

deficiencies that we reported and which we think closely resemble the 1<sup>st</sup> two points listed above.

We did not report the 1<sup>st</sup> issue listed above. Instead, we reported the following:-

✓ It is not possible to lock the kitchen door from inside. Locking mechanism does not work

If the 1<sup>st</sup> issue listed above refers to the actual issue that we reported and mentioned above, then, I confirm that the builder has rectified the deficiency that we reported and therefore it is now possible to lock the kitchen door from inside the apartment.

With regards to the 2<sup>nd</sup> issue listed above, we reported the following:-

Several cracks are visible in the ceiling of the balcony. Also, several black spots or small holes that appear as black spots are now visible in the ceiling of the balcony. These spots did not exist in Nov 2009

If the 2<sup>nd</sup> issue listed above refers to the actual issue that we reported and mentioned above, then, for the following reasons we are not in a position to verify the work done by the builder:

- 1) Visually, we are not able to notice any change
- 2) It has been our experience that for all work that has been done in our apartment we have always received advance notification from the builder and / or property management informing us about the date / time when the work will be done. In this instance, we did not receive any such notification and therefore do not know what work was done on which date to rectify the reported issue.

Please note that we are not contesting the claim made by the builder - maybe some work was done outside the apartment. Instead, we want to bring it to your attention that for the above-mentioned reasons we are not in a position to verify the same.

Regarding the 3<sup>rd</sup> issue listed above which pertains to noise transfer, while we can still hear noises from the corridor (especially when people talk near the elevators) inside the apartment, we do not know if this type of noise transfer is common to all apartments in the building and therefore would not be considered an issue by the builder. It will be helpful if you and / or Halsall Engineers can shed some light in this matter.

If this noise transfer is by design and therefore common to all apartments in the building, then, we do not have any issue with it.

Regards