



Harry Lo <harrykhlo@gmail.com>

(RE: Re: (RE: Building Dispute MB # 050417))

1 message

Build-disputes <Build-disputes@fairwayresolution.com>
To: "harrykhlo@gmail.com" <harrykhlo@gmail.com>
Cc: "jlee2609@yahoo.com.hk" <jlee2609@yahoo.com.hk>

Thu, Dec 22, 2022 at 9:42 AM

Good morning Harry,

Thank you for your time on the phone earlier. Feel free to send through an updated complaint summary.

As discussed, I am on annual leave from the 6th of January and return on the 23rd of January. I am happy to conduct our process prior to this or following. Obviously that will be subject to the builder's availability, which is likely limited at this time of the year. If you would prefer to proceed with our process after the 6th but before the 23rd, I am happy to pass this file along to a colleague.

Please advise how you wish to proceed.

Kind regards,
Edward Palmer

Resolution Coordinator

Below is the Email Conversation Thread for this Email

Received: 12/21/2022 11:37PM
From: harrykhlo@gmail.com
To: Build-disputes@fairwayresolution.com; Build-disputes@fairwayresolution.com;
Cc: jlee2609@yahoo.com.hk;
Subject: Re: (RE: Building Dispute MB # 050417)
Attachments:

Body:

Kia ora Edward,

Thank you for your mediation service.

I cannot resolve the matter with the builder, and would like to initiate the mediation.

Would you please help with initiating the mediation process and let me know what I should do? Do I need to update you on the current situation? May I visit you to have a chat?

Thank you so much.
Nga mihi,
Harry

On Thu, Nov 17, 2022 at 2:54 PM Build-disputes <Build-disputes@fairwayresolution.com> wrote:

Good afternoon,

We have heard from the homeowner who has advised that he would like to withdraw his case with our service and attempt to resolve this matter with you directly.

Kind regards,
Edward Palmer

Resolution Coordinator

Below is the Email Conversation Thread for this Email

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 \(fairwayresolution.com\)](#)

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 bulddisputes@fairwayresolution.com

PO Box 2272, Wellington 6140

fairwayresolution.com/mb   



kia tau
YOUR EXPERTS
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Edward Palmer

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Edward Palmer

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5/10/23, 9:39 PM

Gmail - (RE: Re: (RE: Building Dispute MB # 050417))

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