

Ref: FAH/07/2020	Date: 17 July 2020
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AMBASSADOR POOLS

ANDRE GERARD PRETORIUS (640512 5180 088)
UNIT 206
SOUTH SHORE BEACH APARTMENTS
MAIN ROAD
FISH HOEK
7975

RICHARD GRAHAM HUSTED (600418 5106 081)

31 CHILWAN CRES HELDERBERG SOMERSET WEST 7130	4 LONGDOWN AVE LONGDOWN ESTATE SOMERSET WEST 7130	6 GEERINGH ST SOMERSET WEST 7130
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Dear Ambassador Pools and Mr Husted,

FITCHAT / AMBASSADOR POOLS & HUSTED

1. The above matter refers.
2. Ambassador Pools, a member of the National Spa and Pool Institute (NSPI), provided a quotation to Mr RT Fitchat on 3 March 2020 to renovate Mr Fitchat's pool (please see **Addendum A**), which quotation was accepted by Mr Fitchat.

3. Ambassador Pools' quotation to Mr Fitchat was for R77 200, of which Mr Fitchat paid a 75% (seventy-five per cent) deposit of R57 900 on 4 March 2020. The remaining 25% (twenty-five percent) of R19 300 would have been paid on completion.
4. Ambassador Pools started with the renovation work on 9 March 2020.
5. However, during the renovation work by Ambassador Pools, Mr Fitchat noticed an inordinate lack of competent supervision and poor work being done by Ambassador Pools.
6. Mr Fitchat on numerous occasions emailed the NSPI to complain about same. Mr Fitchat's emails to the NSPI included 8 letters which totalled 81 pages of photos and explanations detailing the incorrect work being done by Ambassador Pools. These emails were sent to the NSPI on 17 March 2020, 16 April 2020, 7 May 2020, 1 June 2020, 5 June 2020, 10 June 2020, 12 June 2020 and 14 June 2020.
7. Some of the issues in the initial letters were resolved by Ambassador Pools, but some critical issues were not, and more and more issues kept emerging, and it became impossible for Mr Fitchat to reach an agreement with Ambassador Pools regarding the resolution of same.
8. One of Mr Fitchat's main concerns with Ambassador Pools was the constant lack of competent supervision.
 - 8.1 Ambassador Pools' supervisor, Steven, was consistently not present to oversee the work being done. Mr Fitchat raised this concern with Ambassador Pools on numerous occasions, but the

matter remained unresolved, and the supervisor remained predominantly absent.

- 8.2 On the few occasions that Ambassador Pools' supervisor was present, Mr Fitchat found him to be shockingly inefficient, and that ironically his presence seemed to result in a decrease in the quality of the workmanship.
- 8.3 The supervisor regularly yelled at the workers and used expletives. He was rude and obnoxious, and often completely ignored Mr and Mrs Fitchat when they asked him to do things in the way they had agreed with Ambassador Pools things would be done.
- 8.4 On numerous occasions the supervisor did the complete opposite of what he had been instructed to do, often right after he had been told what to do.
- 8.5 The supervisor chaotically gave orders and instructed the workers to do things in an illogical order, and created many problems, which will be discussed further down in this document.
- 8.6 Mr Fitchat was initially under the impression that Mr Husted, who had provided the quotation to him, was the owner of Ambassador Pools, and repeatedly asked Mr Husted to oversee the work, but Mr Husted refused.
- 8.7 Mr Husted only came twice to have a quick look at the work when Mr Fitchat absolutely insisted he come.
- 8.8 Eventually Mr Fitchat refused to allow Ambassador Pools' supervisor to return to supervise the work, and Ambassador Pools

indicated that they would assign another supervisor to Mr Fitchat's pool.

- 8.9 However, Mr Fitchat had no guarantee that the second supervisor would be more competent than the first.
9. Furthermore, Mr Fitchat was not able to reach a satisfactory resolution with Ambassador Pools regarding certain other matters, as will be discussed further down.
10. The renovation work by Ambassador Pools was only partially completed due to the national lockdown commencing on 27 March 2020 during the renovations. Ambassador Pools had worked on Mr Fitchat's pool for 3 (three) weeks by the time lockdown commenced.
11. When the lockdown commenced, the following work had been completed by Ambassador Pools (not an exhaustive list): the replacement of the leaking jacuzzi pipes, the removal of the original coping from the pool, the removal of the rimflow wall between the main pool and the jacuzzi to create one pool, the installation of most of the coping and paving, and the installation of new mosaic and new fibreglass inside the pool. Ambassador Pools also filled the pool with water on the day prior to lockdown.
12. Mr Fitchat's pool consists of a main pool and a jacuzzi, which have one underlying structure. The jacuzzi's water was separated from the main pool's water by a rimflow wall between the two parts of the pool.
13. At Mr Fitchat's request, Ambassador Pools removed the rimflow wall in order to allow the water to circulate freely between the two areas.

Ambassador Pools also removed the original coping and installed new coping.

14. However, during the lockdown, Mr Fitchat noticed that there was a marked difference between the bottom of the coping installed by Ambassador Pools at the two far ends of the pool and the water level.

- 14.1 On further inspection, Mr Fitchat determined that there was a 30mm difference in height between the shallow and deep ends of the main pool, and a 35mm difference in height between the shallow end of the main pool and the far end of the jacuzzi, which Ambassador Pools had renovated to be one with the main pool.

- 14.2 Mr Husted attended a site inspection of Mr Fitchat's pool on 3 June 2020 after the lockdown was partially lifted. Ambassador Pools is affiliated with a company called Cape Pool Renovators, and a representative of Cape Pool Renovators, Mr Ron Munroe, attended the site inspection as well.

- 14.3 The attendance of Mr Munroe was done with no foreknowledge of Mr Fitchat, nor was any explanation offered as to who Mr Munroe was and why he was present.

