

Subject: Waiting for a reply

From: mbenelli@yahoo.com

To: k8@fourreal.eu; office@fourreal.eu

Cc: ak@fourreal.eu

Date: Tuesday, August 30, 2016, 3:16:05 PM GMT+2

Dear Sirs,

sorry for the English language, but I cannot speak German.

My name is Marco Benelli, I and my wife are buying an apartment from your company, in Kärntener Straße 8, Berlin.

A couple of weeks ago, August 17th I think, we have been told by you, in the person of Mr. Andreas Klugsberger, that there were issues related to the installation of the parquet that we have chosen.

I would like to point out that we chose the parquet on May 28th, by the company "Parkett Hinterseer GmbH", following the instructions we received from the construction company, in the person of Mr. Mario Hunger.

Mr. Klugsberger told us that, in order to install the parquet, we have to pay a substantial monetary amount and, in his opinion, was not worthy. We asked for an estimation of the additional expenses, and the day later Mr. Hunger sent my wife an SMS with the required amount.

We thought that the additional price for the installation was too high, and asked Mr. Hunger about the possibility of calling another company to do the job. Mr. Hunger fixed a meeting with us and Mr. Klugsberger on August, 23th. In this meeting we have been told that the cause of the problem was a miscommunication between them: Mr. Hunger's company has an agreement with you to install a "parkett-dieles", that according to both Mr. Klugsberger and Mr. Hunger was specified in our contract, but we chose another kind of parquet that require more work to be installed. They showed us a contract with the "parkett-dieles" lettering. The miscommunication was that nobody told us the specific kind before, neither checked the one we chose.

The new requested amount was significantly smaller than the previous one, and would have been detailed in a list that Mr. Hunger would have sent to us.

We found it a reasonable proposal, but as we checked our copy of the contract, we found no mention of "parkett-dieles"; also we have not received the list of additional costs.

Since there is no mention in our contract of the kind of parquet, differently to the one that Mr. Klugsberger and Mr. Hunger showed us, it is reasonable to think that when a "parkett-dieles" is planned, it is explicitly written. Anyway, we had no way of knowing any limitation that are not written in the contract, and there has been a plenty of time for verifying potential technical issues.

I wrote to Mr. Klugsberger the day after the meeting, August 24th, sending him a scan of the relevant part of our contract, and again on August 26th. You can find my communications to Mr. Klugsberger at the bottom of this e-mail. We are still waiting for a reply and for a list of additional costs.

During the last days both me and my wife went to visit the construction site; my wife has been told last week that Mr. Klugsberger will reply us soon, and I have been told today that Mr. Klugsberger is not there in these days: now there is Mr. Vogl, if I understood correctly, but he was not present when I visited the site.

We would be really grateful if someone could kindly provide us an answer to our question about who have to pay the additional costs for the parquet installation and, eventually, the detail of expenses.

I am not sure to whom ask such questions, sorry if I am knocking at the wrong door, but considering that the apartment should have been delivered on July 31th, and on October 1st as last date, and nobody has been able to tell us an estimation of when it would be ready, I think you can understand that we are a bit concerned about every delay and uncertainty in communication.

It is worth noting that we have an appointment with another company that will come to install the kitchen on September 16th. Of course, we fixed this appointment only after having received reassurance, in the middle of August, by Mr. Hunger that it would have been possible. Also we asked to terminate our current rental contract at the end of September, according to the suggestions that the intermediary, "Berliner Wohnbau Consult GmbH", and the constructor gave us.

Therefore, confident that all of us want to proceed as quickly and smoothly as possible, I take the liberty of writing you for the questions I have exposed.

Thank you very much for your attention.

Best Regards,
Marco Benelli

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Marco Benelli <mbenelli@yahoo.com>
To ak@fourreal.eu Aug 24 at 4:35 PM

Dear Mr. Klugsberger,

I would like to thank you for the fair-price proposal that you offered us yesterday.

However, we checked the contract, and, on contrary of what you told us, there is no mention of "parkett-dieles". In that case, we think that, according to the contract, all the expenses related to the parquet must be payed by the seller.

I attach the relevant page of our contract.

Best Regards,
Marco Benelli

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Marco Benelli <mbenelli@yahoo.com>
To ak@fourreal.eu Aug 24 at 5:52 PM

Dear Mr. Klugsberger,

in my previous mail, I meant "all the expenses related to the parquet installation"; of course we already agreed to pay the difference related to the material.

Sorry for the inaccuracy in my wording.

Best Regards,
Marco Benelli

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Marco Benelli <mbenelli@yahoo.com>
To ak@fourreal.eu Aug 26 at 10:11 AM

Dear Mr. Klugsberger,

I am writing to let you know that we have not yet received the list of expenses for the parquet, that we agreed Mr. Hunger would have sent us. I am sorry I don't have the Mr. Hunger e-mail address.

I would also like to ask if you have checked the contract, in particular the page I sent you few days ago, and what do you think about it.

Reading the contract, I found a couple of issues that I would like to discuss with you, as you requested, but it is probably better to avoid doing too much at once, so I am waiting for your reply. I am sure we all want to proceed quickly and smoothly.

Best Regards,
Marco Benelli