

Typed copy of
handwritten letter

To whom it may concern

We had a home built in 2005 in an over-50s complex in St Helens in Tasmania. We were promised 1st class construction and quality workmanship. We were told “your unit will be the same high standards as the rest”. We were shown the quality of workmanship that we were going to get – but did not. We had a 30 page report done on our home – brick-work does not meet standard and plenty more.

I have a chronic heart condition and my wife and myself are on tablets for depression – this has been going on for 12 months. Also, we signed the contract in 2005, but it turned out to be an old 2002 contract and some things in 2002 have been taken out of the 2005 contract. Also, no one is willing to help us, we were told to sue. We paid our money to go to Arbitration, but the builder will not go unless we sign the agreement I have enclosed. HIA are doing nothing – home warranty is not worth the paper it is written on. Also, Consumer Affairs are not helping. We spent over \$200,000 to buy this home and we want our money back, because it will only be patched-up and it still is not what we paid for. Also I am on blood thinners and all our lawn and garden soil is full of broken glass and I fear of bleeding and possible injury to my wife.

All this comes down to is Box 1 in the Issues Paper – Consumer provisions in the Trade Practices Act 1974. All this applies to the following:

- Rrand Group – Andrew McGregor – Developer
- Ranger Pacific - Terrence Fahey – Director
- Paul Guy – Construction Manager

We have got no money and a home we are ashamed of and unless we get a complete refund plus compensation, we have not got a life at all. [PS: there must be some way we can get help. I am doing what I can, advertising and telling people about what we are going through.]

Why can't Consumer Affairs act on Box 1 provisions? Please find enclosed a copy of a letter from the builder's lawyer trying to take away our freedom of speech, etc. Also, they will not go to Arbitration unless we sign this letter. We have had eggs thrown at our home. We have been intimidated by other residents. HIA have said they will take legal action against me if I talk about them.

All these things I am claiming, please do something as I have written proof to back it all up. Also, Council passed our home close to standards. I also have coloured photos and videos.

Thanks
Murray Holloway
Received 13 April 2007