- 14.4 Mr Fitchat learned afterwards that Mr Munroe was present as a technical advisor to Ambassador Pools.

- 14.5 Mr Munroe indicated to Mr Fitchat that there is a standard industry tolerance level of "+-20mm", which is the difference in height that is allowed between the two ends of a pool.

- 14.6 The 35mm difference in the height of Mr Fitchat's pool is undeniably outside the acceptable tolerance.
- 14.7 However, Mr Munroe informed Mr Fitchat via email on 3 June 2020 that the standard industry tolerance level of "+-20mm" had no bearing on the work on Mr Fitchat's pool, and that it was merely mentioned by Mr Munroe to Mr Fitchat in conversation.
- 14.8 Mr Fitchat disputes Mr Munroe's statement and queries why an industry standard has no bearing on his pool, and why Ambassador Pools are exempt from implementing industry standards.
- 14.9 When Mr Fitchat raised the issue of the unlevel pool with Ambassador Pools, Ambassador Pools informed him that the underlying structure of the pool had been unlevel and that they had merely installed the new coping and paving on the existing structure.
- 14.10 Ambassador Pools also indicated that Mr Fitchat had not informed them that the pool's structure was not level.
- 14.11 Mr Fitchat contends that it had not been possible for him to know that the underlying structure of the pool had not been level, since the original builders of the pool had installed custom-made coping in such a way as to compensate for the unlevel structure, and the bottom of the original coping had been level with the water level.
- 14.12 Cape Pool Renovators also admitted in an email sent on 12 June 2020 that the fact that the pool was out of level only

became apparent after the new mosaics had been installed, and they also claimed that the fact that there had been no mosaics installed previously meant it was not possible to know that the pool was not level.

14.13 Firstly, Mr Fitchat contends that it had been Ambassador Pools' responsibility to check whether the pool's underlying structure was level after they removed the original coping.

14.14 Secondly, the lack of mosaics originally has no bearing on this matter, as it was and is possible to compare the water level with the bottom of the coping.

14.15 Furthermore, Mr Fitchat had sent a photo to Ambassador Pools and the NSPI on 10 June 2020 of the original pool which showed that the bottom of the original coping of the main pool was level with the water level.

14.16 Mr Fitchat wrote in an email sent to the NSPI on 12 June 2020, "The pool was straight and level before they started, it is now skew as shown in the document".

14.17 Mr Fitchat contends that the bottom of the coping had been level with the water level before Ambassador Pools worked on the pool, but that the bottom of the new coping installed by Ambassador Pools was not level with the water level.

14.18 In Cape Pool Renovators' reply to Mr Fitchat's comment, they construed Mr Fitchat's comment to mean that Mr Fitchat claimed that the pool's structure had been level before Ambassador Pools worked on the pool, but that the structure

somehow became unlevel while Ambassador Pools was working on it.

14.19 However, as indicated above, and in Mr Fitchat's emails to the NSPI, this was not Mr Fitchat's meaning at all.

14.20 Mr Fitchat contends that it wasn't possible for him to know that the underlying structure was unlevel before Ambassador Pools removed the original coping and revealed the underlying structure.

14.21 Furthermore, the original pool had also consisted of two separate pools, which were separated by a high rimflow wall. The only way for the water level to be the same in the two pools was if the jacuzzi was so full that its water overflowed to the main pool.

14.22 Since the jacuzzi's pipes had been leaking since before Mr Fitchat moved into the house, it was impossible to fill the jacuzzi to overflowing, and hence it had been impossible to compare the water levels of the two pools.

14.23 Mr Fitchat sent a photo to Ambassador Pools and the NSPI on 10 June 2020 to remind Ambassador Pools that there had been two separate pools originally that were separated by a high rimflow wall, and that the reason Mr Fitchat had asked Ambassador Pools to remove the rimflow wall was precisely because the jacuzzi was a dead spot with no water circulation between the two pools.

- 14.24 Ambassador Pools stated in an email to Mr Fitchat that since the pool was not filled with water when they saw the pool to give the quotation, it was only apparent that the pool was not level after it was filled with water, which was upon the completion of nearly all the renovation work.
- 14.25 However, the pool *had* been filled with water when Ambassador Pools gave Mr Fitchat the quotation. Only the jacuzzi had been empty, due to its leaking pipes, as mentioned previously.
- 14.26 Furthermore, Ambassador Pools had been aware that the reason for the empty jacuzzi was that its pipes had leaked since before Mr Fitchat had moved into the house, and Ambassador Pools had provided Mr Fitchat with a quotation to replace the pipes.
- 14.27 Furthermore, Mr Fitchat contends that a reasonable swimming pool contractor would not have waited until nearly all the work had been completed and the pool filled with water before they would be able to know whether the coping was level with the water level.
- 14.28 Mr Fitchat contends that a reasonable swimming pool contractor would have used a level to check the underlying structure during the renovation work, before installing the paving and coping.
- 14.29 It is clear that Ambassador Pools acted negligently by not ascertaining whether the underlying structure was level or not during renovations.

