

Multipurpose

Original Copy

D 1071352



Date 28-10-10

To Wilma Van Hellemond From Discount
Blocked drains
S Dunavnan St
Avonside

☒ Tax Invoice ☐ Purchase Order ☐ Statement ☐ Quote ☐ Delivery Receipt

Qty	Details / Description	Rate	\$	c
	Blocked W/C @			
	43 Tovey St			
	Dug up 1/1 outside			
	W/C w/B up stream			
	to cut tree roots			
	Camera inspection			
	down stream shows			
	8m of pipe needs replacing			
	+ 1/1P			
	Removed toilet &			
	cut tree roots			
	I will have to call back			
	esap to put more			
	putty around back of toilet			

Order No.		Sub Total	850 00
G.S.T. No.	59 373 412	G.S.T. / Tax	127 50
Reg: 42735 Paid in full only 16.11.10		TOTAL	977 50

Multipurpose

Original Copy

Date 4-8-10

D 0871457



To Wilma van Hellemond

From Discount

Blocked
Drains

☒ Tax Invoice ☐ Purchase Order ☐ Statement ☐ Quote ☐ Delivery Receipt

Qty	Details / Description	Rate	\$	c
	Blocked W/C @ 47 Tovey St			
	W/B from vent horn to clear			
	Installed heated valve			
	ASB			
	12 3240 0067291 00			
	Pd online in full 16-8-10 ref 59081.			

Order No.

Sub Total

G.S.T. No. 59 373 412

G.S.T. / Tax

TOTAL 150 00

Gully Traps

Telephone 0800 166 225

AIES Associated Environmental Services Ltd

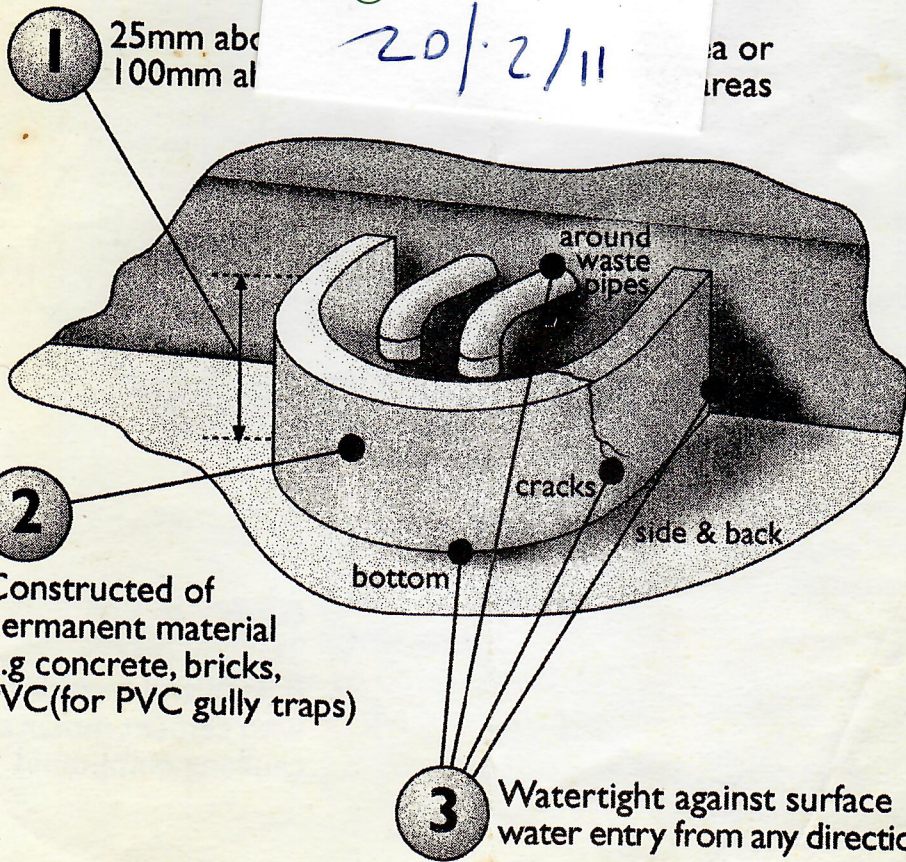
On behalf of your local authority our inspector visited your property today and

☐ found no problems

☒ could not inspect (please phone the office)

20/2/11

or areas



Constructed of permanent material e.g concrete, bricks, PVC(for PVC gully traps)

Watertight against surface water entry from any direction

CANTERBURY WATERBLAST LTD



Canterbury Waterblast Limited

44 Maces Road
Bromley
Christchurch, 8062
Phone: 03 365 7960
Fax: 03 384 8748

Statement

Customer No: 5498

GST # 95-160-085

WILMA VAN HELLEMOND
43 TOVEY STREET
NEW BRIGHTON
CHRISTCHURCH 8061

Page 1 of 1

Statement Date July 31, 2010

Date	Transaction	Number	Debit	Credit	Outstanding	Balance
08.07.2010	Invoice	19901	\$101.25		\$101.25	\$101.25

