

Marlin Building Services  
40 Lambton Road  
Raynes Park  
LONDON  
SW20

14<sup>th</sup> September 2004

For the Urgent attention of David & Lisa Willis

Dear David & Lisa,

I feel it is necessary to write to you as we are now suffering from the effects of the 3<sup>rd</sup> leak inflicted on us by your builders.

As you know we have spent a considerable amount of money on the premises last year and to see it being damaged through no fault of our own is very frustrating and annoying. The latest leak has not only damaged the ceiling and the walls in the toilet but the water is dripping from the light fitting which is very dangerous and a potential fire hazard.

We reported this leak to Lisa yesterday afternoon and it is now going to be over 24hrs later before anything is done to stop the leak.

I do wish to have a good relationship with you both but if the current situation continues then I think this will become impossible as my position is not being taken into consideration. Lisa suggested taking our ceiling down so the tenant of the flat was not disturbed. What about the disruption to our business. We have had a toilet which is unusable and therefore I should not be trading under these circumstances. It is only that I have very helpful staff that I have not had to close the premises. If I did have to do this the cost to you would be greater than that of an emergency plumber.

I am currently not in the office much as I am nursing my mother who is very ill but I do need to arrange a time when I can meet you to discuss the damage to the decoration from all three of the leaks and I feel you should be responsible for the cost of putting this right. Please contact me on 07860 291565 to arrange this as soon as possible after the leak is fixed.

May I also say that if an occurrence such as this should occur in the future I expect you to ensure a plumber is on site within a very short time to rectify the leaks and minimise the damage even if this entails calling an emergency plumber who is not known to you, if your plumber is not available. This would be acceptable to your insurance company as they would expect you to minimise their losses and as I believe from Lisa you will be claiming from your insurance company for the latest damage. If they new you had allowed the leak to persist for so long after we reported it to you they may hold you responsible for the consequential damage to the property.

Yours Sincerely

