



Harry Lo <harrykhlo@gmail.com>

**Fwd: 15-May-2023 New Defects at 2 Rapere Street, Rolleston: Master Build Guarantee No 238598**

1 message

Harry Lo <harrykhlo@gmail.com>

Mon, May 15, 2023 at 10:16 PM

To: claims@masterbuilder.org.nz, MBS Info <info@masterbuild.org.nz>, daniel.okeeffe@masterbuilder.org.nz  
Cc: Sze Ping Jessica Lo <jlee2609@yahoo.com.hk>

Hello Daniel and Master Build Services

I want to claim the defects (except defect of the ventilation controller) stated on the enclosed emails on 2 May and 14 May below. The ventilation controller has been fixed.

May I lodge my claim through this email?

I do not know where I can get a claim form. Would you please send me the claim form if I need one?

Thank you for your kind help.  
Kind regards,  
Harry

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

From: **Harry Lo** <harrykhlo@gmail.com>  
Date: Mon, May 15, 2023 at 9:50 PM  
Subject: 15-May-2023 New Defects at 2 Rapere Street, Rolleston: Master Build Guarantee No 238598  
To: Ricky Wong <jrsconstruction.nz@gmail.com>  
Cc: <claims@masterbuilder.org.nz>, MBS Info <info@masterbuild.org.nz>, Sze Ping Jessica Lo <jlee2609@yahoo.com.hk>, <daniel.okeeffe@masterbuilder.org.nz>

Hello Ricky and Master Build Services

There is one new defect and one recurrent defect listed below:

1. The cooktop is not working properly. It shows flashing E on three of the five panels. Those three panels are not working now (see Photo 1 below). Would Ricky please get a service person to come and attend to the fault?
2. The security camera signal loses again (see defect number 17 on the attached email on 2 May below). Would Ricky please get the right person to fix it?

Ricky's internal door guys did not turn up as your plan on 5 May 2023, see Screenshot 1 below. Would Ricky please arrange to fix the internal doors?

So far, it has only got one defect fixed. Would you please provide us with a working schedule for addressing all those 21 defects?

Thank you for your attention.  
Kind regards,  
Harry

Screenshot 1: Record of internal door guys did not turn up

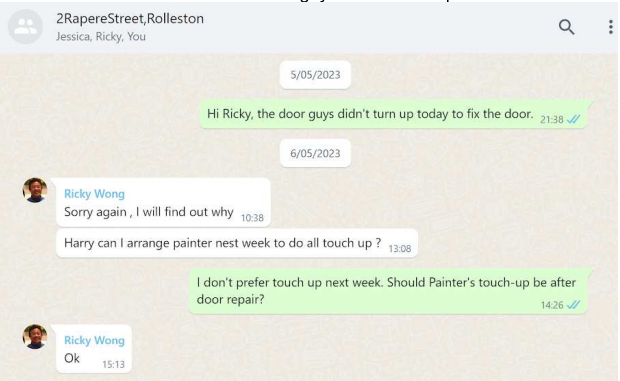


Photo 1: The cooktop is not working properly. It shows flashing E on three of the five panels. Those three panels are not working now.



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

From: **Harry Lo** <[harrykhlo@gmail.com](mailto:harrykhlo@gmail.com)>

Date: Mon, May 15, 2023 at 4:20 PM

Subject: Please fix defect before Painting touch up at 2 Rapere st

To: <[daniel.okeeffe@masterbuilder.org.nz](mailto:daniel.okeeffe@masterbuilder.org.nz)>, Ricky Wong <[jsrconstruction.nz@gmail.com](mailto:jsrconstruction.nz@gmail.com)>

Cc: <[claims@masterbuilder.org.nz](mailto:claims@masterbuilder.org.nz)>, MBS Info <[info@masterbuild.org.nz](mailto:info@masterbuild.org.nz)>, Sze Ping Jessica Lo <[jlee2609@yahoo.com.hk](mailto:jlee2609@yahoo.com.hk)>

Hi Rick,

Further to the attached email on 14 May 2023 below, please fix the defects before the the painting touch up. The painting touch up should be done after you fix all the defects.

Please let me know if there are any problems.

Hi Daniel,

Referring to attached email below from you on 3 May 2023, may I have your advice on what is the reasonable time for the defects to be addressed by the builder?

Thanks.

Harry

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

From: **Ricky Wong** <[jsrconstruction.nz@gmail.com](mailto:jsrconstruction.nz@gmail.com)>

Date: Mon, May 15, 2023 at 3:50 PM

Subject: Painting touch up at 2 Rapere st

To: Harry Lo <[harrykhlo@gmail.com](mailto:harrykhlo@gmail.com)>, Jessica Lee <[jlee2609@yahoo.com.hk](mailto:jlee2609@yahoo.com.hk)>

Hi Harry and Jessica

We like to complete the touch up for you house mid next week. Please advice when is suitable for you. Please do not delay our arrangement .

Thank you and hope to hear from you soon.

Regards

Ricky Wong

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**Project Manager**

[Ricky Wong](#)

**JSR CONSTRUCTION LTD**

0221018468



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

From: **Harry Lo** <[harrykhlo@gmail.com](mailto:harrykhlo@gmail.com)>

Date: Sun, May 14, 2023 at 1:14 PM

Subject: New Defects and Re: Notify of Defect & Enquiry of claim: Master Build Guarantee No 238598: 2 Rapere Street, Rolleston

To: <[daniel.okeeffe@masterbuilder.org.nz](mailto:daniel.okeeffe@masterbuilder.org.nz)>, Ricky Wong <[jsrconstruction.nz@gmail.com](mailto:jsrconstruction.nz@gmail.com)>, MBS Info <[info@masterbuild.org.nz](mailto:info@masterbuild.org.nz)>, <[claims@masterbuilder.org.nz](mailto:claims@masterbuilder.org.nz)>

Kia ora koutou Ricky, Daniel and Master Build Services,

Thank you so much for your advice, comment and excellent services.

