[redacted]

From: [redacted]
Sent: 22 January 2025 21:05
To: Trees
Subject: Fw: [redacted] Mr N & Mrs C Childs - - Claim Number: [redacted]

[redacted] [redacted]

Attn Andrew Bush
Pls see further information.
Only for portal if considered relevant.

Rgds

----- Forwarded message -----
From: [redacted]>
To: [redacted]
Cc: [redacted]>
Sent: Saturday 26 November 2022 at 11:56:34 GMT
Subject: Re: [redacted] - Mr N & Mrs C Childs - - Claim Number: [redacted]

Good morning,
Thank you for supplying the attachment as requested on 7th October 22 as the E mail from you on 10th October did not have the corrected document attached. I therefore E mailed by return requesting the attachment which I received on 19th November.
The initial document stated that the cause of damage was established as being due to clay shrinkage caused by root activity. It also stated that the offending vegetation has now been removed and this will prevent ongoing movement. The second document received on 19 November has been changed and no longer states that the offending vegetation has been removed but I am concerned that there is still seasonal movement in the affected area.

As previously advised the cracks including those from the kitchen window closed up and the kitchen floor crack leveled off during winter 21/22. The cracks opened up again following the dry summer this year and are visually reducing at this time. As discussed, the crack monitoring studs have not been measured at any stage to confirm this movement below the height of the level monitoring decals. I understand from telecom that robust repairs are planned to be carried out.

From telephone conversation with Sagic I understand that the [redacted] paid for the structural report would be refunded and I would hope to be taken off the [redacted] policy excess.

Yours Faithfully

Mr N. Childs

-----Original Message-----
From: [redacted]>
To: [redacted]
CC: [redacted]

Sent: Sat, 19 Nov 2022 8:08
Subject: [redacted] - Mr N & Mrs C Childs - - Claim Number: [redacted]

Good morning,

Please find attached as requested.

If you have any queries, please contact Richard Herincx [redacted]

Regards
Lauren Hathersmith