

Subject: RE: Works Order for 11 Brooks Court The Ridgeway, SG14 2JF: fence and wall

Date: Tuesday, 12 June 2018 at 9:04:44 PM Singapore Standard Time

From: Sophie Healey

To: Matthias Hillner

Hi Matthias,

I will get the second contractor to send over a detailed quotation for you. I understand that the section of wall which is damaged needs wallpaper to be taken off & re plastered and painted and then you can decide which one to go for. In my previous email, I advised you that the banisters have already been painted by the tenants contractor so this doesn't need to be included in the quote. The carpets will be protected whilst the work is carried out and we always make sure our contractors do a neat and tidy job.

In regards to the fence, the next door neighbour has agreed to get this sorted so I am just in the process of getting it sorted now.

The front door lock is still the same as before.

Kindest Regards,

Sophie Healey, Property Manager | Steven Oates
70 Fore Street, Hertford, Hertfordshire. SG14 1BY
t 01920 330 330 | f 01992 303305
www.stevenoates.com

-----Original Message-----

From: Matthias Hillner <hillner@virtualtypography.com>

Sent: 08 June 2018 09:00

To: Sophie Healey <sh@stevenoates.com>

Subject: Re: Works Order for 11 Brooks Court The Ridgeway, SG14 2JF: fence and wall

Dear Sophie

Thank you for getting back in touch. Would it be possible for you to obtain a quotation inclusive of a detailed breakdown of the work steps and the costs involved? I would imagine that the latter should specify materials, the hourly rate, as well as the expected amount of time required to carry out the work. A quotation should also include the contractor's full name and address.

You may remember that we have concluded that the wall paper needs removing, so that the surface can be plastered and repainted. I do not believe that the wall sections can be boarded over, as suggested by the gentleman, because then the skirtings (see second picture attached) would need to be removed and repositioned. Otherwise the board would sit on top of the skirtings, would it not? Please make note that the carpets need to be protected during the decorating. If you would like to further discuss this, please do not hesitate to call me on +65 9077 1600.

May I ask if you have verified whether or not the \$180 mentioned includes the removal of the wall paper throughout, and the redecoration of the surfaces including plastering where required? I must admit that I find the pricing suspiciously low. Based on my experience, I would expect this to take at least 3-4 full days. Even if the work is limited to part of the stair case, I would imagine that it will take at least a day or two. After all, the plaster will need to dry before it can be coated.

How about the first contractor you have contacted? Have you been able to secure a quotation inclusive of decorating the staircase from the window section upwards? Please secure proper detailed quotations from your

decorating the staircase from the window section upwards? Please secure proper detailed quotations from your contractors, and get back to me. We need to make sure that whoever will be tasked with the repairs is a fully qualified and experienced professional. If you imagine this house to be yours — be it just for a moment — maybe you will be able to understand my concerns here.

I am afraid, I cannot agree to paying for the fence because this is not my responsibility. Please make sure that the fence is treated with wood stain so that it matches the other fence panels.

In my previous message, I have asked you if the keys to the front door still work, or if the lock has been replaced with the door. Could you please clarify this for me?

Thanks ever so much for your time. I look forward to hear back from you.

Kind regards
Matthias

On 7/6/18, 5:15 PM, "Sophie Healey" <sh@stevenoates.com> wrote:

Hello Matthias,

Just an email to let you know that we have had another contractor look at the hole issue and he has advised the below.

Please let me know if you would be happy to proceed with this (your tenant to pay) and to fix the fence (you to pay)

Kind Regards,

Sophie Healey, Property Manager | Steven Oates
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-----Original Message-----

From: Andrew Trigg <andrew.trigg2@btinternet.com>

Sent: 06 June 2018 17:55

To: Sophie Healey <sh@stevenoates.com>

Subject: Re: Works Order for 11 Brooks Court The Ridgeway, SG14 2JF: fence and wall

Hi repair hole and paint (I will board over and paint due to size as it is boxed in). £60

To repaint that area includes wall from that level down, and up as they start from that level - walls only £180.

Supply and fit fence panel dispose of old £45.

Andy

Sent from my iPhone

> On 5 Jun 2018, at 12:19 pm, Sophie Healey <sh@stevenoates.com> wrote:

>

> Preferred Start Date: Wednesday 6th June 2018

> Preferred start date: Wednesday, 06 June 2018

>

> Full Address: 11 Brooks Court The Ridgeway, Hertford, SG14 2JF

>

> Contact for Access: Lead Tenant: Miss Toni Taylor (07816238198)

>

> Ref No: 757

>

> Description of works required:

>

> Need you to quote to fix the hole in the hallway and repaint that section. i also then need a quote to repaint the whole of the landing on that floor. i need you to quote for repalcing the fance panel out the back. Tenant will be homt for you so go there between 4-4.30