I am trying my best to follow the instructions stated on page 19 of the Master Build Guarantee booklet (see Screenshot 1 below) to notify the builder and Master Build Services Ltd. May I have your advice on whether I am on the right track to handle the defect discovery process?

I really appreciate so far two (defect number 9 and 17) of the nineteen defects have been fixed within 10 days since 2 May 2023 and I am also thankful that the builder voluntarily offers us an extra paint touch up. As discussed in the last meeting on site, the paint touch up will be needed after the defects have been fixed since painting work may be required for fixing the defect number 2, 6, 10, 11, 12, 13 and 16 listed on the notification email on 2 May 2023. Does this make sense? Therefore, there is no point in rushing the paint touch up.

However, there are 4 of the aforementioned defects and 2 new defects (see new defects listed at the end of this email) which are important and critical to me now. For example:

- Defect number 1 given on the previous notification email on 2 May 2023 below causes an unusual posture to handle the rubbish, posing an ergonomic hazard;
- Defect number 8 would cause injury when the door slams since our backyard is very windy due to the narrow space between the fence and the wall;
- Defect number 11 causes that we cannot access garage internally without going pass outside;
- Defect number 17 (this is the second time with this defect, although this fixed for now) and new defect number 3 below may indicate the rain damage of RJ 45 camera connectors noticed and discussed at an earlier stage;
- New defect number 1 below would either block the only way for delivering bulky furniture (or accessibility issues) or cause security vulnerability.

I am hoping to get a high priority for fixing them.

New discovery defects are below:

1. The southern panel of the double gate cannot be closed once it is opened since the edge of the fence at the hinge is on the way when the panel is closing. Last Friday, a builder representative visited to use a special tool to close the gate, but could not fix it, and asked for not using the gate (see Image 1A and 2A below). Note that the builder representative also mentioned that the panel of the double gate cannot be opened individually. Both panels have to be opened at the same time.
2. The plinths of all fences are missing (see Image 1A)
3. Occasionally, security camera signal losses are detected by the system (Image 3A). I've just realized that there are signal loss records. These may indicate the rain damage of RJ 45 camera connectors noticed and discussed at an earlier stage

In addition, the builders and any workmates please be aware of the health and safety issues. The builder's management shall fully support, be responsible and liable on the health and safety matters at their employees' and subcontractors' works.

Please do not hesitate to let me know if there are any misunderstandings or concerns.

Thank you so much for your attention.

Nga mihi,  
Best regards,  
Harry

Screenshot 1: Part of p.9 of Master Build Guarantee booklet

### What you need to do

As soon as you discover a Defect that may lead to a claim under the Guarantee, you must notify your builder in writing. You must then notify us about the Defect and let us know that you have contacted your builder.

Unless your builder has completed **all work** to fix the Defect, you must:

- notify us **no later than 90 days** after you became aware or should have become aware of the Defect; and
- make a claim on the official claim form **no later than 14 days** after notifying us about the Defect.

These timings apply regardless of any agreement you have come to with your builder about fixing the Defect.

If you don't make a claim within 14 days of telling us about the Defect, we do not accept any liability and are not liable for any existing or future claim for the Defect.

Image 1A: Southern panel of double gate cannot be closed once it is opened



Image 2A: Edge of fence at the hinge is on the way when panel is closing



Image 3A: Signal loss records of security cameras

<input type="checkbox"/>			NVR8-8580RN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH04]: backya...	11:49 AM
<input type="checkbox"/>			NVR8-8580RN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH04]: backya...	11:46 AM
<input type="checkbox"/>			NVR8-8580RN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH04]: backya...	11:24 AM
<input type="checkbox"/>			NVR8-8580RN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH04]: backya...	11:22 AM
<input type="checkbox"/>			NVR8-8580RN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH06]: front door ...	May 7
<input type="checkbox"/>			NVR8-8580RN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH06]: front door ...	May 2
<input type="checkbox"/>			NVR8-8580RN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH04]: backyard E...	Apr 30
<input type="checkbox"/>			NVR8-8580RN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH04]: backyard E...	Apr 30
<input type="checkbox"/>			NVR8-8580RN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH04]: backya...	Apr 30
<input type="checkbox"/>			NVR8-8580RN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH04]: backya...	Apr 30
<input type="checkbox"/>			NVR8-8580RN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH04]: Event T...	Apr 30
<input type="checkbox"/>			NVR8-8580RN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH02]: side Ev...	Apr 24
<input type="checkbox"/>			NVR8-8580RN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH04]: backyard E...	Apr 23



<input type="checkbox"/>	☆	▶	NVR8-858ORN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH05]: driveway E...	Apr 23
<input type="checkbox"/>	☆	▶	NVR8-858ORN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH03]: branthwait...	Apr 18
<input type="checkbox"/>	☆	▶	<b>NVR8-858ORN</b>	Inbox	<b>Alert from your NVR/DVR --- Camera Video Lost!</b> - Device Name: HoHoLoLo Channel Name: [CH04]: backya...	<b>Apr 18</b>
<input type="checkbox"/>	☆	▶	NVR8-858ORN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH04]: backyard E...	Apr 16
<input type="checkbox"/>	☆	▶	NVR8-858ORN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH06]: front door ...	Apr 16
<input type="checkbox"/>	☆	▶	NVR8-858ORN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH04]: Channel 4 ...	Apr 9
<input type="checkbox"/>	☆	▶	<b>NVR8-858ORN</b>	Inbox	<b>Alert from your NVR/DVR --- Camera Video Lost!</b> - Device Name: HoHoLoLo Channel Name: [CH06]: Channe...	<b>Apr 9</b>
<input type="checkbox"/>	☆	▶	NVR8-858ORN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH06]: Channel 6 ...	Mar 30
<input type="checkbox"/>	☆	▶	NVR8-858ORN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH01]: Channel 1 E...	Mar 30
<input type="checkbox"/>	☆	▶	NVR8-858ORN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH03]: Channel 3 ...	Mar 30
<input type="checkbox"/>	☆	▶	NVR8-858ORN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH02]: Channel 2 ...	Mar 30
<input type="checkbox"/>	☆	▶	NVR8-858ORN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH03]: Channel 3 ...	10/22/22
<input type="checkbox"/>	☆	▶	NVR8-858ORN	Inbox	Alert from your NVR/DVR --- Camera Video Lost! - Device Name: HoHoLoLo Channel Name: [CH06]: Channel 6 ...	10/22/22