ALL PAYMENTS RECEIVED AFTER 31 Jul 2010 WILL BE SHOWN ON NEXT MONTHS STATEMENT

Remittance Advice

Canterbury Waterblast Limited
44 Maces Road
Bromley
Christchurch, 8062
Fax : 03 384 8748

Account : 5498

WILMA VAN HELLEMOND
43 TOVEY STREET
NEW BRIGHTON
CHRISTCHURCH 8061

\$50 pd online
13.9.10
331.33

Balance \$51.25

3+ Months
\$0.00

2 Months
\$0.00

1 Months
\$0.00

Current
\$101.25

Statement Date July 31, 2010
Credit Terms Net 7 Days

Total Balance \$101.25
Overdue Balance \$0.00

Bank account no for payment of accounts is 03-1592-0353276-00

15.08.2010 4:23:54 p.m.

Wilma van Hellemond
43 Tovey St,
Sth Brighton
CHRISTCHURCH

8 August 2010

Canterbury Waterblast Ltd
44 Maces Road,
Bromley
CHRISTCHURCH

To whom it Concerns,

Enclosed is a copy of the invoice sent to me for a call out to my property regarding a blocked toilet problem. I am reluctant to pay this bill as i am unhappy with the way your staff handled the job.

On the initial visit on 5th July 2010 your workmen used a toilet plunger and left thinking it was fixed. They were on the property for only 10 -15 minutes at the most. Although it seemed to lower the water level in the toilet bowl initially, it was obvious to me that evening that the problem was not solved and the toilet continued to overfull itself as if there was a blockage somewhere.

On phoning your company back you sent your workers back and they attempted to clear the pipes using the waterblast hose, for which they were on the property for perhaps 30 minutes all up. This still did not solve the problem and the toilet continued to get worse over the days that followed.

As i was unhappy with the outcome of the job and the way your workers communicated with me about the job, I contacted another company and they have since offered me a better service with a better outcome ie: a toilet that does not overflow.

My complaint is that your workers were very unhelpful in the way they communicated with me throughout the process. It felt like pulling teeth trying to get any information or advice on what the problem was or options on solving it. They did finally, after some effort on my behalf, tell me i would maybe need to get a video inspection but didn't explain what this involved until once again I had to extract it from them. Their way of handling the job was uninvolved and blase' as opposed to the other company I called in who talked through every step explaining what they were doing or could do and attempted a few different approaches to try and fix it, all in the same amount of time that your workmen were on the property.

And to be left still without a functioning toilet and a \$101.25 bill to follow felt like a rip off. I appreciate that they came and made an attempt of sorts but I feel I did not get value for my money that's for sure, which is why I have not paid the bill and await your response to this letter.

Regards

Wilma van Hellemond

Tax Invoice 19901

GST # 95-160-085

Date 08 July 2010

Account # 5498

Customer Order #

Payment Due Date 15.07.2010

Page 1 of 1

Invoice To :

WILMA VAN HELLEMOND
43 TOVEY STREET
NEW BRIGHTON
CHRISTCHURCH 8061

Deliver To :

43 TOVEY STREET
NEW BRIGHTON
CHRISTCHURCH 8061

Stockcode	Description	Quantity	Unit Price	Discount	Line Total
DRAIN	CLEAR SEWER	1	90.00		90.00

5/07/2010

CLEARED BLOCKED TOILET LINE. CAUSE OF BLOCKAGE UNKNOWN.

SubTotal 90.00

GST 11.25

Amount 101.25

Bank Account number for payments is 03-1592-0353276-00. Please ensure that you include account details.

Please note, unless arranged, payment is required within 7 days.

As per the Fair Trading Act 1986 we reserve the right to pass on collection costs should this account become delinquent.



Remittance Advice - Please Detach and Return With Payment

Account # 5498

WILMA VAN HELLEMOND

Invoice No 19901

Invoice Date 08.07.2010

Invoice Amount \$101.25

Amount Paid

Private Drainage

Ph: 941-8300
Fax: 941-8385

LEGEND

	WASTE WATER MAIN
	STORM WATER MAIN
	WATER INTAKE MAIN
	WATER SUPPLY MAIN
	WASTE WATER DRAIN
	STORM WATER DRAIN
	WATER INTAKE SUBMAIN
	WATER SUPPLY SUBMAIN
	BIO GAS MAIN
	CABLE
	STD MANHOLE (WASTE)
	VENTED MANHOLE (WASTE)
	STD MANHOLE (STORM)
	SUMP (STORM)
	FIRE HYDRANT (WATER)
	VALVE (WATER)
	METER (WATER)
	CONNECTOR (WATER)
	INLET (WATER)
	OUTLET (WATER)

CAUTION
THE ACCURACY OF THIS PLAN IS
NOT GUARANTEED. ON-SITE
VERIFICATION REQUIRED.



SCALE 1:500 on A4

Christchurch City Council
8/5/2010 1:03:19 PM



CHRISTCHURCH

CITY COUNCIL - I/M & CT

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