



Harry Lo <harrykhlo@gmail.com>

(RE: Fwd: MB # 050417)

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

Fri, Apr 14, 2023 at 9:51 AM

To: "harrykhlo@gmail.com" <harrykhlo@gmail.com>, "dee.morgan@lawhub.nz" <dee.morgan@lawhub.nz>

Cc: "jlee2609@yahoo.com.hk" <jlee2609@yahoo.com.hk>, "jsrconstruction.nz@gmail.com" <jsrconstruction.nz@gmail.com>

Good morning all,

I am glad to hear that the thermally broken window dispute is progressing in a positive direction.

We received several emails regarding additional disputes - please see attached.

Please advise if you wish to participate in our service further to discuss the additional disputes.

Kind regards,
Edward Palmer

Resolution Coordinator

Below is the Email Conversation Thread for this Email

Received: 04/13/2023 03:15PM
From: harrykhlo@gmail.com
To: dee.morgan@lawhub.nz;
Cc: jlee2609@yahoo.com.hk; Build-disputes@fairwayresolution.com;
jsrconstruction.nz@gmail.com;
Subject: Fwd: MB # 050417
Attachments:

Body:

Thanks Dee for the helpful attachment.

Kind regards,
Harry

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

From: **Dee Morgan** <dee.morgan@lawhub.nz>

Date: Thu, Apr 13, 2023 at 3:07 PM

Subject: RE: MB # 050417

To: Harry Lo <harrykhlo@gmail.com>, Ricky Wong <jsrconstruction.nz@gmail.com>

Cc: Jessica Lee <jlee2609@yahoo.com.hk>, Build-disputes <build-disputes@fairwayresolution.com>

Hello Harry,

Please find attached the attachments from Matt McLelland's email to me.

Kind regards

Dee Morgan
Principal

Level 1, [12 Main North Road](#)
Papanui, Christchurch 8053

+64 (3) 926 0040
dee.morgan@lawhub.nz

lawhub.nz



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From: Harry Lo <harrykhlo@gmail.com>
Sent: Thursday, 13 April 2023 2:53 pm
To: Dee Morgan <dee.morgan@lawhub.nz>; Ricky Wong <jsrconstruction.nz@gmail.com>
Cc: Jessica Lee <jlee2609@yahoo.com.hk>; Build-disputes <build-disputes@fairwayresolution.com>
Subject: Re: MB # 050417

You don't often get email from harrykhlo@gmail.com. [Learn why this is important](#)

[EXTERNAL]

Hi Ricky and Dee,

Thank you for your email.

However, the attachments mentioned in Matt's email below have not been enclosed in your email.

May I have those attachments please?

Thank you so much.

Kind regards,

Harry

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

From: **Ricky Wong** <jsrconstruction.nz@gmail.com>
Date: Thu, Apr 13, 2023 at 12:52 PM
Subject: Re: MB # 050417
To: Build-disputes <Build-disputes@fairwayresolution.com>, Harry Lo <harrykhlo@gmail.com>, Jessica Lee <jlee2609@yahoo.com.hk>, Dee Morgan <dee.morgan@lawhub.nz>

Hi Edward

This is the letter received from the General manager Matt) of Hagley to my lawyer recently.

Hi Dee

The email I refer to is attached above. JSR Construction expressed concern about the stiles not being thermally broken and I called immediately and explained our situation. On this phone call JSR Construction agreed to proceed with the thermally broken replacements and I mentioned in my email that these were ordered and underway. The metal has arrived and we have incurred costs in this regard already.

|

You attached a brochure from a product from Australia which is a different extrusion to ours, this is irrelevant.

|

We find it surprising that JSR construction and their client is taking this approach. In fact, in the showroom consultation JSR Construction and their client actually declined a free upgrade of including Argon Gas in their double glazing which vastly improves the thermal efficiency of the glazing unit. You can understand our confusion that the below events are now taking place given the free upgrades to help improve their windows and doors performance were declined in the first place.

I don't understand why you were questioning an offer of ours to credit some cost back, surely you can appreciate that we were trying to come to some sort of resolution for your client before we got to this point.

We have performed our obligations under this contract.

We have proven that our product meets the industry standard for a thermal heart offering.

We had earlier provided two alternatives in an attempt to keep the customer happy, although we had no obligation to do so.

In light of appeasing your client we will offer a one off payment to your client of \$1,000 + GST. Because we have already incurred reasonable costs as mentioned in paragraph 1 we are not willing to negotiate further outside of this value.

The earlier options proposed remain available to your client.

Regards,

Matt McLelland

General Manager

Hagley Windows & Doors

On Thu, Apr 13, 2023 at 11:53 AM Build-disputes <Build-disputes@fairwayresolution.com> wrote:

Tēnā koe

Good afternoon all,

Just following up as we have not received confirmation from all parties regarding proceeding to a joint meeting.

Please confirm your participation with our process moving forward. If confirmation is not received by all parties by 21 April 2023 then the case will be closed.

I look forward to hearing from you all.

Ngā mihi

Edward Palmer

Resolution Coordinator - Customer Experience Team

T 0800 77 44 02

E bulddisputes@fairwayresolution.com

PO Box 2272, Wellington 6140

fairwayresolution.com/mb   



kia tau
YOUR EXPERTS
IN DISPUTE
RESOLUTION

Workplace Services

Helping people in workplace
conflict to move forward

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--

Project Manager

[Ricky Wong](#)

JSR CONSTRUCTION LTD

[0221018468](#)



Edward Palmer

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2 attachments

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3799K



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199K