

By Email



[REDACTED]

Mrs Jane Hoadley

[REDACTED]

[REDACTED]

[REDACTED]

22 August 2018

Dear Mrs Hoadley

**CLAIM FOR SUBSIDENCE DAMAGE AT: 24 CHETWYND ROAD,
LONDON, NW5 1BY**

I refer my recent visit to your property and subsequent letter dated 10 August 2018.

I am now in receipt of the site investigation report and attach a copy of our further Analysis of Site Investigation Data report for your information. You will see from the report that the laboratory testing and tree root analysis has confirmed our original diagnosis that damage has been caused by clay shrinkage subsidence due to moisture extraction by adjacent trees. In particular, Lime roots have been positively identified which must emanate from your neighbours trees.

In the circumstances, my recommendation that the adjacent Lime trees be removed is confirmed and I acknowledge the efforts you have already gone to secure the felling of the trees. I await the outcome of the submission to the local authority, and acknowledge that you will be providing them with copies of our reports in support of the application.

I am now pleased to be able to confirm that your insurers have confirmed acceptance of your claim, subject to deduction of the [REDACTED]. In addition, your insurers are prepared to fund the cost of the necessary tree works if required in order to get a speedy resolution of the matter, although they have indicated that we should try to secure a contribution from Miss Beagley's insurers if she has cover. For now, I would be obliged if you could keep me informed of progress and forward competitive quotations for the works in due course.

With regards to your queries regarding temporary repairs, I acknowledge the need to ensure that the building is weather tight before the autumn and winter rains arrive, and confirm it will be in order for you to have temporary works carried out. Sealing of the crack in the party wall using flexible expanding foam, and easement of the bathroom door are also agreed to be necessary. I will be obliged if you will please make the necessary arrangements, and submit likely costs in advance for our approval.

[REDACTED]



The agreed cost of these works can then be off-set against the policy excess when the main repairs are undertaken, so please ensure that invoices are obtained.

I trust that the above is self-explanatory, and to your satisfaction, but please do not hesitate to contact me if you have any further queries. Please note however, that I will be on annual leave from 22 August until 3 September, but one of my colleagues will be pleased to be of assistance during that period.

GHG MyClaim App

To stay informed and assist in the administration of your claim, please download our mobile app at www.highgroup.co.uk/myclaim

For assistance in registering please contact our office [REDACTED]

Yours sincerely

[REDACTED] BSc CEng MICE

For THE GRAHAM HIGH GROUP LIMITED
[REDACTED]

Enc: GHG Analysis of Site Investigation Data
CET Site Investigation Report

c.c. Sarah Rutherford – Stackhouse Poland Limited