



Harry Lo <harrykhlo@gmail.com>

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

1 message

Harry Lo <harrykhlo@gmail.com>

Tue, Nov 8, 2022 at 10:15 PM

To: cathrine.vanvenrooy@masterbuilder.org.nz, info@masterbuild.org.nz, "help@masterbuilder.org.nz"

<help@masterbuilder.org.nz>

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

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
Project Manager
Hagley Windows & Doors

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



📍 **Waterloo Business Park**
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

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: Monday, 31 October 2022 9:56 AM
To: Tom Ashwin <tom.ashwin@hagley.co.nz>
Subject: Re: 2 rapere 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 rapere 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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Christchurch 8042

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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 rapere street

Hi Tom go see why some doors are not thermal broken