- 14.30 Due to Ambassador Pools' negligence, Ambassador Pools did not afford Mr Fitchat the opportunity to indicate whether he would like Ambassador Pools to relevel the pool prior to Ambassador Pools installing the coping and paving.
- 14.31 Mr Fitchat understands and accepts that the cost of releveling the pool is his responsibility, but he insists that the cost of removing and reinstalling the coping and pavers, adding additional fibreglass and replacing the mosaic to be level with the new correct level of the pool is Ambassador Pools' financial responsibility since they had acted negligently.
- 14.32 When Mr Fitchat discussed releveling the pool with Ambassador Pools after the lockdown was lifted, Ambassador Pools' solution was to decrease only the level of the jacuzzi by 35mm, which would result in an upside-down V-shape in the paving around the pool, causing the paving to be uneven.
- 14.33 Also, the main pool itself had a 30mm difference between the shallow and deep ends, so the main pool would still be unlevel and outside the accepted tolerance.
- 14.34 Ambassador Pools' "solution" would result in two areas being uneven instead of one.
- 14.35 Furthermore, Mr Fitchat contends that Ambassador Pools tried to overcharge Mr Fitchat for the releveling of the jacuzzi.
- 14.36 The amount they quoted him to relevel the jacuzzi was exorbitant and Mr Fitchat contends it included the cost for the removal and reinstallation of the coping and paving and the

additional fibreglass and mosaic, which Mr Fitchat contends is Ambassador Pools' responsibility.

14.37 Cape Pool Renovators indicated in an email to the NSPI on 12 June 2020 that it must be remembered that Mr Fitchat's pool is an old concrete pool with the jacuzzi "added on somewhere along the line".

14.38 However, Mr Fitchat is in possession of the house's building plans and the plans that indicate that a previous owner had installed the pool and the jacuzzi at the same time. The date on the building plans for the proposed pool and jacuzzi was 10 January 2006.

14.39 Mr Fitchat contends that a fourteen year old swimming pool is not as old as Mr Ron Munroe of Cape Pool Renovators is trying to imply.

14.40 Mr Fitchat had sent the house's building plans indicating the proposed pool to Ambassador Pools on 4 February 2020 and 14 February 2020. Therefore, Ambassador Pools knew that the pool and jacuzzi were built at the same time.

15. During the lockdown, Mr Fitchat also noticed that the grout between the newly installed pavers started cracking, crumbling and flaking off mere days after having been installed.

15.1 Ambassador Pools' proposed solution was to remove the cracked grout and to replace it with the same grout but with a bonding agent added.

- 15.2 Mr Fitchat queries why, if the addition of a bonding agent would prevent the grout from cracking, it had not been added to the grout in the first place.
- 15.3 Furthermore, Mr Fitchat now understands that there are a number of factors that were not addressed correctly by Ambassador Pools in order to prevent the grout from cracking in the first place, and which merely adding a bonding agent to new grout would not solve.
- 15.4 Ambassador Pools did not compact the soil before installing bricks around the edge of the pool, and they also did not compact the soil next to the shallow end of the pool before installing pavers there. This would lead to the settling of that soil as those pavers are walked over, causing the grout to crack.
- 15.5 Ambassador Pools did not fill up the gaps between the edge of the pool and the newly installed row of bricks before installing the paving, despite Mrs Fitchat telling Ambassador Pools to do so numerous times, and them indicating that they would.
- 15.6 After Ambassador Pools paved over the bricks without filling the gaps, Mrs Fitchat asked them why they had not filled the gaps, and Ambassador Pools changed what they had said the previous times, and said that it was not necessary to fill in the gaps.
- 15.7 However, when the pavers installed next to the bricks are walked over, the sand will move into the gaps between the bricks and result in the pavers shifting and the grout cracking.

- 15.8 Mr Fitchat also queries whether the soil next to the boundary wall had been adequately compacted, since all the grout between the pavers that had been installed on soil had cracked, and most of the grout between the coping that had been installed on the edge of the pool and a row of bricks, had not cracked.
- 15.9 Ambassador Pools also dumped their building rubble between the wall and the pool before installing the paving over it, which would also have contributed to settlement later and to the grout cracking.
- 15.10 A civil engineer has also indicated to Mr Fitchat that Philippi sand, which Ambassador Pools indicated was being used for compacting, is not the best sand to use for compacting soil since it is a single-sized grain. A superior sand for compacting would be one with different sized particles, since they fill up the spaces between each other, resulting in a denser compact.
- 15.11 Mr Fitchat further disputes whether Ambassador Pools had attended to any screeding under any of the pavers, as Mr Ron Munroe of Cape Pool Renovators mentioned in his email on 3 June 2020 and puts him to the proof thereof.
- 15.12 Another factor that Ambassador Pools had not taken into account in order to prevent the grout from cracking is that gunnite pools, paving and grout contract and expand at different rates with temperature changes and that the paving and coping around Mr Fitchat's pool required the installation of

expansion joints in order to relieve the pressure and to prevent cracking.

- 15.13 Ambassador Pools had not installed expansion joints among any of the pavers, which could be contributing to the grout cracking.
- 15.14 Ambassador Pools had brushed the grout over the pavers to fill in the gaps between them. After the grout had dried partially, they added more grout, which dried after the first grout, and is causing the additional grout to flake off.
- 15.15 Also, grout that does not contain the correct materials or that had not been mixed in the correct proportions may also result in the grout cracking.
- 15.16 The pavers that had temporarily been installed by Ambassador Pools on the grass also require reinforcement when they are installed permanently in order for them not to separate from the vertical pavers against the pool and from each other.
- 15.17 While Ambassador Pools was working on the pool, Mr Fitchat had an independent building consultant (who is a Past President of the Master Builders Association and a Past Chairman of the Building Industry Bargaining Council – please see **Addendum B**) inspect the house, and the building inspector commented that the pile of sand that Ambassador Pools was using to mix with the cement was too fine for building work. He indicated that such fine sand was better suited for plastering.

