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SK14 XXX
08-05-09

Paul,

You, as Saddleworth Joinery Manufacturers Ltd. started the extension here at our property on 01-12-08. The initial stages went quite quickly, however now it seems that progress has become very sporadic. The worst part for us is the yarns you spin, promising people to be on site then nobody arrives, or material that has supposed to be sent never arrives. Another delaying tactic we have become used to is not answering the phone, then when we finally do speak it is too late in the day to do anything, but you then promise for the next day that either happens or it doesn't.

Initially you told us the work would take four months. We are now in the sixth. Allowing for a couple of weeks in the winter period when you obviously could not work, plus some time built in for unexpected delays would bring us up to the end of six months, which would be acceptable. The problem is though that it is apparent it will drag on much longer than that, as the amount of outstanding work is great. I will only list some of the time-consuming jobs but there are others.

- Downstairs floor.
- Downstairs studded walls.
- Rendering to the rear of the building.
- Completion of porch roof and remainder of tiling.
- Drains both to front and rear of property.
- Patio.
- Driveway.

I am quite reasonable and I really do not want to have this dissent, but quite frankly my wife and myself are getting fed up with:

- Living in what has become a pigsty due to our inability to keep the rest of the house clean as we live in a sea of boxes and other items.
- Having to live on microwave food for over the last three months due to us not having any proper kitchen facilities.
- Children having to share a bedroom that is so full you can't even stand on the floor.
- No space anywhere in the rest of the house, so we are all living on top of each other.
- The children can't have any friends around as there is no space for them to play and all around is a building site.
- Not being able to accommodate our other son who is at university when he wants to come home at weekends.

The advice we now have suggests that we keep a diary each day along with photographs of any work as it is going along, and any broken promises we have from you. Fortunately I have done this from day 1, but not in as much detail as I now will.

Another suggestion is for you to agree to form some kind of work schedule that you will adhere to as much as possible, with honest answers when you cannot.

Besides these suggestions, what we would most really like is for you to complete your work in a timely and professional manner, in order that we can get our lives back to somewhere like they were before this work began.

I look forward to hearing your response in due course.

Yours sincerely,

Mark XXXX