

SURF BAY LEISURE AFTERSALES WORKSHEET

I AUTHORISE SURF BAY LEISURE TO ENTER THE CARAVAN LISTED BELOW:

SIGNATURE-----**DATE**-----

POSITION-----

WORK CODE: 26987 LOG NO: SWIFT-24011 MAKE: Swift MODEL: Burgundy SIZE: SERIAL NO 007151h STOCK NO 26987 Assigned to Debbie Bartlett	ADDRESS: (392) Pennymore Caravan Park Modbury Plymouth PL21 0SB PITCH NO: TEL:
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Problem

The main bedroom window leaking again and needs attention.

Notes: Spoke to Steve about this (he hasn't done a full assessment, just attended and took photos which are attached) He has said two wallboards needed and a days labour.

Details of Work Done

Removed & Resealed window
Re fitted window & existing wallboards as agreed with Park

ARRIVAL TIME	<i>1130</i>
DEPARTURE TIME	<i>1500</i>

DATE: <i>16/3/20</i>	FITTER: <i>Duncan</i>
I AM HAPPY WITH THE WORK CARRIED OUT TODAY BY SURF BAY LEISURE	
PARK/CUSTOMER SIGNATURE:	

MATERIALS USED	NOTES



Claire Folland

From: Charleen Sibley
Sent: 12 March 2020 16:21
To: Pennymoor Caravan Park
Cc: Martyn Fielding-Angear; Claire Folland
Subject: RE: Burgundy Water Ingress

Hi Helen,

Swift have got back to me with a decision regarding the Burgundy, unfortunately they have rejected the issue for a couple of reasons.

They feel that if there was an issue with the work they carried out in 2017 in the master bedroom then it would have presented itself before now like the hallway issue, which reoccurred last year . They have also said that due to the age of the unit they would not be covering it under warranty.

Surf Bay Leisure will of course come out and try our best to resolve the issue for you as a gesture of good will, however if the job is bigger than anticipated when we remove the wallboards we would maybe have to re-assess the situation. At that point you may wish to consider contacting your insurance company? Until we get to the bottom of what / where the leak is coming from we are a little in the dark about it and the costings.

As soon as customer care has scheduled one of our engineers to attend they will of course let you know. Hope this is all ok? Any problems Helen just let me know. Many thanks.

Kind Regards,

Charleen Sibley
New Holiday Homes Coordinator
Direct Number: 01837 680214
Email: Charleen.Sibley@Surfbay.co.uk

From: Pennymoor Caravan Park [<mailto:enquiries@pennymoor-camping.co.uk>]
Sent: 05 March 2020 12:19
To: Charleen Sibley
Subject: Burgundy Water Ingress

Good afternoon Charleen,

Thank you for your email and assistance in trying to resolve problem. Your support is very much appreciated. As you stated it was your engineer who confirmed it was the same issue as repaired previously and we obviously would like it repaired correctly.

We look forward to receiving a visit from their engineer

Kind regards

Helen Colmer
Proprietor
Pennymoor Caravan Park
Modbury
Nr Ivybridge