- 15.18 Ambassador Pools indicated that the pile of sand in question was Philippi sand.
- 15.19 Mr Fitchat queries whether it was Philippi sand, and puts Ambassador Pools to the proof thereof.
- 15.20 Mrs Fitchat inquired with Ambassador Pools what the alleged Philippi sand was being used for, since the building inspector had indicated it was not appropriate for mixing with the cement.
- 15.21 Ambassador Pools initially replied that the sand was not used to mix with the cement, it was used to fill the areas that would be paved.
- 15.22 However, after Mrs Fitchat checked the photos she had taken every day while Ambassador Pools were working, she informed Ambassador Pools that, contrary to their previous statement, the Philippi sand had indeed been used by Ambassador Pools' workers for mixing with the cement.
- 15.23 Ambassador Pools subsequently changed their explanation and said that Philippi sand was acceptable for small building work.
- 15.24 Mr Fitchat queries why Ambassador Pools initially indicated that the sand in question was not being used to mix with the cement, and then later indicated that it was.
- 15.25 Mr Fitchat also confirmed with a civil engineer and various building and swimming pool contractors from whom Mr Fitchat had acquired quotations to correct the work done by Ambassador Pools, that even though both Philippi sand and

Malmesbury sand are commonly used for building, Malmesbury sand is superior to Philippi sand for building purposes.

15.26 It was also pointed out to Mr Fitchat that, since Philippi sand is cheaper than Malmesbury sand, Philippi sand is often preferred by contractors who are less concerned with quality and more concerned with increasing their profits.

15.27 Mr Fitchat disputes Cape Pool Renovators' claims that Philippi sand was the correct sand, and insists that they have not in fact provided adequate proof that Philippi sand is superior to Malmesbury sand for the renovation work done on Mr Fitchat's pool, especially in light of all the grout around the pool cracking.

15.28 Mr Fitchat furthermore disputes Cape Pool Renovators' claim that the entire Cape Town has been built with Philippi sand, and puts him to the proof thereof.

16. Furthermore, Mr Fitchat queries why Ambassador Pools require the assistance of a technical advisor if they specialise in pool renovations and have over 35 years of experience in the pool renovation industry, as their website claims.

17. Mr Fitchat also had further concerns regarding Ambassador Pools' lack of professionalism.

18. Mrs Fitchat had sent numerous detailed diagrams to Ambassador Pools explaining how the pool should be built and where which coping should be installed, but those diagrams were not followed and she had to repeatedly correct the workers' incorrect work.

- 18.1 Mrs Fitchat's diagrams indicated where single bullnose coping should be installed around the pool's edge, but Ambassador Pools had installed double bullnose coping around the entire edge of the pool.
 - 18.2 When straight-edged pavers were then installed next to the double bullnose coping, the amount of grout between the two pavers was very thin, contributing to the grout flaking off.
19. Ambassador Pools' supervisor instructed the workers to compact the soil using a broomstick handle. When Mrs Fitchat queried the efficiency of their equipment for soil compaction, they started using the sharp edge of a spade.
20. This issue was then raised with Ambassador Pools, and then they hired a machine to compact the soil. The machine was very large, however, and it was not possible for the workers to use it to compact the soil in the small area between the main pool and the jacuzzi, or in the area along the shallow end of the main pool, so those areas remained uncompacted.
21. Many areas still need to be compacted prior to paving, such as the area around most of the jacuzzi, and the paving on the grass.
22. Ambassador Pools allowed a person who is not a registered electrician to work on the pool's electrics.
 - 22.1 The person installed one light in the main pool and one light in the jacuzzi, but he left exposed wires next to the jacuzzi light, which a registered electrician has indicated is illegal.

- 22.2 After this issue was raised with Ambassador Pools, they sent a company to work on the electrics, but there was again no registered electrician to check their work who would sign off their COC.
- 22.3 Mr Fitchat himself then had to arrange for a properly qualified person to do the electrical work.
23. Ambassador Pools initially ordered Cemstone pavers and coping in the wrong colours. They had also not ordered the correct amount of double and single bullnose coping.
24. The two jacuzzi steps were built too high, despite Mrs Fitchat having drawn lines in the pool exactly where and how high the steps should be built. Ambassador Pools had to redo both steps.
25. Ambassador Pools three times unloaded their deliveries in a place in Mr Fitchat's garden where he had expressly and repeatedly told them not to unload things.
26. Many of the pavers that had been installed by Ambassador Pools are uneven.
27. Many of the vertical pavers that had been installed by Ambassador Pools have edges jutting out.
28. Most of the coping that Ambassador Pools had installed around the pool had not been cut into equal wedge shapes. The wedges around the corners are all different sizes, and all the wedges around the jacuzzi had only been cut on one side, resulting in the entire area looking uneven.

- 28.1 When Mr Fitchat raised the issue of the incorrect wedges with Ambassador Pools, Ambassador Pools' solution was to grind the straight edge in situ to get as close to a wedge shape as possible.
- 28.2 However, Ambassador Pools' solution would then result in the grout being wide on one side and narrow on the other.
- 28.3 Mr Fitchat contends that Ambassador Pools is trying to avoid taking responsibility for their lazy and negligent actions of only cutting the wedges on one side, and that they were only trying to exchange one problem for another, instead of fixing the problem by removing the coping and installing coping that had been cut correctly.
29. Ambassador Pools installed vertical pavers of different widths around the corner by the main pool's steps, and they installed the one horizontal paver too far over the edge of the pool.
30. Ambassador Pools had installed the corners between the main pool and the jacuzzi incorrectly, and the one edge juts out too far, and the other edge is too near the edge of the pool. Ambassador Pools indicated that they would remedy the two corners, but did not specify how.
31. Ambassador Pools installed cracked pavers. They indicated they would replace them.
32. The pavers that Ambassador Pools installed next to the wall were all cut very unevenly and look jagged and unsightly. They indicated they would cut them straight in situ.

