harrykhlo@gmail.com>

Tue, Nov 15, 2022 at 11:19 PM

To: build-disputes@fairwayresolution.com

Cc: Sze Ping Jessica Lo <jlee2609@yahoo.com.hk>

Kia ora Fair Way,

Thank you for providing the dispute resolution services.

The Registered Master Builders Association introduced Fair Way to us for helping with the building project of our residential house.

During our site visit on 29 October 2022 after all the aluminum windows and doors have been installed, we found that:

- about half of the aluminum windows and doors are not thermally broken (refer to the emails below on and before 8 November 2022).

According to our contract, the builder (JSR Construction, Ricky is the builder representative) shall provide us with all thermally broken aluminum windows and doors. The supplier admitted in the email below on 31 Oct 2022 at 8:01 am that our ordered aluminum windows and doors are all thermally broken. The supplier also said that they cannot provide those thermally broken aluminum joineries in the email below on 31 Oct 2022 at 2:02 pm. We requested the builder to fix the windows and doors in the email below on 6 November 2022, In the screenshots of the whatsapp conversation below on 15 November 2022 about this thermally broken issue, the builder refused to fix it.

May I have your advice and kind help? Thank you so much.

The screenshot shows a WhatsApp web interface in a browser. The address bar shows 'web.whatsapp.com'. The left sidebar displays a list of contacts and groups. The main chat area is open to a conversation with '2RapereStreet,Rolleston' (Jessica, Ricky, You). The chat history shows several messages, including a thank you note, a question about thermal broken windows, and a detailed technical explanation from Ricky Wong. A status update from Tom Ash is also visible. The bottom of the screen shows the Windows taskbar with various application icons and system tray information.

Contacts and Groups (Left Sidebar):

- 羅氏: +852 9588 8737: 一塊生羌、一塊黃羌及2... (22:11)
- Buying house: Jessica: cab.org.nz/article/KB00000909 (21:57)
- Ho Ho Lo Lo: Ivana: can u sign me up for year 13 camp (21:26)
- 2RapereStreet,Rolleston: You: That involves about half of aluminiu... (20:27)
- BSF Men Chch: BSF: Q3B Which was particularly meanin... (17:37)
- 主內心連心: +852 6305 0110: Sticker (13:17)
- 華人教會粵語堂: +64 21 103 0780 turned off disappearing mes... (10:32)
- 星期五查經組: yesterday
- Ricky Wong: yesterday
- 摩西組: yesterday

Chat History (Main Area):

Thank you Ricky 10:34

They look great 😊 10:34

Hi @Ricky Wong how do you fix the thermal broken windows and doors? 20:03

We really need them as we requested for them as per our building contract. 20:04

Can you please sort this out? 20:05

Ricky Wong

I cannot do anythings as per Hagley there already explained is thermal broken windows only the doors stile only is not thermal broken 20:07

Ricky Wong

Rolleston. Inbox

Tom Ash... 31 Oct to Harry, me

Hi Harry & Ricky

I have made a few enquiries regarding the Thermal Break in the Sliding Door Stiles and have discovered that APL which is our Aluminium Supplier have had some issues over the past couple of years with the Thermally Broken Sliding Door Stiles bowing in direct sunlight during the summer months in particular with the darker colours and when the sun is at its hottest in the middle of the day. The bowing causes the Door Stile to not line up with the Frame and Striker Plate making the door difficult to opening and close during the day but comes back in line in the evening.

A decision was made by APL to supply non-Thermally Broken Sliding Door Stiles for this reason where a dark colour has been requested. APL have carried out some rigorous testing in relation to the efficiency of the Door Stiles being non-Thermally Broken and the loss in the Thermal Rating is only one - two percent over the entire Frame. With the Non-Thermally Broken Door Stiles the product still meets the minimum R rating and does not affect the performance of the Door.

