

MARTIN RUSSELL JONES

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CHARTERED SURVEYORS

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BRM/JJ

19 August 2005

Ms Noelle K-Dit-Rawe
3 Jefferson House
11 Basil Street
London SW3 1AX

Dear Ms Dit-Rawe

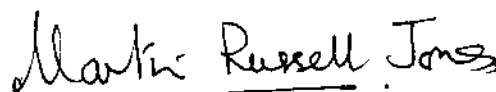
3 Jefferson House, 11 Basil Street, London SW3 1AX

Thank you for your letter of 18 August 2005. Using your numbering we reply as follows.

1. We have reported the water problem to the ceilings of the bathroom and adjoining corridor of your flat as stated in your letter to the Contract Administrators, **Brian Gale & Associates** and their Mr Patrick Moyle is **arranging for the matter to be investigated next week**. We will let you know what we hear back. In the meantime please let us know if you wish the Building Insurers to be informed and if so let us have two quotations from Building Contractors for making good the ceilings.
2. With regard to the **earlier incident i.e. as reported by you on 8-9 August 2005, Mr Moyle has told us that the water penetration emanated originally from Flat 24 running down a soil vent pipe to the common entrance area and thence down to your flat.**

A claim under the Building Insurance policy has been submitted and here again we await receiving from you two quotations for remedial work.

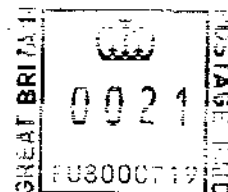
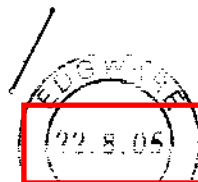
Yours sincerely



For and on behalf of
MARTIN RUSSELL JONES

MARTIN RUSSELL JONES
Chartered Surveyors and Estate Agents
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112 Station Road, Edgware,
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05384



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112 Station Road
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Ms Noëlle K-Dit-Rawé
3 Jefferson House
11, Basil Street
London SW3 1AX

(By special delivery)

18 August 2005

To whom it may concern

Dear Madam / Sir

Water leaks and consequent insurance claim

1. Leak in bathroom ceiling on 18 August 2005

This is to inform you that this morning, Thursday 18 August 2005, I found substantial staining on my bathroom ceiling due to a water leak.

This occurred during the night as, last night, there was no staining.

Most probably, the water is coming from the above corridor, the part located near the lift.

Further pointing to this source, is the fact that it has also caused significant staining on the ceiling of the corridor which is on the other side of my bathroom wall. (Made easier to see by the fact that the ceiling has been re-painted – and new lights fitted).

My flat has evidently been earmarked for water leaks, as this latest event is preceded by the following:

2. Leak in my bedroom area on Monday 8 – Tuesday 9 August 2005

On my return at half past midnight, on the evening of Monday 8 August 2005, I found water dripping from one of the light fittings in the ceiling above my bed. Relative to the entrance corridor, this area is below the main entrance (in which the flooring still had some of the bare slats exposed as works are still taking place).

The side of my bed was wet, as well as an area of the carpet. There was a stain on the ceiling – which resulted in causing cracks.

I opted to put a bucket under the leak.

Miraculously, the leak fixed itself between the hours of 1:30 a.m. and 7:00 a.m. as water had stopped dripping by the time I woke up. In fact, judging by the amount of water in the bucket, it seems that the miracle occurred between the hours of 1:30 a.m. and c. 3:00 a.m.

Given the damage caused to my flat, I need to file a claim with the insurance company.

Please, inform me of the procedure involved.

Yours faithfully

N K-Dit-Rawé

Royal Mail
special delivery



guaranteed next day

9.00am

to

Name Markin Russell Jones

Address Premier Suite

Premier House

112 Station Road

Edwinstree Huddersfield

Postcode HU14 8 17BJ

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