33. The vertical pavers next to the jacuzzi had been installed at the incorrect height, and will have to be removed and redone.
34. The fibreglass that Ambassador Pools installed has developed pinholes in some areas. This occurs due to insufficient resin being used on the fibreglass matting during the installation of the fibreglass. Over time, water can leak out through the pinholes.
35. Ambassador Pools left cement smears and shoeprints on the fibreglass in the pool.
36. Ambassador Pools did not grind in under all the coping before installing the fibreglass, which will result in the fibreglass peeling off.
37. The fibreglass under the coping had been installed in an extremely untidy manner.
38. The fibreglass had not been properly sealed under the coping.
39. The mosaic that Ambassador Pools installed lifts up in various places.
40. There are many bumps in the wall directly under the mosaic. These are areas that were newly plastered by Ambassador Pools.
41. Ambassador Pools did not clean up all the fibreglass around the pool before they left for lockdown, despite Mrs Fitchat stressing with them that this must be done and them agreeing.
42. Ambassador Pools left their excess sand on Mr Fitchat's lawn, resulting in the grass not being able to grow in that area.

43. Ambassador Pools left another heap of sand in Mr Fitchat's driveway without covering it, which meant that it would have all washed down the road when it rained. Mr Fitchat had to attend to cover it himself.
44. Cement marks were left on the walls, and the compaction machine had scratched some of the paint off the boundary wall.
45. Ambassador Pools did not install the pump correctly before leaving for lockdown.
 - 45.1 Despite Mrs Fitchat trying to contact Ambassador Pools' representative and the supervisor on the evening before lockdown to find out what is wrong with the pump, she did not receive a reply.
 - 45.2 Mrs Fitchat only received a reply the following day, and Ambassador Pools' representative was unable to solve the problem over the phone, so the pump remained off until the lockdown was partially lifted and Mr Fitchat could arrange for a company with a permit to get the pump in working order again.
 - 45.3 Ambassador Pools had also not connected the filter before lockdown, so after the pump was in working order again, it did not improve matters much, because without the filter, the pump would just circulate the dirty water.
46. When Mr Fitchat turned the pump on after it had been repaired by the other pool company, one of the jets that had been installed by Ambassador Pools popped out. The company that fixed the pump and filter, has indicated that Ambassador Pools had installed a broken jet.

47. The light that Ambassador Pools had installed in the jacuzzi had not been installed correctly, and it keeps popping out. It seems as though the hole that Ambassador Pools had inserted in the side of the jacuzzi's wall was inserted too low.
48. Mr Fitchat disputes Ambassador Pools' reply to Mr Fitchat's email "NSPI 7th letter (2020.06.12).docx" that Ambassador Pools only realised that the pool's structure contained sandbags when Ambassador Pools exposed the structure, since the sandbags and gaps under the structure were clearly visible when Ambassador Pools provided the quotation to Mr Fitchat, and Mr Fitchat had also specifically pointed them out to Ambassador Pools.
49. Ambassador Pools also confirmed they will build up around the pool in an email sent on 26 February 2020.
50. Ambassador Pools told Mrs Fitchat that they did not use subcontractors, but it turned out that they do.
51. Ambassador Pools also attempted to charge Mr Fitchat for work done without informing Mr Fitchat of the costs involved beforehand.
 - 51.1 Ambassador Pools raised the three steps in the main pool, as agreed with Mr Fitchat, but Mr Fitchat only learned there had been a cost involved when he received an email from Ambassador Pools some time afterwards.
 - 51.2 The National Consumer Protection Act 68 of 2008 ("the Act") finds application in this matter as Section 15 (1) and (2) reads:

Pre-authorisation of repair or maintenance services

15. (1) This section applies only to a transaction or consumer agreement—
- (a) with a price value above the threshold prescribed in terms of subsection (5); and [25]
 - (b) if, in terms of that transaction or agreement, a service provider supplies a repair or maintenance service to, or supplies or installs any replacement parts or components in, any property belonging to or in the control of the consumer, and—
 - (i) the service provider has, or takes, possession of that property for the [30] purpose contemplated in this paragraph; or
 - (ii) in any other case, the consumer requests an estimate before any services or goods are supplied.
- (2) A service provider to whom this section applies, must not charge a consumer for the supply of any goods or services contemplated in subsection (1), unless— [35]
- (a) the supplier or service provider has given the consumer an estimate that satisfies the prescribed requirements, and the consumer has subsequently authorised the work; or
 - (b) the consumer, in writing, or by another recorded manner or form, has—
 - (i) declined the offer of an estimate, and authorised the work; or [40]
 - (ii) pre-authorised any charges up to a specified maximum, and the amount charged does not exceed that maximum.

51.3 The Regulations to the Act, dated 1 April 2011, provides that:

NOTICE

THRESHOLD FOR PRE-AUTHORISATION OF REPAIR OR MAINTENANCE SERVICES

- 1** For purposes of section 15(1)(a) and (5) of the Act, the threshold for pre-authorisation of repair or maintenance services generally is R 1.00 (One Rand) excluding value-added tax, unless differently provided for by regulation or industry code contemplated in section 82 of the Act.
- 2** An estimate must specify -
 - (a) a breakdown and the total of the amount to be charged if the repair or maintenance is effected;
 - (b) the nature and extent of the repair or maintenance;
 - (c) the period of validity of the quote; and
 - (d) the period within which the consumer must collect the goods and the consequence if he or she or it does not do so.

51.4 From a clear reading of the Act, read with the Regulations thereto, that any repair or maintenance work to be conducted on the property of any consumer must be provided in a written

quotation, with the necessary details contained therein to avoid doubt as to the service being rendered and the cost(s) thereof.

52. Ambassador Pools also did not provide their own company registration number on their quotation, but rather they provided the company registration number of a company with which they are affiliated, and which is called Cape Pool Renovators on their quotation.

52.1 After obtaining Ambassador Pools' business registration documents through a third party, Mr Fitchat discovered that Ambassador Pools was only registered in 2019, a year prior to them commencing work on Mr Fitchat's pool.

52.2 However, Ambassador Pools' website indicates that they have "35+ years experience", thus misrepresenting the amount of years that they have been in business and the amount of experience they really have.