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

From: **Ricky Wong** <[jsrconstruction.nz@gmail.com](mailto:jsrconstruction.nz@gmail.com)>

Date: Wed, 3 May 2023, 18:06

Subject: Re: Notify of Defect & Enquiry of claim: Master Build Guarantee No 238598: 2 Rapere Street, Rolleston

To: Daniel O'Keeffe <[daniel.okeeffe@masterbuilder.org.nz](mailto:daniel.okeeffe@masterbuilder.org.nz)>, Harry Lo <[harrykhlo@gmail.com](mailto:harrykhlo@gmail.com)>

Hi Daniel

Please ignore this letter from my clients as they donot understand the process.

I received their email yesterday and today had a walkthrough with the owner. moreover house owner also aware that the fencing guy is here today doing the fencing as we explained to him that the fence Guy had a heart problems very bad . Is not intention to delay . We can give him hospital report if he like.

My builder will be there tomorrow to fix the 3 doors

And the Mitsubishi lossnay already informed owner he will be the install the control

Everything is in good hands I even talk to him about getting painter to come touch up and had told me no rush .

I am not sure what is his intention but I apologise for this is not your matters is a matters a builder to deal with during the maintenance period .

5/16/23, 12:43 AM

Gmail - Fwd: 15-May-2023 New Defects at 2 Rapere Street, Rolleston: Master Build Guarantee No 238598

Sorry for my client Harry not understand the process in NZ.

Thank you

Regards

Ricky Wong

On Wed, 3 May 2023 at 3:29 PM, Daniel O'Keeffe <[Daniel.OKeeffe@masterbuilder.org.nz](mailto:Daniel.OKeeffe@masterbuilder.org.nz)> wrote:

Hi Harry,

The guarantee team will reply to you regarding a claim, however the builder should be given sufficient time to reply to your email and address the defect items.

Please remove Cathrine from further emails as this is not her role to deal with guarantee claims or disputes.

Ricky: When will you be able to address the defect items as listed below? Can you please communicate with the client and set a time for the defects to be addressed.

Noho ora mai

**Daniel O'Keeffe**

Regional Service Manager

Canterbury/West  
Coast/Nelson/Marlborough

**Registered Master Builders  
Association**

[masterbuilder.org.nz](https://masterbuilder.org.nz)

[daniel.okeeffe@masterbuilder.  
org.nz](mailto:daniel.okeeffe@masterbuilder.org.nz)

Mobile: 027 472 2226

**Building a Better New Zealand**





**From:** Harry Lo <[harrykhlo@gmail.com](mailto:harrykhlo@gmail.com)>  
**Sent:** Wednesday, May 3, 2023 2:25 PM  
**To:** Claims <[claims@masterbuilder.org.nz](mailto:claims@masterbuilder.org.nz)>; Cathrine Van Venrooy <[cathrine.vanvenrooy@masterbuilder.org.nz](mailto:cathrine.vanvenrooy@masterbuilder.org.nz)>; MBS Info <[info@masterbuild.org.nz](mailto:info@masterbuild.org.nz)>  
**Cc:** Sze Ping Jessica Lo <[jlee2609@yahoo.com.hk](mailto:jlee2609@yahoo.com.hk)>  
**Subject:** Notify of Defect & Enquiry of claim: Master Build Guarantee No 238598: [2 Rapere Street, Rolleston](#)

Kia ora koutou Cathrine and Master Build Services Ltd,

I would like to notify you that I have notified my builder of the 19 defects as shown in the email below to the builder on 2 May 2023.

Would you please advise on whether I can make the defect claim? How can I make the claim?

For your reference, the master build guarantee number of my house at [2 Rapere Street, Rolleston](#) is 238598.

Please feel free to let me know if there are any problems.

Thank you so much for your kind help.

Nga mihi nui,

Kind regards,

Harry

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

**From:** Harry Lo <[harrykhlo@gmail.com](mailto:harrykhlo@gmail.com)>  
**Date:** Tue, May 2, 2023 at 8:56 PM  
**Subject:** Defects: [2 Rapere Street, Rolleston](#)  
**To:** Ricky Wong <[jsrconstruction.nz@gmail.com](mailto:jsrconstruction.nz@gmail.com)>  
**Cc:** Sze Ping Jessica Lo <[jlee2609@yahoo.com.hk](mailto:jlee2609@yahoo.com.hk)>

Hi Ricky,

We found the following defects. Would you please arrange the remedial works accordingly?

- 1) Inner rubbish bin under bench top in the kitchen cannot be taken out as usual (see photo 1 below)
- 2) Dent at the frame of internal sliding door between store and laundry (see photo 2 below)
- 3) Paint scratch in store (see photo 3 below)
- 4) Paint scratch in (1) in WIR of bedroom 2 (see photo 4 below)
- 5) Paint scratch in (2) in WIR of bedroom 2 (see photo 5 below)
- 6) Incomplete door sill joint in garage (see photo 6 below)
- 7) Paint scratch in manhole frame (see photo 7 below)
- 8) External door stopper next to kitchen has not been installed (see photo 8 below)
- 9) Controller of Mitsubishi Lossnay Ventilation system is missing. (see photo 9 below)
- 10) Unfinished surface at the door frame in ENS of Master bedroom (see photo 10 below)
- 11) Latch bolt of the garage internal door cannot completely be retracted. This causes the door cannot be opened from hallway. (see photo 11 below)
- 12) Shelves of storage in laundry are shallow (see photo 12 below)
- 13) Shelves of storage in laundry are shallow (see photo 13 below)

- 14) Internal sliding door between laundry and corridor tilted (see photo 14 below)
- 15) Latch bolt of the internal door between hallway and corridor cannot hold the door closed (i.e. the door can be pushed open) (see photo 15 below)
- 16) Latch bolt of the internal door between living and lounge cannot hold the door closed (i.e. the door can be pushed open) and cannot be pushed closed (see photo 16 below)
- 17) Security camera signal connection outside dining area is lost (see photo 17). It's signal cable connector was got painted and wet
- 18) South-western fence and gate is incomplete (see photo 18 below)
- 19) North-eastern fence and 2 gates are incomplete (see photo 19 below)

Thank you for your kind help.

