Lynne Ingram

Wesley Cottage

New Road

East Huntspill

Somerset

TA9 3PT

Lenny Majos

15 Winchester Road

Burnham on Sea

TA8 1HY

22nd July 2014

Dear Lenny

You agreed to carry out various works for me on ?? June. These were:

* put up 2 plasterboard sheets in bedroom
* put up 4 kitchen wall units
* replace sink taps in bathroom and plumb to water heater in kitchen
* paint outside walls
* lay flooring in kitchen
* replace shed roof
* Total cost for this was **£600 (all materials were supplied)**

We later found that the sink base unit and worktop needed replacing, and you asked for £100 to buy these, which was paid in cash ^.

Following a small roof leak, you suggested that you could re-felt the roof, and it was agreed that you would do this at an additional cost of **£550.** You asked for £310 for roofing materials up front, which was paid in cash^.

During the job you asked for some more money upfront and £140 was paid in cash^.

I expected that you would start and complete the roof before the inside jobs. I expected, from what you said that you would work speedily, and to a high standard, with everything complete by the end of June, but the following problems arose:

1. \* You removed the roof tiles and some roofing felt, and left the roof exposed to the elements overnight- saying it was too hot to work – risking damage to the electrics and interior of the property.
2. You rang me to tell me the roof was finished and to request payment for the job. I found that the roof had not been finished and it had not been done correctly:-
	1. \*The lowest tiles do not overhang the guttering
	2. \*Tiles have not been spaced properly so do not sit correctly
	3. \*Pantiles have been laid without overlapping each other, leaving large gaps between tiles
	4. \*The ridge tiles have been laid unevenly, and have not been pointed correctly or at all.
	5. \*Tiles are missing from the front of the roof
	6. \*Pantiles are missing from the back roof - some have been left in a pile, some thrown in the ditch.
	7. \*The guttering has not been put back up again
	8. \*The tiles have not been cemented in at the sides.
3. \*1 wall unit has the wrong colour side
4. \*1 wall unit has a hole drilled through one of the doors
5. \*1 wall unit has the side just stuck on instead of being fixed correctly.
6. \*The wall unit doors have filthy marks all over them.
7. The corner unit was not fixed safely or according to manufacturers instructions
8. \*The base unit you supplied was oak colour, and had someone else’s name on it, whereas my kitchen is white
9. \*You have left a big pile of rubbish outside the studio
10. You have not done the painting
11. You have not laid the floor
12. You have not done the taps.
13. You have not done the shed
14. \*You removed the stone step to the bedroom and have not replaced it.
15. You started the job on ??th June, and have not been back to do any work on it at all since 19th June despite me saying it was urgent and needed to be finished by 27th June. You did not let me know why or make any contact with me.

Because you have failed to complete the jobs, and what you have done has not been done with reasonable skill and care, you have breached the terms of our agreement, and also the Sale of Goods and Services Act.

I have lost out financially because I now need to employ other tradespeople to complete the jobs, and am not able to rent out the property. I have now got quotes from other tradesmen to put things right, and I am claiming these costs from you:

Re-felt roof - **£1200**

Lay flooring in kitchen - **£600**

Refit kitchen cupboards and worktop - **£500**

Replace taps in bathroom and link to kitchen water heater – **£100**

Paint outside walls - **£300**

Lost rental income – **£550**

Removal of rubbish - **£50**

I paid you £550 and have not received the goods promised or work done. I am claiming **£430** of that money back (£120 allowed for worktop received and work on plasterboard)

Total costs: **£3730**

This amount needs to be paid to me by ?? August. Failure to reimburse me by that date will result in me exercising a lien over your property. Once you settle the debt, I will release your property. If you fail to respond I will be taking further action to retrieve the money you owe me.

I await your response

Yours sincerely

Lynne Ingram

Encs: \* photographs

 ^ - receipts for cash paid