
From: Kev the Bartman
Sent: Thursday, 27 June 2019 4:02 PM
To: Building Confidence Response
Subject: Building industry needs these things changed

Categories: Green Category

Builders that are part of a franchise are portrayed as a safer way to go as they are part of a large franchise. We were sold this when we built an extension on our house 2013 by Spanline in Nowra. We were looking at a builder that specialised in steel due to being in an area with high levels of termites.

However three years later all our galvanized steel piers were rusting extensively and the roof not only was leaking due to being installed correctly it was rusting. We contacted Spanline Nowra only to be told that the owners we dealt with went into liquidation and Spanline head office had sold the franchise to new owners. Both the new owners and the head office said they have no responsibility to fix the faults as it was done by the previous owners.

Franchise companies need to be held accountable for the work done by their franchisees.

Secondly, we had to make a claim through our home builders insurance through the iCare scheme to get the faults repaired. This whole scheme is being rorted by builders that undertake work. We were pushed to use Johns Lyng Group by Gallagher Bassett whom is a distributor for the iCare scheme, as they came in 50% cheaper than two quotes we obtained. We were told they do lots of work for them.

The work carried out by Spanline cost us around \$45K. The accepted quote by Gallagher Bassett was \$144K to replace the roof and piers. After Johns Lyng Group ordered the replacement piers and replaced only nine of eighteen, they submitted two variations to Gallagher Bassett, which brought the total of their quote to \$363K which saw Gallagher Bassett to reject the quotes as being excessive. I know for a fact that the building subcontractor being used by Johns Lyng Group submitted a final quote to Johns Lyng Group of \$253K(which in itself is excessive) but means Johns Lyng Group put a markup of \$100K. They now refuse to come on site to finish things they are charging us for and are requesting \$43K as a final invoice on top of the \$32K they have already been paid. They have refused to respond to all contact we have made with them to get clarification on what the final invoice is being charged for.

The whole process of this iCare scheme has been extremely stressful and I am disgusted to see how easy and how much this is being rorted. With the person trying to get repairs done put through the ringer.

Please fix these issues.

Regards

Kevin Bartolo

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