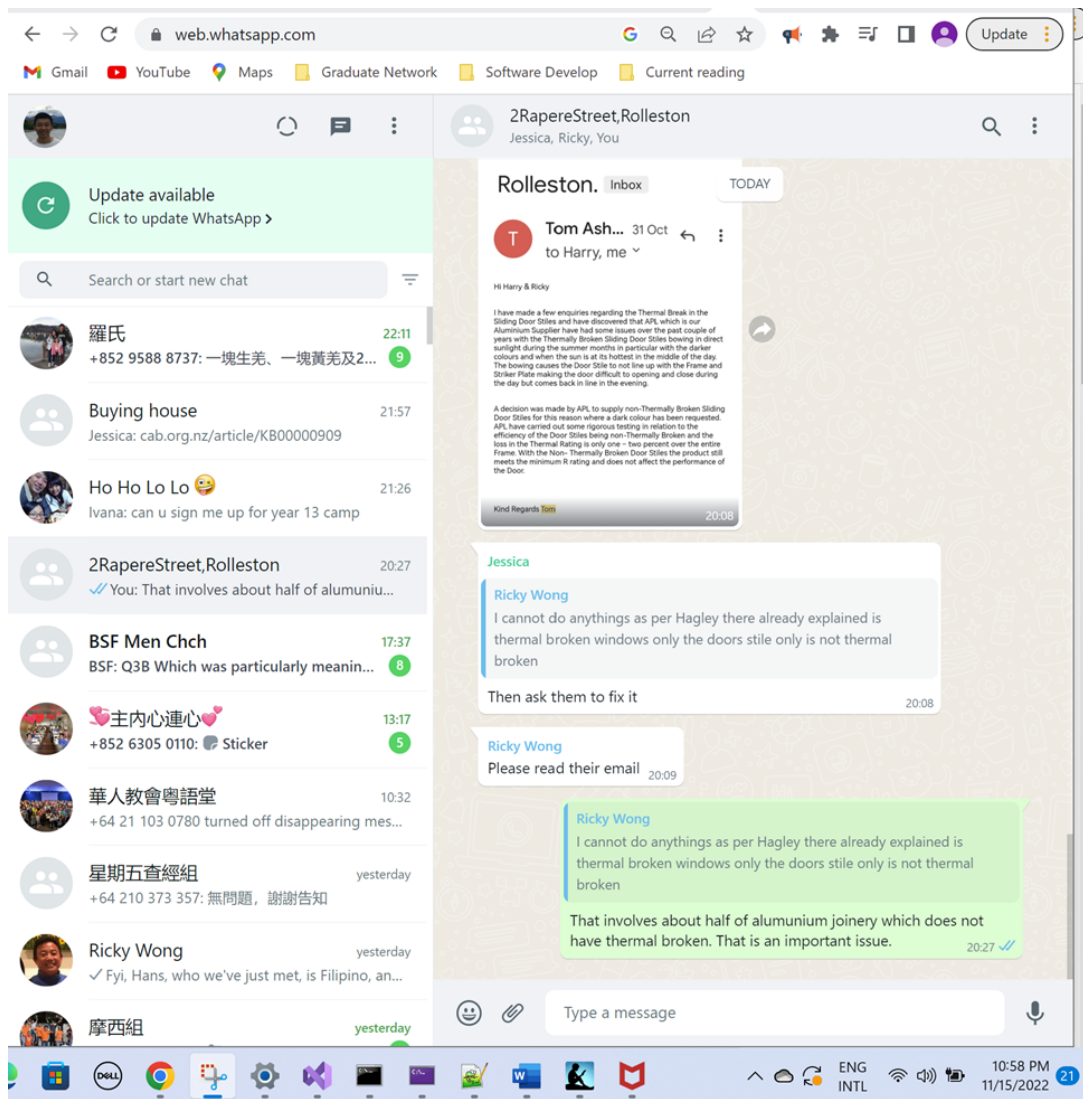
Kind Regards [Signature]

20:08

Jessica

Ricky Wong

I cannot do anvthinas as per Haalev there already exolained is



Thank you so much for your kind help.
 Nga mihi,
 Kind regards,
 Harry Lo

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

From: **Claims** <claims@masterbuilder.org.nz>

Date: Wed, Nov 9, 2022 at 1:59 PM

Subject: FW: Claim remedial work: Master Build Guarantee No 238598 (2 Rapere Street, Rolleston 7615)

To: harrykhlo@gmail.com <harrykhlo@gmail.com>

Hi Harry

The issues you have advised appear to more contractual issues than defects under the guarantee.

There is a free dispute resolution service available to customers of Registered Master Builders, called Fair Way which may help in resolving contractual disputes. There details are:

Fair Way

Email: build-disputes@fairwayresolution.com

Website: www.fairwayresolution.com

Phone: 0800774402

Kind Regards



Karyn Hollamby

Senior Claims Advisor

0800 269 119

DDI: 04 8026902

Registered Master Builders Association

Level 14, 2 Hunter Street

PO Box 1796, Wellington

masterbuilder.org.nz

Building a Better New Zealand



From: Harry Lo <harrykhlo@gmail.com>

Sent: Tuesday, 8 November 2022 10:16 pm

To: Cathrine Van Venrooy <cathrine.vanvenrooy@masterbuilder.org.nz>; MBS Info <info@masterbuild.org.nz>; MBS Info <info@masterbuild.org.nz>

Cc: Sze Ping Jessica Lo <jlee2609@yahoo.com.hk>

Subject: Claim remedial work: Master Build Guarantee No 238598 (2 Rapere Street, Rolleston 7615)

Some people who received this message don't often get email from harrykhlo@gmail.com. [Learn why this is important](#)

Dear Registered Master Builders Association,

Thank you for providing us with the Master Build Guarantee No 238598 for our house at 2 Rapere Street, Rolleston 7615.

During our site visit on 29 October 2022, we found the following items are wrong:

1. Parts of aluminum windows and doors are not thermally broken (refer to the emails below). According to our contract, the builder shall provide us with all thermally broken aluminum windows and doors.
2. The mortar of the brick is wrong. Builder does not follow the method of the brick supplier to handle the mortar mix and match the color. The builder has agreed to handle the mortar mix according to the brick supplier's method and to match the color shown in the supplier's showroom at 189 Main South Road, Christchurch. and the builder's showhome at 3 Old Stone Lane, Christchurch. According to our contract, the builder shall match the colour.
3. The power supply cable to the house is not a 3-phase cable. According to our contract, the builder shall provide a 3-phase power supply system in the house.

