



Harry Lo &lt;harrykhlo@gmail.com&gt;

**Re: MB # 050417**

1 message

**Ricky Wong** <jsrconstruction.nz@gmail.com>

Thu, Apr 13, 2023 at 12:51 PM

To: Build-disputes &lt;Build-disputes@fairwayresolution.com&gt;, Harry Lo &lt;harrykhlo@gmail.com&gt;, Jessica Lee &lt;jlee2609@yahoo.com.hk&gt;, Dee Morgan &lt;dee.morgan@lawhub.nz&gt;

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](mailto: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](mailto:bulddisputes@fairwayresolution.com)

PO Box 2272, Wellington 6140

[fairwayresolution.com/mb](https://fairwayresolution.com/mb)   



## Workplace Services

Helping people in workplace  
conflict to move forward

**Privacy Notice:**

At FairWay Resolution Limited, privacy matters. It's part of our values; we are committed to providing services in an ethical matter. Go to <http://www.fairwayresolution.com/privacy-policy> to view our full privacy policy and notice or email us at [privacy@fairwayresolution.com](mailto:privacy@fairwayresolution.com) for further information.

**Disclaimer:**

The information contained in this document is confidential to the addressee(s) and may be legally privileged. If you are not the intended recipient you are notified that any use, distribution, amendment, copying of the message or attachments is strictly prohibited. Any view or opinions expressed are those of the author and may not be those of the organisation to which the author belongs. No guarantee or representation is made that this communication is free of errors, viruses, or interference. If you have received this e-mail message in error please delete it and notify me. Thank you. We accept no responsibility for changes made to this email or to any attachments after transmission from the office.

---  
**Project Manager**  
Ricky Wong  
**JSR CONSTRUCTION LTD**  
0221018468

