

Correspondence that took between Aspect and myself in November 2017

NOTE: Please read emails following the order of the numbers, not the layout of the page - I had to forward these emails to myself and the order in which the emails and replies appear is somewhat confusing.

Thanks,
Eugenie Santiago

Sent from my iPad

On 14 Nov 2017, at 17:25, Credit.Control
<Credit.Control@aspect.co.uk> wrote:

Sent by
Aspect

Call Reference 529699 Payment of £ 276.00 is now due. The card ending *5356 is being flagged as declined when entered. Please contact Credit Control on [020 8879 9607](tel:02088799607) as soon as possible with an alternative card or for more payment options. Thank you.

This is aspect Maintenance

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Sent by
myself

-----Original Message-----

From: Eugenie Santiago [<mailto:eugenie70@icloud.com>]

Sent: 15 November 2017 08:07

To: Credit.Control

Subject: Re: Call Reference 529699

Hi,

I've been trying to get through to customer care for several days and can't get through. Left a message and no one called back. I've called your number twice and can't get through either. Could you please call me on [07815 714346](tel:07815714346)?

I have a number of problems with this order I'd like to resolve before I go through with the payment:

1. Handyman arrived 30 minutes late and did not extend his stay, so I received half hour less than agreed.
2. Though I called on the day to make sure that the handyman knew what exactly the job was and that he would have materials ready, when he arrived, neither he knew it was for mouse proofing nor did he have the required materials - I had to go to the shop to get metal wool. He didn't even have basic materials like silicone.
3. The job he did in the kitchen is very poor quality - I could have done better.
4. He damaged the kitchen floor: a very big and visible scratch to my polyflor.

I'll be grateful if you contact me to suggest solutions to this. If I'm not satisfied, then I will contact trading standards and find out what my rights are. We can then take it from there.

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Sent by
myself

Hi Michael,
Yes, please. That would be good. I'm going to be home one the 28th.
This would be ideal as I'm self-employed and having to take time off
would not be ideal.
Would this be possible?
Thanks,
Eugenie

Sent from my iPad

On 22 Nov 2017, at 11:48, Credit.Control
<Credit.Control@aspect.co.uk> wrote:

Dear Eugenie,

Thank you for your email.

I apologise that you have not heard anything back from us. I can still
call if you require. However I will only be able to tell you the same as I
can in this email.

I have looked over the points that you have raised. We would like to
send a field support manager free of charge to inspect the works.

Is this something you will be happy to proceed with?

Kind regards,

Michael Worby.

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Sent by
Aspect

6
Sent by
myself

To: Credit.Control
Subject: Re: Call Reference 529699

Hi Michael,
The weekend would be much better.
Please let me know when exactly.
Thanks,
Eugenie

Sent from my iPad

On 28 Nov 2017, at 15:29, Credit.Control
<Credit.Control@aspect.co.uk> wrote:

Dear Eugenie,

I sincerely apologise I wasn't able to get back to you last week.

Unfortunately I have been away and have only returned today. Are you home at any point in the future or on the weekend maybe.

Again, I apologise that we haven't come back to you.

Kind regards,

Michael Worby

-----Original Message-----

From: Eugenie Santiago [<mailto:eugenie70@icloud.com>]

Sent: 22 November 2017 11:55

To: Credit.Control

Subject: Re: Call Reference 529699

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Sent by
Aspect

Michael

-----Original Message-----

From: Eugenie Santiago [<mailto:eugenie70@icloud.com>]

Sent: 07 December 2017 [14:40](#)

To: Credit.Control

Subject: Re: Call Reference 529699

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Sent by
myself

Hi Michael,

I am.

Thanks,

Eugenie

Sent from my iPad

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Sent by
Aspect

On 7 Dec 2017, at 14:39, Credit.Control <Credit.Control@aspect.co.uk> wrote:

Dear Eugene,

I apologise I haven't been in touch. The field support manager was away.

I should have kept you updated. Are you available this weekend?

Kind regards,

Michael Worby

-----Original Message-----

From: Eugenie Santiago [<mailto:eugenie70@icloud.com>]

Sent: 29 November 2017 [12:01](#)

From: Eugenie Santiago eugenie70@icloud.com
Subject: Fwd: Call Reference 529699
Date: 13 Oct 2018 at 12:36:00
To: Eugenie Santiago eugenie70@icloud.com

Sent from my iPad

Begin forwarded message:

From: Eugenie Santiago <eugenie70@icloud.com>
Date: 7 December 2017 at 14:53:54 GMT
To: "Credit.Control" <Credit.Control@aspect.co.uk>
Subject: Re: Call Reference 529699

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Sent by
myself

Hi Michael,
Don't worry. I didn't even notice ;)
Saturday in the afternoon would be good.
Thanks,
Eugenie

Sent from my iPad

On 7 Dec 2017, at 14:52, Credit.Control <Credit.Control@aspect.co.uk>
wrote:

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Sent by
Aspect

Dear Eugenie,

What time works best for you?

And I apologise for spelling your name incorrectly previously.

Thank you,

Email sent by Aspect to me in July 2018 demanding payment for job despite no one having showed up to the appointment in November 2017 to address my complaints

From: Credit.Control Credit.Control@aspect.co.uk
Subject: Outstanding invoice 402178
Date: 27 Jun 2018 at 09:22:37
To: eugenie70@icloud.com

Dear Eugenie,

I am writing to you in regards to the attached outstanding invoice. I understand that you are not happy to make the payment on this invoice for a few reasons.

I sincerely apologise that a quality control visit was not attended to and I have spoken to my director in regards to the works carried out. Could I please ask if you have any photos of the works completed?

Kind regards,

Michael Worby
Credit Controller
Ph: 0208 879 9607
Fax: 0844 884 1181
www.aspect.co.uk

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plus you'll enjoy £10 discount with every use!

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Although not mentioned in my initial email, shortly after sending it I realised that mice were still entering the kitchen freely. Since I was expecting the visit from a supervisor and given how difficult getting in touch with them is, I did not raise it in writing.

No one showed up and not having contacted me to inform me that no one was coming nor to make further arrangements, I assumed they had decided to let go of the job.

I contacted another company, who came and completed the job to high standards. The invoice I paid for the job is in the following page.

PestSafe Services (UK) Limited

Unit 24 Ullswater Crescent
Coulsdon
CR5 2HR
VAT Reg No: GB 118 3322 39



INVOICE

SuperProof Customers . . .
Site Address: Eugenie Santiago 64B Hammersmith Grove London W6 7HA

Reference	4059
Date	26/02/2018
Job reference	SUP/3775
Order number	
Account reference	PRIVATE

Quantity	Description	Selling price	VAT %	VAT	Gross amount
1.000	Superproof to a 1 Bed property	498.34	20.00	99.66	598.00

Bank details Payment received via SagePay
Payment terms: Immediate

Total ex VAT	£498.34
Total Tax	£99.66
Total	£598.00