



Ref: ES1910AR

12/02/2015

Hello Mr Yarwood-Smith,

I thank you for your letter of 4th Feb. It was quite refreshing to hear from someone who didn't leave me with the impression I was dealing with a team of children who'd been left in charge of an unstoppable force.

In fact, when I'd heard nothing from Everest between March and July of last year, after my email to Ken Lees last March stating "if I don't hear anything suitable back from you within a week, consider this cancelled", most of my dealings with Everest have indeed left me with the feeling that I've been dealing with a behemoth that cannot be stopped when woken.

To be honest, it has left me feeling not just physically stressed but also quite depressed about the whole thing. Much like how being chased for something after a bereavement might.

However I do still have some concerns.

I understand there is a certain impetus from everyone involved to get this project out of the way and completed, however pushing this along is not my primary concern.

My quandary is that on the one hand, I really have no desire to deal with Everest at all and throw good money after bad for the rest of the windows for my home.

Yet on the other, I don't want my home to be left with a patchwork of windows from different manufacturers.

After all I have lived here 40+ years and it's what I will have to look at every day.

With this in mind, a few weeks ago I sent Mr Lawrence a link for a google spreadsheet that I hoped he would be able to get filled in online, listing all the units and their 'production cost' so that I could see what it should actually cost me to get a full set of windows for my home and allow me to make an informed decision on how to proceed.

For some reason your apparently draconian IT policies wouldn't allow him to view this, so I sent him an excel file that he apparently passed onto Ken Lees to get completed.

I'm going to need to see that set of numbers and the set of pictures before I can decide what to do next - to be "fully informed".

As you might imagine, I have no desire to risk going through this drawn-out process again if at all possible - hence my previous request for "a full set of windows".

I do also hope that this might clear up your explanations of what is to be discounted where.

I do understand how the two orders might have to be separate, which is disappointing as I would have preferred only one monthly payment to keep track of.

As for the "10%", I have to say I really don't feel that to be fair, given the circumstances.

If this time last year when I first raised the issues about the leading, that they had been taken seriously and fixed right then with a "yes we'll get right on that and to show we're so sorry we'll refund your deposit without question", then then would have been acceptable.

Given the long protracted farce that this has become and the battle it has taken to get this far, I do think you can do better.

In fact the image it conjures in my head would be that of a banker throwing coins at a homeless person. Not quite the same situation but an equivalent level of insult.

Adding to that, as Mr Lawrence's involvement was part of the reason that it took 10 months for Everest to even accept that there was a problem that couldn't be solved later, I find it difficult to trust his opinion on anything.

It's no wonder that the glazing industry has such a bad reputation.

So far I've seen nothing to dissuade me from that opinion.

You can choose to make a difference.

Having recently spoken to one of your senior salespeople Adam Freeman(?), he stated that were I to order the other 50% of windows to complete the set, that Richard Lawrence had advised him that it was to be offered 'at cost'.

With that statement, it looks to me that for the sake of making the two orders consistent, the honourable, just, right and 'fair' thing to do is to offer them at the same rate, especially given the circumstances and the hell you have put me through over these 15 MONTHS for that order.

The other alternative might be to knock off the VAT, in addition to returning the deposit amount, although whether this would be acceptable to me would depend on the numbers in the completed spreadsheet as mentioned above.

It's not the 1960's any more. Providing effective "customer service" means more than attempting to do as little as possible to fulfill your obligation.

Regards,
Sean Meacher

