

fax no. 9735 8070

RECEIVED P.001
28 SEP 2005

By:

10 Agnes Street,

Gembrook

VIC 3783

Tel: 5967 7078

Email: cathrynkh@iinet.net.au

Building Administration

Clark New Homes

461, Maroondah Hwy

Lilydale 3140

28 September 2005

Re: broken window panes

Further to Tom's phone call to you of Monday 26 September when he spoke to your receptionist Alicia, we wish to confirm that 2 layers of one of the small opening panes of glass in Window No: 11 were accidentally broken.

The breakage occurred prior to the installation of the window and was caused when a piece of timber was accidentally dislodged by your framing carpenter Neil when he was completing the roof frame. We assumed that Neil would have reported the breakage to you. If you speak to Neil he will be able to verify this.

At the time of the breakage we contacted Stolar who said that they would replace the broken panes when they came to carry out the on-site glazing to the other windows and they did replace the panes as promised. Steve Jenkins from Stolar contacted us last weekend to say that you had returned to them an invoice from Universal glazing for the replacement panes.

We trust that this is sufficient information for you to make payment to Universal glazing for replacement of the broken panes.

Thank you for the five letters that you sent to us dated 20 September. Re: variation to water connection. We have confirmed our acceptance of your variation request. We are happy to sign an appropriate variation form which accurately reflects the facts of the variation, but this is not the case with your standard variation form. If you provide us with an appropriate form we will be more than happy to sign it.

We will have the Jetmaster heater installed this weekend and the cowlings around the flue which penetrates the roof properly sealed.

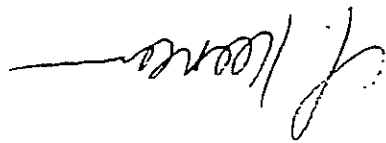
Your plumber, Neil Dean, is completing the remaining plumbing/drainage/sewer works. He will provide you with the necessary certification on completion.

As your construction manager can attest, we have done our utmost to maintain a clean site and will continue to do so. We will notify you at the end of construction when the final site clean is complete.

We would like to congratulate your tradesmen on the quality of their work and the way in which they have conducted themselves on site. Overall we are delighted with the progress that has been made.

If you have any queries or require any further information please do not hesitate to contact us.

Yours faithfully: -



Tom and Cathy Keenan