



Harry Lo <harrykhlo@gmail.com>

RE: MB # 050417

1 message

Dee Morgan <dee.morgan@lawhub.nz>

Thu, Apr 13, 2023 at 3:06 PM

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 builddisputes@fairwayresolution.com

PO Box 2272, Wellington 6140

fairwayresolution.com/mb   



kia tau

YOUR EXPERTS
IN DISPUTE
RESOLUTION

Workplace Services

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conflict to move forward

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--

Project Manager

Ricky Wong

JSR CONSTRUCTION LTD

0221018468



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

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

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

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

Bcc:

Date: Mon, 19 Dec 2022 21:25:18 +0000

Subject: RE: 2 Rapare street

Hi Ricky,

Good thanks hope you are well also.

Yes as per my phone call last week we have re-ordered all the stiles in thermally broken and we will replace these on site for you once they arrive in.

We should see this metal arrive in mid to late January.

Cheers

Matt McLelland
General Manager
Hagley Windows & Doors

☎ 03 33 88 235
☎ 0274 800 803
✉ matt.mclelland@hagley.co.nz
🌐 www.hagley.co.nz  

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New Zealand



Merry Christmas from the Hagley team.
We close down for Christmas at 12pm on Thursday 22 December 2022 and reopen on Monday 16 January 2023.

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From: Ricky Wong <jsrconstruction.nz@gmail.com>
Sent: Tuesday, 20 December 2022 10:07 AM
To: Matt McLelland <matt.mclelland@hagley.co.nz>
Cc: Tom Ashwin <tom.ashwin@hagley.co.nz>
Subject: Re: 2 Rapare street

Hi Matt and Tom

How are you? Kindly advise what is the next steps you guys decided to do with the thermal broken issues.

Thank you and hope to hear from you. Soon

regards Ricky

On Sun, 11 Dec 2022, 08:54 Ricky Wong, <jsrconstruction.nz@gmail.com> wrote:

Hi Matt

How are you?

My client doesn't accept your and agreed with your reply and insisted that that there wanted full Thermally broken windows as they was no information given that you cannot do it 100 percent when we ordered the products and now coming back to tell us that if we choose to install the Stile they will be no warranty is not acceptable.

Please fix this asap as the job progressing very fast, gib installed and plaster for gib will start next week.

Hope to hear from you.

Thank you.

regards

Ricky

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Project Manager

[Ricky Wong](#)

[JSR CONSTRUCTION LTD](#)

[0221018468](#)



RE: 2 Rapare street.eml
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