Kind regards,

Harry

Photos are below:

Photo 1: Inner rubbish bin under bench top in the kitchen cannot be taken out as usual



Photo 2: Dent at the frame of internal sliding door between store and laundry

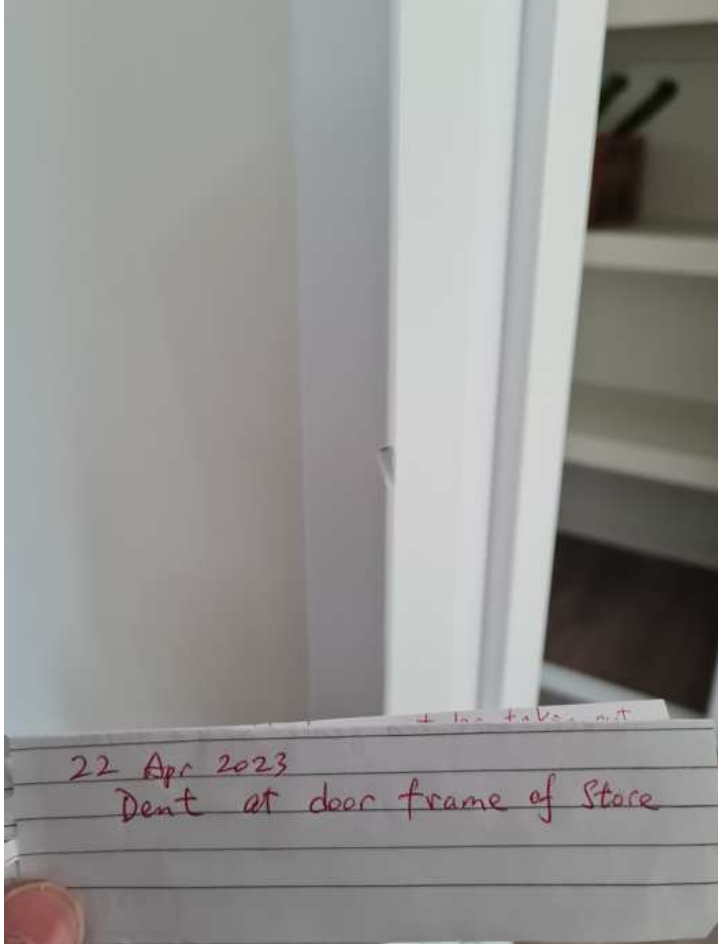


Photo 3: Paint scratch in store

