

Builder

[Insert your name and address details, for example]

John Brown
456 William Street
BROOKLYN SA 5999

[Insert the name and address details of the trader, for example]

Bob the Builder Pty Ltd
123 Way Street
EASTWAY SA 5990

Dear Sir/Madam

I am writing to you concerning problems with the construction of my family room recently completed by your company. I contracted with your company on the 11 October 2006 to build a family room at the rear of my home at 456 William Street, Brooklyn.

On the 16 December 2006 I paid the final progress payment on the understanding that any remedial work would be fixed within three months.

An inspection of the work by TTY building consultants found major problems with the roof gutters and the floor tiles. I provided your company with a copy of their report on 28 December 2006. I have contacted your building manager on six occasions and have been assured on each occasion that the problems will be fixed as soon as possible. No one from your company has contacted me to arrange for a time to fix the problems. The roof is leaking and may cause further damage to the family room if it is not repaired soon.

It has been over three months since I notified your company of the problems and the defects have not been fixed. I therefore request that you company commence repairs to my house within 14 days of the date of this letter. If this does not occur by the 19 April 2007, I will have no other choice than to lodge a formal complaint with the Office of Consumer and Business Affairs or take action in the courts to resolve the dispute.

I trust that I can count on your cooperation to resolve this matter promptly. I may be contacted on telephone number 7771 1234 to arrange a suitable time for repairs to commence.

Yours faithfully

[Sign your name/s here and date letter, for example]

John Brown
4 April 2007