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**Re broken concrete at 15C Euston Rd.**

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**Bob (Vlad)** <bobruskin@gmail.com>

5 August 2019 at 23:16

To: mel &lt;melvinalvin@hotmail.com&gt;

Cc: Darryl Kirby &lt;val\_marie\_kirby@hotmail.com&gt;, Warren Glynn &lt;land-and-marine@xtra.co.nz&gt;, Justin &lt;justinm.ie@gmail.com&gt;

Bcc: Olive &lt;olivehth@gmail.com&gt;

Hi Mel

If you are shocked by the invoice, I am shocked by your attitude. When we discussed the issue, you agreed that I have to find the solution and you will pay one third of the cost. What else!? At the beginning our unit was primarily affected, so both you and unit C owner did not bother. And I don't remember that you ever asked me to send you a quote (although at that time I did not have it myself).

You even did not bother to give me your contact details to keep you informed. I had to ask your partner myself to give me an email address to communicate on the issue. I was sending relevant information to this address and I also talked to him in person, when I saw him in the yard. If he did not inform you, it's not my problem. Also, if you were really interested in the topic, you could enquire any time in person. But you never did it.

Back to the invoice: I don't know what you found so "shocking" in it. Did you do shopping around? Did you find any other alternatives? I did. I contacted several companies before and I dare to say I have more information and more experience to decide what is dear and what is not. The rates of \$49/labour and \$85/foreman looks pretty standard to me. What else did you find shocking? Cost of materials or working hours? Before judging and making noise, you should ask the contractors for the details.

Yes, I have to admit, I made one mistake: I did not follow the formal procedures. I should put everything in writing from the beginning and record every single word. Sorry, it was my first experience in New Zealand and I did not know who I am dealing with. Now I know.

I did my best to reply to your email but if you still have any questions, do not hesitate to send me an email.

Bob (Vladimir) Zvezdine

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