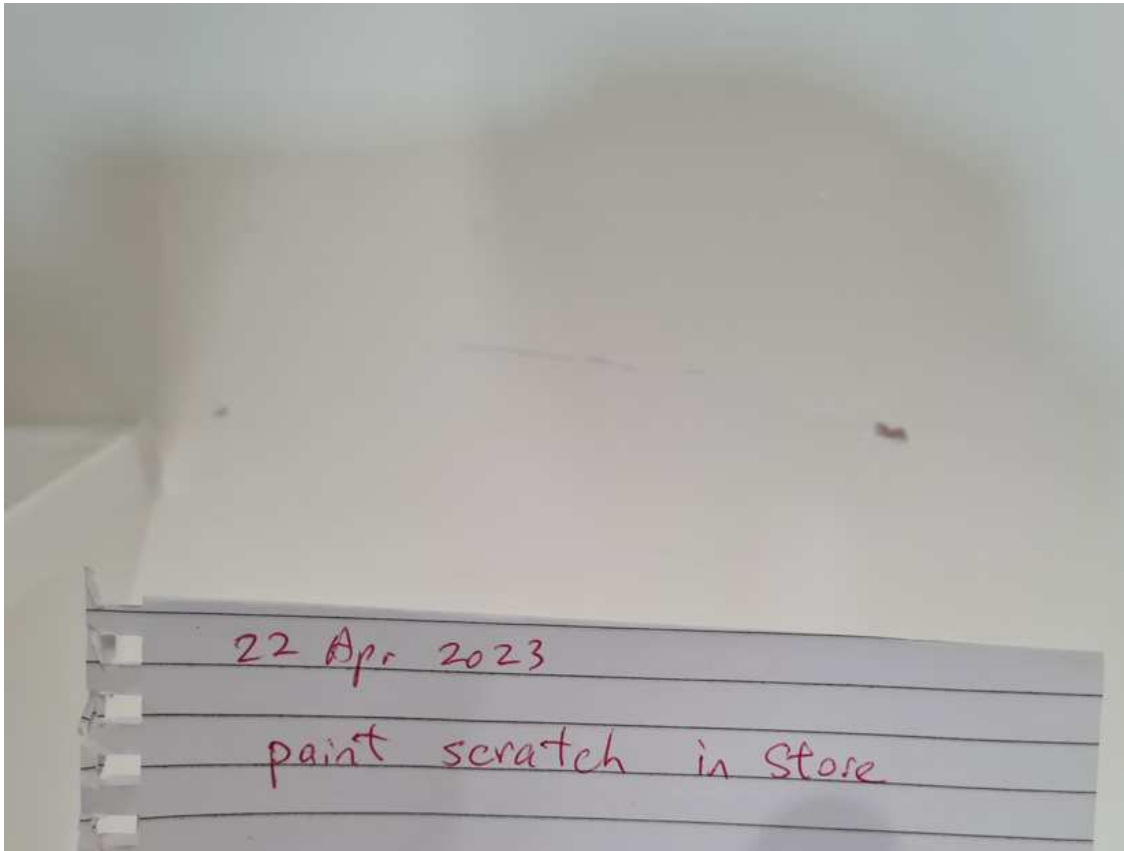


Photo 4: Paint scratch in (1) in WIR of bedroom 2

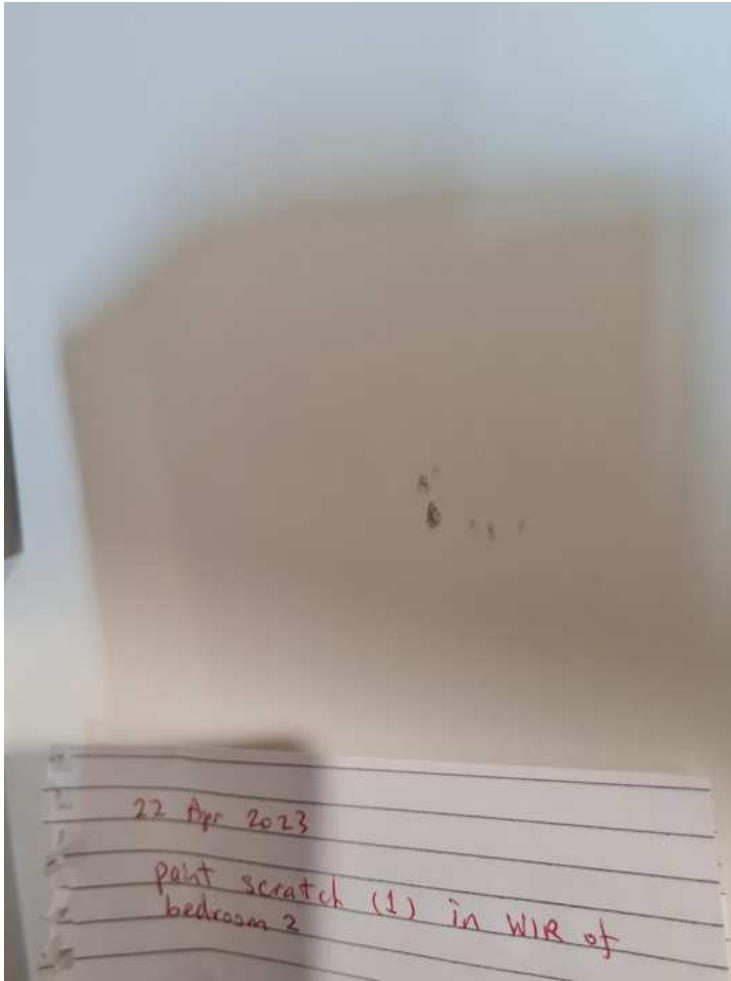


Photo 5: Paint scratch in (2) in WIR of bedroom 2

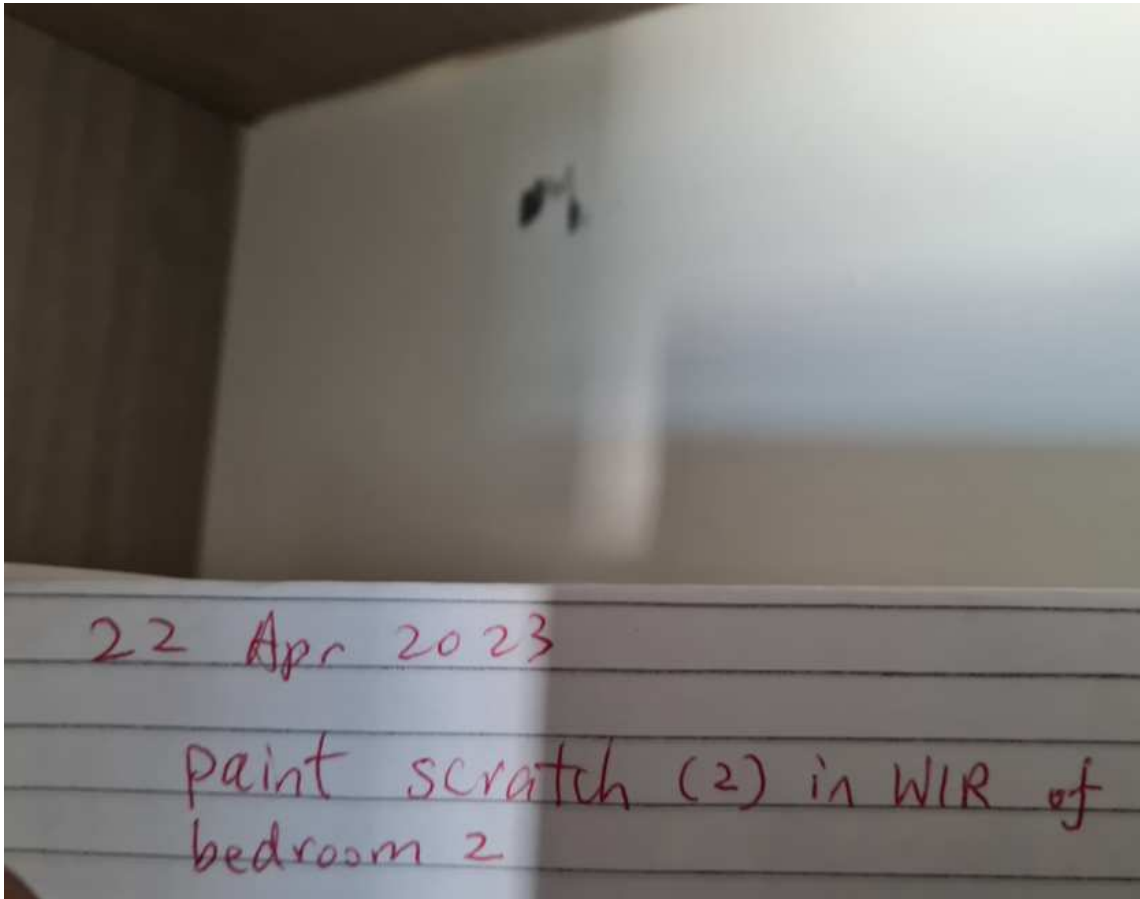


Photo 6: Incomplete door sill joint in garage