52.3 The company registration number provided on Ambassador Pools' quotation, and which was indicated as being the company registration number of a company called Cape Pool Renovators indicates that that company was registered as a business in 1990.

52.4 Mr Fitchat queries why Ambassador Pools displays Cape Pool Renovators' company registration number on their quotation, instead of their own.

53. Furthermore, the company registration documents of the company referred to as Cape Pool Renovators on Ambassador Pools' quotation, indicate that the company is in fact called Port Ferry Properties.

- 53.1 Mr Fitchat disputes that Cape Pool Renovators is the registered name of the company of the same name, and puts them to the proof thereof.
54. Mr Fitchat only recently discovered that Mr Husted was not the owner of Ambassador Pools after Mr Fitchat obtained the business registration documents of Ambassador Pools.
- 54.1 Mr Fitchat referred to Mr Husted as the owner of Ambassador Pools in his first email to the NSPI on 17 March 2020, and which email was forwarded to Mr Husted, but Mr Husted never corrected Mr Fitchat.
- 54.2 By not correcting Mr Fitchat, Mr Husted allowed Mr Fitchat to remain under the false impression that Mr Husted was the owner of Ambassador Pools.
- 54.3 Furthermore, Mr Husted's name appeared on Ambassador Pools' quotation as the owner of the bank account into which Mr Fitchat was to transfer the relevant monies for the work done by Ambassador Pools.
- 54.4 Mr Fitchat has recently learned that Mr Husted owns 31 Chilwan Crescent, Somerset West, which is the business premises of Sundance Pools and Horizon Pools.
- 54.5 Mr Fitchat has also recently learned that Andre Pretorius is the owner of Ambassador Pools.
- 54.6 Since apparently Ambassador Pools, Mr Ron Munroe of Cape Pool Renovators, and Mr Husted of Sundance Pools and

Horizon Pools have all been involved in this situation, Mr Fitchat queries which company even worked on his pool.

54.7 The National Consumer Protection Act 68 of 2008 finds application in the matter above, as sections 41 and 79 are clear regarding misleading representations and the identification of the person to whom a business name is registered.

54.8 Since Mr Husted indirectly expressed a misleading representation of himself as the owner of Ambassador Pools, Mr Fitchat holds Ambassador Pools and Mr Husted jointly and severally liable for the amount claimed by Mr Fitchat.

55. When Mr Fitchat initially contracted Ambassador Pools' services, all the business administrative documents, such as the quotations and the invoice, were sent by Ms Nicola Beattie at "Cape Pool Renovators", and thus the impression was made to Mr Fitchat that "Cape Pool Renovators" manages Ambassador Pools' administration, while Ambassador Pools does the actual work.

55.1 As the situation between Mr Fitchat and Ambassador Pools deteriorated, "Cape Pool Renovators" took over more and more of the discussions with Mr Fitchat regarding how the work should be corrected.

55.2 "Cape Pool Renovators" recommended Ambassador Pools not to redo much of the incorrect work, but rather recommended that they just try to make the incorrect work less obvious. However, as discussed before, these

recommendations would not have corrected the problems, and in many cases would only have created more problems.

55.3 When Mr Fitchat did not accept “Cape Pool Renovators” poor solutions, “Cape Pool Renovators” also took over as the legal advisor of Ambassador Pools.

55.4 On the NSPI website, “Cape Pool Renovators” is indicated as “trading as Ambassador Pools”, however, Ambassador Pools is a completely separate company from “Cape Pool Renovators”, with their own business registration number. Therefore, “Cape Pool Renovators” cannot be “trading as” Ambassador Pools.

55.5 On Ambassador Pools’ quote, “Cape Pool Renovators” is indicated as being “affiliated with” Ambassador Pools.

55.6 Mr Fitchat queries the exact relationship between Ambassador Pools and “Cape Pool Renovators”.

56. Mr Fitchat has provided Ambassador Pools with plenty of chances to correct their work, but Ambassador Pools were unable to do so.

57. It is clear to Mr Fitchat that Ambassador Pools’ employees are incompetent and incapable of completing the work to a reasonable and professional standard.

58. Ambassador Pools have also indicated that they are unwilling to redo much of the incorrect work.

59. Ambassador Pools attempted to compel Mr Fitchat to allow them to complete the work before an agreement had been reached between Mr Fitchat and Ambassador Pools.

- 59.1 Before Mr Fitchat agreed that Ambassador Pools could continue with the work, Ambassador Pools arranged to deliver a toilet for their workers' use to Mr Fitchat's house, and simply informed Mr Fitchat that the toilet would be delivered and their quotation would follow.
- 59.2 Since no agreement had been reached between Ambassador Pools and Mr Fitchat, Mr Fitchat informed Ambassador Pools to remove their toilet from his property until they have reached an agreement regarding the work and the start date.
60. Mr Fitchat asked Ambassador Pools on 13 June to postpone the matter for a month, in order for Mr Fitchat to determine how to proceed, and to obtain the opinion of other pool companies regarding Ambassador Pools' work on his pool.
- 60.1 However, after nine (9) days, on 22 June, Mr Husted informed Mr Fitchat that he would come to Mr Fitchat's house in two (2) days' time in order to sort the matter out.
- 60.2 Mr Fitchat does not appreciate that Ambassador Pools did not give him time to put his affairs in order, and that they again tried to impose themselves on him.
- 60.3 Mr Fitchat informed Mr Husted that he did not have to come, since he would not be utilising their services anymore.
61. When Mr Fitchat realised that it was becoming impossible to reach a resolution regarding the situation with Ambassador Pools, Mr Fitchat asked the NSPI to send an inspector to assist in the mediation of the situation.

