Phone: 01534 855142

La Chaumiere
Le Grand Bourg
Grouville, JE3 9UY

26 September 2012

Mrs Morag Davidson
Flat 3
3 Victoria Apartments
James Road
St Helier JE2 4QY.

Dear Morag,

I am going to be away from Thursday, September 27th to Saturday, October 5th. I will phone you when I get back but if you need anything from me during that time please let my daughter, Teresa, know.

As I understand it, the state of play at present is that the surveyor, Mike McGrath (of MDW Limited), who is acting for the insurance company, is preparing a specification of the work to be done. He will give this to the loss adjustor, Matt Rawlings (of Cunningham Lindsey, PO Box 585, St Peter Port, Guernsey, GY1 6LP), who will send a copy to you.. When you get it, could you please send me a copy. We can then discuss it to see whether it is acceptable. Both Mike and Matt are likely to err on the side of the interests of the insurance company (as indicated, for example by Mike's sayng that the re-painting of the walls would be covered but not the re-painting of the ceiling) so we will probably find that the specification is inadequate. Matt has said that he wants all communications to come from you , as Secretary of Anrika, so it will be best if you and I work together to prepare a letter to him saying what we think needs changing.

I have not met Matt but he seems to be a reasonable chap. He has agreed that the cost of the electricity used by Chem-Dry would be covered by Anrika'a policy. Albe of Chem-Dry told me that the dryers used had a combined rating of 5 kilowatts. Unfortunately, he could not tell me how many hours they were used for. Originally, we were told that two or three weeks would be needed.. I think it may have turned out to be less than that. Do you have any record of the time taken to dry out your flat?. JEC tells me that the cost of a standard unit (one kilowatt hour) is 13.05p; the cost per hour would therefore be five times that, i.e. 65.25p per hour.

We agreed that you would return the bill for the pump work, asking for it be replaced by a bill which is addressed to Anrika and which relates to the work done for us, rather than to some work done at 3 Salisbury Crescent. I would appreciate your letting me see that new bill when it comes in. I think it should be for a much smaller amount.

Sincerely

Arthur Poole (cc Teresa and Mike)