Photo 7: Paint scratch at manhole frame

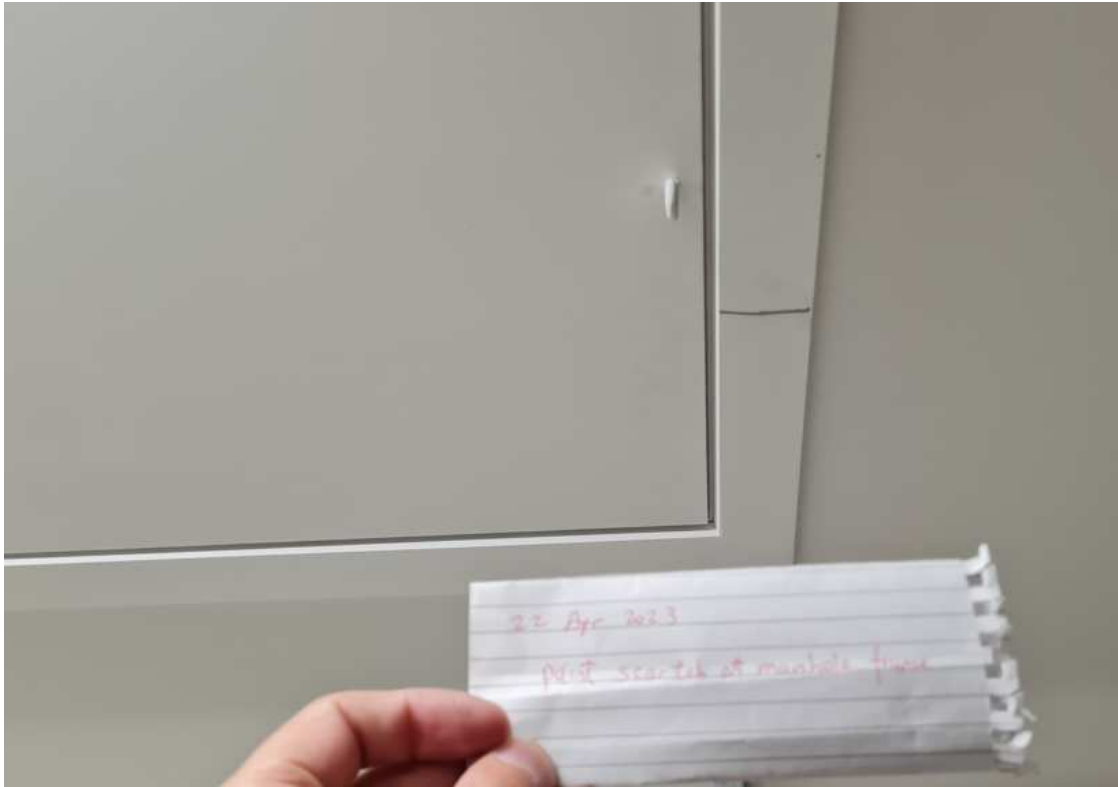


Photo 8: External door stopper next to kitchen has not been installed

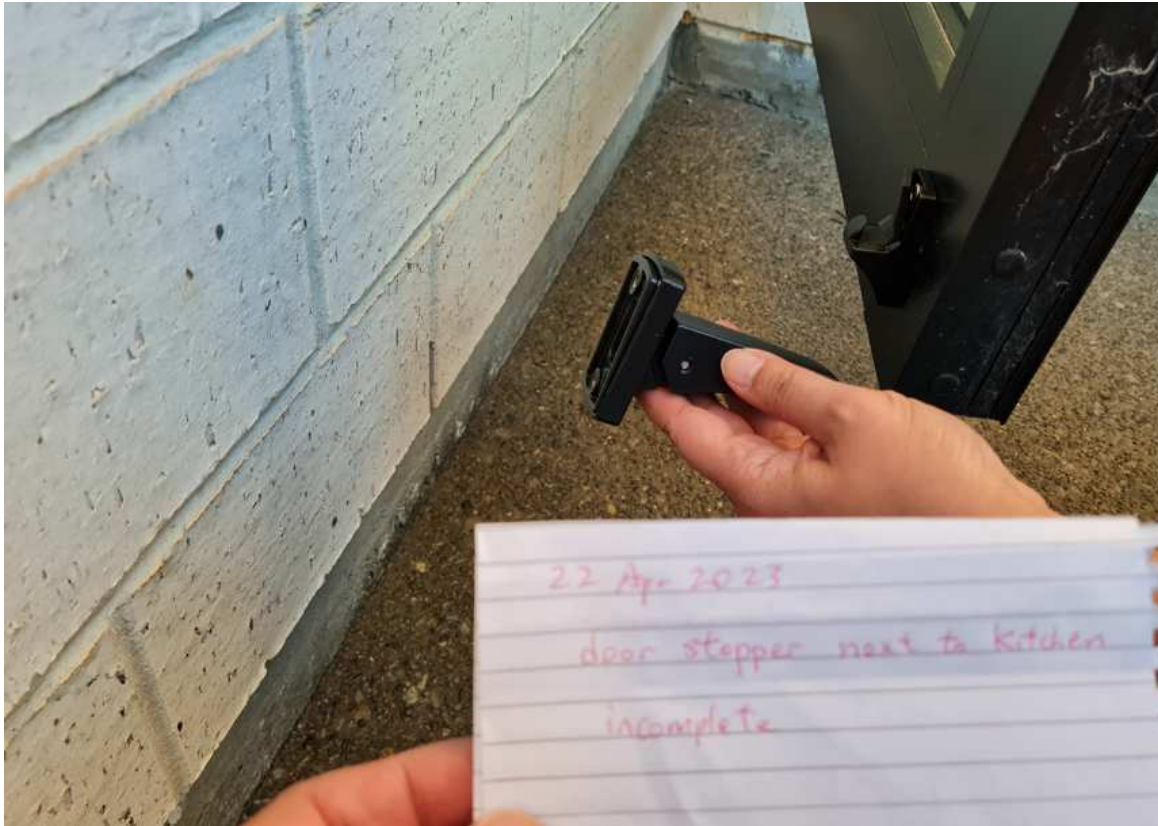


Photo 9: Controller of Mitsubishi Lossnay Ventilation system is missing

