

25 May 2004

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Martin McCaulay Morton
P O Box 878
ROTORUA

Dear Luke

SUB-SOIL INVESTIGATION FOR CEMETERY PURPOSES

I wrote to you on 27 February 2004 requesting your firm to undertake a sub-soil investigation for Council to determine the suitability or otherwise of a piece of land for cemetery purposes. The letter followed a telephone conversation with yourself in which you indicated that your firm would be able to undertake the work within the timeframe required (end of March 2004). I selected your firm as you have done similar work for Council in the past, because your firm already had some information about the property, and because I believed at the time that I would get a professional result.

I phoned you again at the beginning of April to find out how the work was progressing, and you advised that it had not started, but undertook to get straight on to it. I phoned again last week (18 May 2004) and spoke to Steve Pittman as you were out of town. Steve advised that the work was still not started, and that your firm would be unable to do the work due to other commitments.

During this entire period (nearly three months) I received no indication from you or your firm that there would be any delay or difficulty in starting the job, let alone completing it. At the time I gave written instructions, I had a verbal commitment from you that the work would be done, and this was reconfirmed when I spoke to you in April. I am extremely disappointed in the way you and your firm have handled this job as it has cost us at least three months delay in the completion of what should have been a relatively simple, although strategically crucial task. I am quite certain that you would not have treated a private sector client in this unprofessional manner. Council is now faced with having to find and commission another firm to complete the work, and deal with the delays caused by your firm.

Yours faithfully

Alison Ellery
Parks & Recreation Planner