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Southbank, Victoria, 3006

Mr James Dobbin  
16 Aaran Close,  
Endeavour Hills, Victoria,

Date: 29/01/2024

Letter in response to your communications

Dear James,

The specific matters relating to your property are actually quite straight forward and not complex. One of the obvious root causes of the foundation dilapidation pertains directly to water ingress and water drainage issues. Water is diverting by design directly under your property, undermining the foundation both strip footing and stumps base foundations (subfloor). There is ample evidence that this is case, water is required to captured and or to be diverted away from the foundations. It appears works undertaken previously by others are not standard and in fact those works or lack of have contributed further to the current matters. The initial Engineering report demonstrates the properties condition which was effectively an audit of works undertaken and retracing storm events.

On the 8/1/24 Allianz wrote to me, and I quote “we ask for you to give consideration to whether there has been degradation or other changes resulting from defective work which may require variation to achieve full rectification of the original scope of works”

On the 15/1/24 I wrote to Allianz and I quote “Dear Allianz, this particular property whilst I have been on site has a problematic foundation and water laying underneath the house. Until such time as these matters are resolved I will not be forwarding any quote until stabilisation has occurred with full exposure of the works required. Stabilisation of the house on this property is paramount, the foundation has been undermined by water ingress. I do not want to be returning to a site were cracking and a mould reoccurrence is highly likely. From where I am sitting it is absolutely pointless and will only be a disservice to the client and the property as works should bo completed once and not a reoccurring theme.” I also noted the works could run up to \$100k easily.

On the 16/1/24 Allianz wrote to me, basically quoting similar lines of the previous almost robotic or systematic in their approach, further - essentially being somewhat dismissive of my previous email.

On the 16/1/24 I wrote back to Allianz and I quote “Thank you for your email it is becoming quite apparent on a umber of levels you are not wanting to listen to what people are advising needs to happen. In fact this is precisely why I don’t deal with insurance companies, dealing with scripts and policy rather than matters on their own merit is a very underwhelming experience.” And I went to say I can not and will not quote until such time as the building is stabilised.

After my response to Allianz there was no further from contact – communication ceased. During the term of engagement with Allianz various contractors and engineers, inspectors etc attended the site at no time was I provided with any such reports on their findings – they admitted in calls and in emails other parties where attending as they were in possession of relative material but totally unwilling to share the information. Why Allianz disengaged? Only they can answer that question

# EXECUTIVE PROPERTY

CONSULTANTS

As mentioned to you, Allianz both verbal and in written form - I can not and will not provide a quotation for the "internal works" as provided by Allianz as the scope of works. Any works undertaken by any party to repair, remediate will only be a band-aid and it will be seen as a waste of time, money and inconvenience to all concerned, and then likely land on my business to remediate under warranty. This risk on your property must be mitigated and correctly remedied as a natural course in order to reinstate to as is original state.

By now I would suspect it is well documented your properties foundation requires stabilising, upon stabilisation I would gladly participate a quotation process – why this matter has been made out to be so complex is beyond comprehension. I made my communications to you and Allianz abundantly clear, foundation remediation then I can participate in quoting and remedial works.

I hope the above satisfies your line of verbal questioning

Should you require any further information please contact Justin Martin on 0409417827.

Thank you

Kind Regards

Justin Martin