62. After Mr Fitchat indicated that he would not be making further use of Ambassador Pools' services, on 15 June 2020 the NSPI sent him the name of their inspector, which was Mr John Jager, and told him they would arrange for Mr Jager to examine Mr Fitchat's pool and give recommendations.
63. However, Mr Fitchat understands that Mr Jager is indicated on both Sundance Pools and Horizon Pools' websites as being the contact person for sales, and since Mr Husted owns the premises of Sundance Pools and Horizon Pools, it is reasonable to assume that Mr Husted owns the businesses of Sundance Pools and Horizon Pools as well.
64. Even though the NSPI has indicated that Mr Jager is their usual inspector, Mr Fitchat contends that since there is a business relationship between Mr Husted and Mr Jager, there is a conflict of interest, and that Mr Jager would not provide an impartial and unbiased assessment of the work done by Ambassador Pools.
65. Mr Fitchat initially underestimated the cost to repair his pool to a reasonable and professional standard, and expected the cost to be approximately the outstanding amount that he would have paid to Ambassador Pools, had they completed the work correctly.
- 65.1 Mr Fitchat indicated to Ambassador Pools in an email on 23 June 2020 that it would be simplest to cancel the contract, and that he would use the outstanding amount to pay another contractor to repair and complete the pool.
- 65.2 Being a layperson, Mr Fitchat did not know at that stage what it would cost to repair the pool.

- 65.3 However, Ambassador Pools indicated that they would only accept Mr Fitchat's offer to cancel the contract on the conditions that neither party would pursue legal recourse against the other, and that Mr Fitchat not disclose any information regarding the contract to a third party.
- 65.4 Ambassador Pools indicated that Mr Fitchat was to confirm his acceptance of their conditions by email.
- 65.5 Mr Fitchat did not accept their conditions for cancelling the contract and did not respond to their email.
- 65.6 Furthermore, after obtaining quotations to repair the incorrect work done by Ambassador Pools, Mr Fitchat understands that the cost to repair the work significantly exceeds the outstanding amount.
66. The cost to redo the paving amounts to R32 800 (please see **Addendum C**).
67. The approximate cost to relevel the entire pool amounts to R17 000. Ambassador Pools had quoted Mr Fitchat R8 500 to relevel only the jacuzzi part, so Mr Fitchat has doubled that amount to cover the entire pool (please see **Addendum D**).
68. The cost to repair the inside of the pool amounts to R26 952 (please see **Addendum E**).
69. The cost to repair the pump during lockdown amounted to R2 080 (please see **Addendum F**).

70. Mr Fitchat also incurred an electrician callout fee due to Ambassador Pools utilising the services of an unqualified electrician to install the pool lights, which amounted to R600 (please see **Addendum G**).
71. The total for the above costs is R79 432.
72. Mr Fitchat demands that Ambassador Pools pay him the amount of R79 432 within 10 (ten) days, i.e. by 31 July 2020, by failure of which Mr Fitchat will be entitled to exercise his legal rights.
73. The amount of R79 432 is to be deposited into the following bank account:
- Bank: Standard Bank
- Account no.: 026681676
- Branch code: 051001
74. In the meanwhile, all of Mr Fitchat's rights herein are strictly reserved.

Yours faithfully

MR RT FITCHAT



Addendum A:



Richard Husted 082 773 9158
richard@ambassadorpool.co.za



Ambassador Pools is affiliated
to Cape Pool Renovators
Business Reg:
CK90/002759/23

Invoice To
Theo Fitchat 91 Frangipani Street Kleinbron Estate, Brackenfell 0839251545 theo@cluedapp.co.za

Invoice		
P.O. No.	Date	Invoice No.
	2020/03/03	201943

Description	Amount
Empty the pool into storage tanks onsite (20 000 litres). Includes setup, breakdown, tanks, pump, groundsheets and labour to empty and refill the pool on completion. *Client to top up.	3 500,00
Check entire pool interior for any loose sections; remove and plaster over where required. Acid wash the entire surface area of the swimming pool. Cut in under the copings with an angle grinder and tuck fibreglass in. Seal with fibreglass putty. Prepare entire surface to accept 450g chopped strand matt, laminated with isophalic resin. Supply and fit "Blue Marble SFT1039" screen printed mosaics. Laminate with clear NPG poolcoat. Apply 1 layer of surface tissue. Lightly grind down the entire surface area of the swimming pool. Apply non-slip surface to all steps (including new jacuzzi step). Supply "Pool Blue" poolcoat with textured lamb's wool rollers.	29 800,00
Break out "rimflow wall" at Jacuzzi and make good.	1 500,00
Repair / replace 4 x jacuzzi jets / pipework / lift and relay paving as required to render jets functional.	3 500,00
Remove old coping. Supply and install new Cemstone 300mm x 300mm x 40mm Mushroom copings.	8 400,00
Supply and install new retrofit LED light (assuming existing electrics are in working order).	1 800,00
Cast concrete slab at pump / filter.	1 200,00
Tile Cemstone 300mm x 300mm x 40mm Mushroom on concrete base of pump / filter.	900,00
Supply and install fibreglass 1.2m x 1.2m x 0.9m pump / filter housing with lid.	2 500,00
Supply and install leaf catcher.	1 100,00
Repair / concrete work on the vertical wall under the coping (for Cemstone tiles)	2 500,00
Extend the paving all around the pool (as per client's photo). Cemstone paver (25m2).	15 900,00
Install step at jacuzzi.	1 000,00
Install LED light at jacuzzi.	2 800,00
Remove 4 x lights behind pool and make good.	500,00
Repair pump switch cover	300,00

RELINING GUARANTEE: 5 Years against delamination (including materials and labour)	Total	R77 200,00
	Payments Received	R0,00
	Balance Due	R77 200,00

