Astral Security Windows Limited 8 Glen Gardens

6 Sandiford Road Croydon

Sutton CR0 4BQ

Surrey

SM3 9RD

10th April 2014

Re: Contract No. 62751

Dear Mr Ryan O’Neill,

To confirm my email of the 9th April.

My wife and I tried to contact you on several occasions yesterday leaving messages after the fitters had left site, as the Patio doors would not lock. However upon inspection it seems that they had not completed the work it was agreed, they left the property while my wife was out dropping my son off without what had been done being checked and approved. It seems they insisted upon a cheque before she went although she was only going to be out 20 minutes and at this stage they had only changed to locks on the porch the handles on the front door and the end caps on porch. To me it seems to me they took the cheque cleaned up and left. See below list of things that were scheduled to be carried out and those that were completed :-

1. Locks to be sorted on porch – DONE.
2. Meeting stile top and bottom cover on porch doors – DONE.
3. Handles on front door – DONE.
4. Sashes adjustments in upper bay – NOT SURE IF ANYTHING DONE UNTIL WIND BLOWS.
5. Corner Fillets on upper bay –NOT DONE, FITTER COMMENTED ONLY LITTLE AMOUNT OF GLUE ON FRAMES, HOWEVER THERE SHOULD BE NO GLUE ON FRAMES.
6. Large Patio doors, adjusted to open and close easier – See video footage sent, doors do not close smoothly, the closing stile clashes with the keep because it is so far off centre you have to pull the door toward you when closing to eliminate this clashing, we should not have to do this the doors should slide shut and lock in a simple action without the door and frame clashing as they are. Its seems that this fitter is in aggreance with me that the doors do belly out which is what is causing these issues, as I have said all along the wrong material has been used to manufacture these door and they are not fit for purpose to work at the height supplied.
7. Larger and small Patio doors to rear, fixed panel to be tightened in frame to try and eliminate on going draught problem – NOT DONE. - Fitter advised that is as tight as they will go, however the movement on the panel at top and bottom is the 6 - 10mm, surely these panel should be fixed at these locations, I can understand the flexing in the middle when pulled but to top and bottom should remain in position. (this problem is on both doors)

The fitters did return after a couple of hours being quite abrupt and rude and sorted large patio doors so they can lock but they are still not right, doors do not close as they should, because of this situation I am not happy to pay the £500 as the work agreed has not been completed to a satisfactory standard and I have instructed my bank not to pay this cheque and to wait until I give them further instruction on it.

This situation is now beyond ridiculous, you have had so many opportunities to resolve these problems that I feel it is time to get the manufacturers involved, this is either an installation problem or these doors are not fit for the purpose you have supplied them for.

I look forward to hearing from you by return.

Regards

Les Algar