*Your address*

*Business/person’s name*

*Address*

*Date:*

*Order / reference number*

Dear

Subject:

On (*date*) I contracted you to (*describe the building work that was carried out as per the signed contract*) at a cost of £ , which was paid (*add date*) in (full/part).

Since then, the issues listed below have become apparent: (list all the faults, defective materials used, delays and substandard workmanship as applicable):

1.

2.

3.

I expected the service provided to be carried out with reasonable care and skill, within a reasonable time, and using materials of satisfactory quality in accordance with consumer law.

The work is not acceptable, and the materials are not of satisfactory quality for the reasons given above; you are therefore in breach of the contract.

I have enclosed copies of (*give details of documents, photos, etc*).

I am happy for you to return to my property, where I expect the issue to be repaired or replaced promptly, without causing significant inconvenience as I would very much like to resolve this matter.

Please contact me within 14-days with a suggested remediation proposal and timeframe.

Yours sincerely,