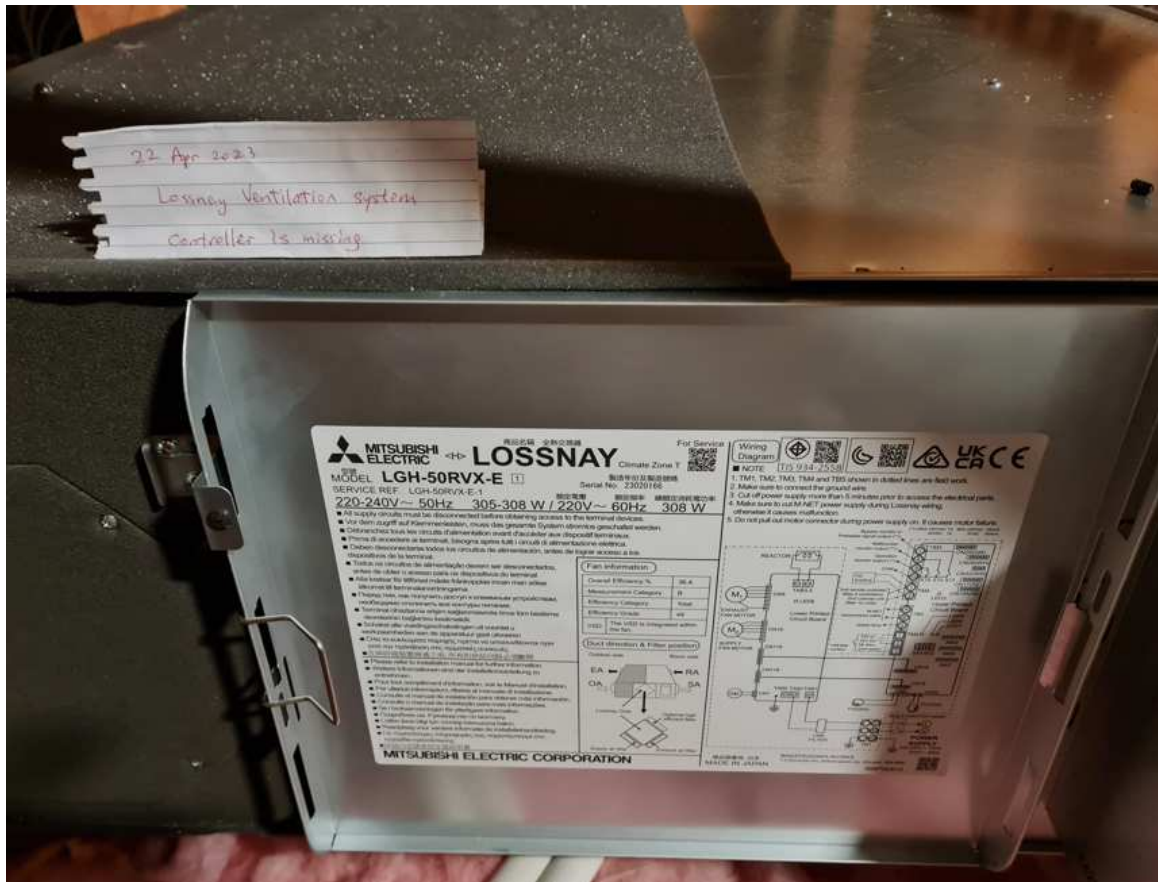


Photo 10: Unfinished surface at the door frame in ENS of Master bedroom



Photo 11: Latch bolt of the garage internal door cannot completely be retracted. This causes the door cannot be opened from hallway.