May I have your advice on how we can make the claim for the remedial work?

Thank you so much for your kind help.

Kind regards,

Harry Lo

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

From: **Harry Lo** <harrykhlo@gmail.com>

Date: Sun, Nov 6, 2022 at 9:58 PM

Subject: Re: JSR Construction Job No.27363: 2 Rapere Street, Rolleston.

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

Hi Ricky,

Thank you for your effort in building our house.

We found that some of the aluminum windows and doors are not thermally broken during our site visit on 29 October 2022.

Could you please fix the windows and doors.

Thank you so much for your kind help. Please feel free to contact us if there are any concerns or questions.

Kind regards,

Harry

On Mon, Oct 31, 2022 at 2:02 PM Tom Ashwin <tom.ashwin@hagley.co.nz> wrote:

Hi Harry & Ricky

I have made a few enquiries regarding the Thermal Break in the Sliding Door Stiles and have discovered that APL which is our Aluminium Supplier have had some issues over the past couple of years with the Thermally Broken Sliding Door Stiles bowing in direct sunlight during the summer months in particular with the darker colours and when the sun is at its hottest in the middle of the day. The bowing causes the Door Stile to not line up with the Frame and Striker Plate making the door difficult to opening and close during the day but comes back in line in the evening.

A decision was made by APL to supply non-Thermally Broken Sliding Door Stiles for this reason where a dark colour has been requested. APL have carried out some rigorous testing in relation to the efficiency of the Door Stiles being non-Thermally Broken and the loss in the Thermal Rating is only one – two percent over the entire Frame. With the Non-Thermally Broken Door Stiles the product still meets the minimum R rating and does not affect the performance of the Door.

Kind Regards Tom

Tom Ashwin

 03 33 88 235

Project Manager

 0274 800 208

Hagley Windows & Doors

 tom.ashwin@hagley.co.nz

 www.hagley.co.nz  

 **Waterloo Business Park**

 **HAGLEY**
WINDOWS & DOORS

926 Halswell Junction Road

Christchurch 8042

New Zealand

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Sustainability | Please consider the environment before printing this email.

From: Harry Lo <harrykhlo@gmail.com>
Sent: Monday, 31 October 2022 12:48 PM
To: Ricky Wong <jsrconstruction.nz@gmail.com>
Cc: Tom Ashwin <tom.ashwin@hagley.co.nz>; Sze Ping Jessica Lo <jlee2609@yahoo.com.hk>
Subject: Fwd: 2 rapare street

Hi Ricky,

The photos of white aluminium frames you sent Tom were not for our house.

On the photos of the black aluminium frames, the layer marked thermal broken is a strip of aluminium but not the thermal broken layer.

Please have a further investigation.

Thanks.

Harry

On Mon, 31 Oct 2022, 11:00 Ricky Wong, <jsrconstruction.nz@gmail.com> wrote:

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

From: Tom Ashwin <tom.ashwin@hagley.co.nz>
Date: Mon, 31 Oct 2022, 10:12
Subject: RE: 2 rapare street
To: Ricky Wong <jsrconstruction.nz@gmail.com>

Hi Ricky

I can see the thermal break in both those photos so no need to go to site.

Cheers Tom

Tom Ashwin

03 33 88 235

Project Manager

0274 800 208

Hagley Windows & Doors

tom.ashwin@hagley.co.nz

www.hagley.co.nz

Waterloo Business Park

926 Halswell Junction Road

Christchurch 8042

New Zealand

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From: Ricky Wong <jsrconstruction.nz@gmail.com>
Sent: Monday, 31 October 2022 9:56 AM
To: Tom Ashwin <tom.ashwin@hagley.co.nz>
Subject: Re: 2 rapare street

I had covid , you can get in lockbox and gate 1988

On Mon, 31 Oct 2022, 08:18 Tom Ashwin, <tom.ashwin@hagley.co.nz> wrote:

What time will you be on site?

Tom Ashwin 03 33 88 235

Project Manager 0274 800 208

Hagley Windows & Doors tom.ashwin@hagley.co.nz

www.hagley.co.nz

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From: Ricky Wong <jsrconstruction.nz@gmail.com>
Sent: Monday, 31 October 2022 8:14 AM
To: Tom Ashwin <tom.ashwin@hagley.co.nz>
Subject: Re: 2 rapare street

Papers yes, but what onsite is different stories, please come to have a look

On Mon, 31 Oct 2022, 08:01 Tom Ashwin, <tom.ashwin@hagley.co.nz> wrote:

Hi Ricky

I have just checked our paperwork here and all items are thermally broken as requested.

The client didn't want Argon Gas to the Double Glazed Units so this was not provided.

Tom Ashwin

03 33 88 235

Project Manager

0274 800 208

Hagley Windows & Doors

tom.ashwin@hagley.co.nz

www.hagley.co.nz

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Sustainability | Please consider the environment before printing this email.

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

Sent: Sunday, 30 October 2022 5:07 PM

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

Subject: 2 rapare street

Hi Tom go see why some doors are not thermal broken