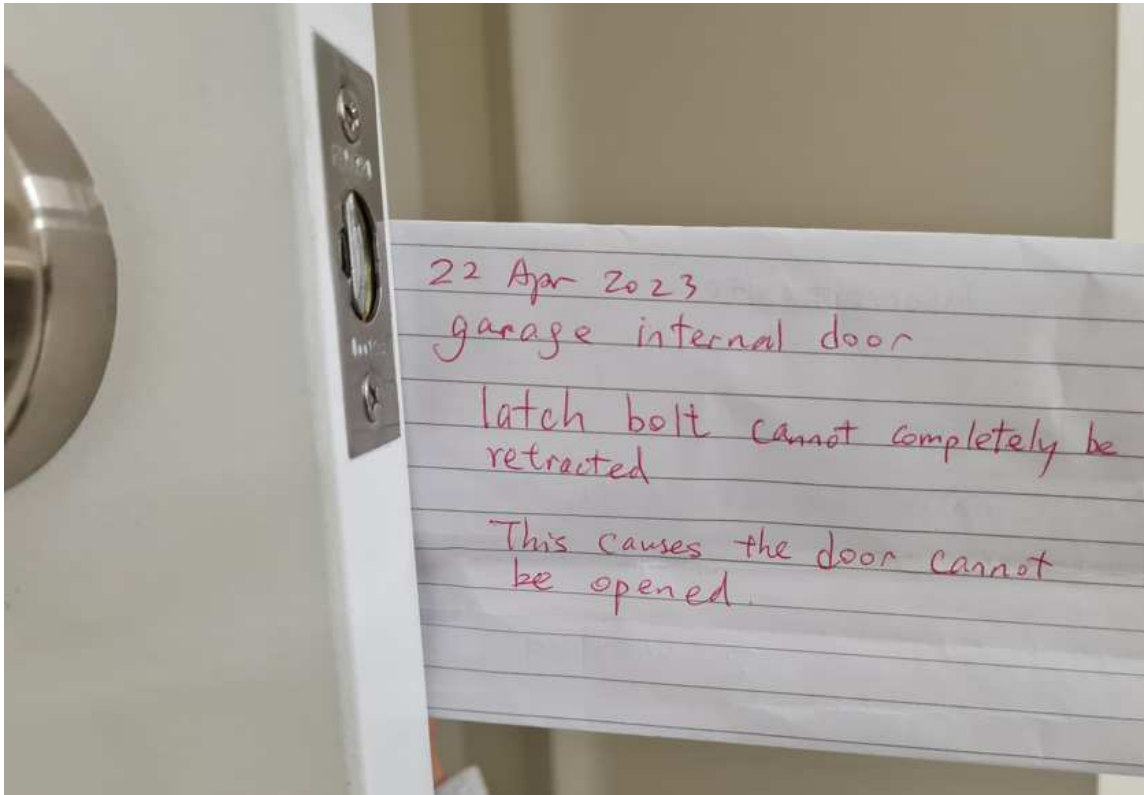


Photo 12: Shelves of storage in laundry are shallow





Photo 13: Shelves of storage in laundry are shallow



Photo 14: Internal sliding door between laundry and corridor tilted



Photo 15: Latch bolt of the internal door between hallway and corridor cannot hold the door closed (i.e. the door can be pushed open)



Photo 16: Latch bolt of the internal door between living and lounge cannot hold the door closed (i.e. the door can be pushed open) and cannot be pushed closed



Photo 17: Security camera signal connection outside dining area is lost. It's signal cable connector was got painted and wet

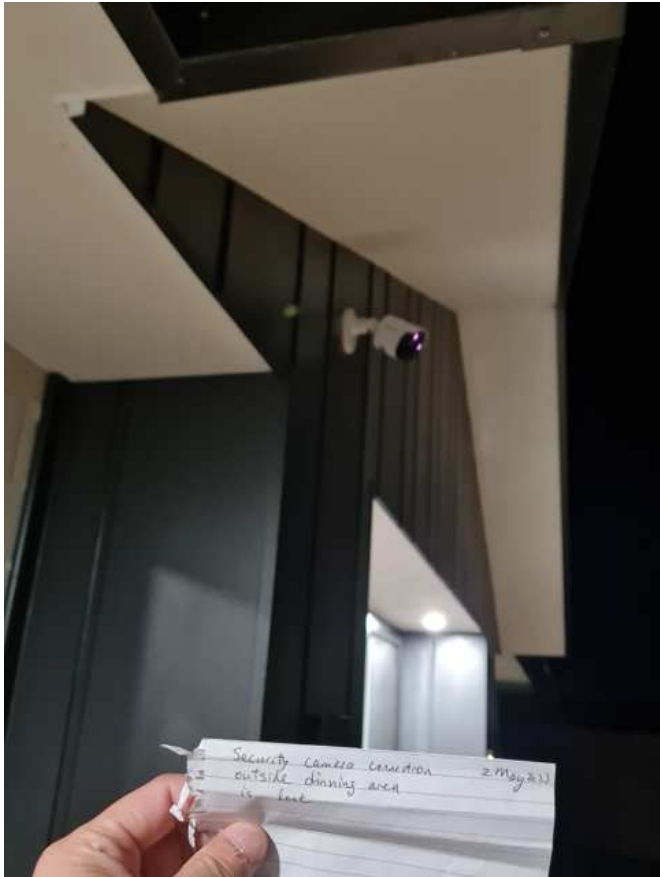


Photo 18: South-western fence and gate is incomplete



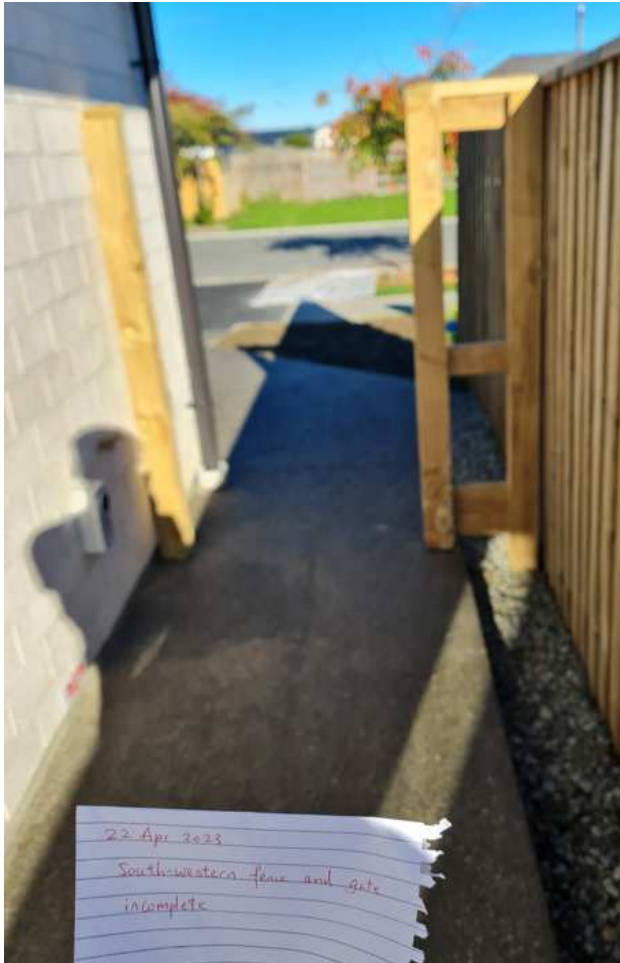


Photo 19: North-eastern fence and 2 gates are incomplete



Project Manager  
Ricky Wong  
JSR CONSTRUCTION LTD  
0221018468