Terms
75% Deposit; 25% on Completion
Bank Details
RG Husted Capitec Bank Account 1655 664 156 Somerset West 470010
*Guarantees are valid on full payment *

Addendum B:

Jonathan W Mitchell

INDEPENDENT BUILDING CONSULTANT

AND

CONSTRUCTION DISPUTE RESOLUTION PRACTITIONER

for and on behalf of Happy Homes Construction CC

11 Upper Camp Road, Maitland, 7405

Tel: 021-511-7222/1 Email: arbitrator@worldonline.co.za

E-MAIL TRANSMISSION

FILE REF: FITCHAT Invoice 4741

DATE: 25th March 2020

TO: Mr & Mrs Theo & Sonet Fitchat

CELL NO: 083 925 1545 | 060 340 1315

E-MAIL: theo@cluedapp.co.za; sonet@cluedapp.co.za

PAGES: (2) including cover page

RE: CLAIM FOR PAYMENT NO. 4741

CONFIDENTIALITY NOTICE

This e-mail transmission is intended only for the use of the addressee and may contain confidential information which is subject to legal privilege. If you are not the intended recipient, you are hereby notified that any use, copying, distribution or dissemination of this communication is strictly prohibited. If you have received this transmission in error please notify us immediately.

Dear Mr & Mrs Fitchat

Following, is Claim for payment number 4741, for your kind attention. Please note, payment is due and payable upon receipt of this invoice.

Our bank details

Pay by Internet (EFT)

Bank	INVESTEC
Branch code	58 01 05
Account number	1001 057 4406
Account name	HAPPY HOMES CONSTRUCTION CC t/a Jonathan Mitchell
Reference	Invoice number / Your name

JONATHAN W MITCHELL - PRESIDENT OF THE MASTER BUILDERS AND ALLIED TRADES ASSOCIATION (CAPE PENINSULA)
1995/1996/1997 - FELLOW OF ASSOCIATION OF ARBITRATORS (SOUTHERN AFRICA)

Member: Jonathan W Mitchell
Reg. No: CK 1989/003539/23

Jonathan W Mitchell

INDEPENDENT BUILDING CONSULTANT

AND
CONSTRUCTION DISPUTE RESOLUTION PRACTITIONER

for and on behalf of Happy Homes Construction CC
11 Upper Camp Road, Maitland, 7405
Tel: 021-511-7222/1 Email: arbitrator@worldonline.co.za

FILE REF: FITCHAT \invoice 4741

ACCOUNT NAME: Mr & Mrs Fitchat
ADDRESS: 91 Frangipani Str
Klein Bron Estate
Brackenfell, 7560
VAT REG. NO: 4930121977
DATE: 25th March 2020
TAX INVOICE NO: 4741

Our bank details

Pay by Internet (EFT)

Bank: INVESTEC
Branch Code: 58 01 05
Account number: 1001 057 4406
Account name: Happy Homes Construction CC
t/a Jonathan W Mitchell
Reference: Invoice number / your name

IN THE MATTER : MR & MRS FITCHAT

To time spent perusing emails; quotations; specifications; scope of works, before
visiting the site 0.25 hrs R 625.00

23.03.2020

Travel to/from Klein Bron Estate 67 kms R 536.00

To time spent travelling at Minimum Nominal Rate R 800.00

To time spent on site in consultation; performing cursory visual inspection of painted
surfaces; inspect roof coating and chimneys and test for moisture in walls using a
Proti-meter 3 hours R 7,500.00

24 & 25.03.2020

To time spent perusing your emails; video and photos. Fee waived

To time spent replying to your emails Fee waived

Send photos by email Fee waived

Sub-Total R 9,461.00

Add VAT @ 15% R 1,419.15

TOTAL NOW DUE AND PAYABLE R10,880.15

TERMS: Please note, payment is due and payable upon receipt of this invoice.
Thank you.

JONATHAN W MITCHELL - PRESIDENT OF THE MASTER BUILDERS AND ALLIED TRADES ASSOCIATION (CAPE PENINSULA)
1995/1996/1997 - FELLOW OF ASSOCIATION OF ARBITRATORS (SOUTHERN AFRICA)

Member: Jonathan W Mitchell
Reg. No: CK 1989/003539/23

Addendum C:

Mr Theo Fitchat,
91, Frangipani,
Kleinbron Estate,
Brackenfell.

30/6/2020

Dear Theo,

Thank you for allowing me to submit the following quotation:

To supply and lay copings, pavers and cobbles as per the following scope of works:

- Site establishment. Preparation. Setting up levels.
- Excavate copings, pavers, tiles and cart away.
- Build retaining wall as discussed.
- Supply and lay Geotextile Grade A1.
- Supply and lay sand 25mm thick and compact to an optimum density.
- Supply and lay Copings size 120x240x40mm colour Mushroom by pool surround, steps and edge of retaining wall.
- Supply and lay tiles 300x300x20mm colour Mushroom by retaining wall.
- Edge restraint.
- Grouting and finishing off. (Using white cement and lime for grouting)
- Removal of rubble.
- Price: Nett (VAT inclusive)
- Warranty: Lifetime warranty on workmanship (T&C's apply)

Total price	R32, 800.00
--------------------	--------------------

Please also note the following:

Amenities: Electricity and water are to be made readily available. If you have a borehole or well point, we will make use of that, water must be free from salt and iron. Otherwise we will have to make use of normal tap water. We cannot be held responsible for any fines that may occur.

Validity: End of July 2020.

Payment: 50% on confirmation
Balance on completion.

We hope the above will meet with your approval and earnestly await your favourable instructions. Should you need any other information please do not hesitate to contact me.

Yours faithfully,

Accepted Date:

Addendum D:

Re: New quote from Ambassador Pools.eml



IN

info@capepoolrenovators.co.za

Fri, 12 Jun 2020 16:54:25 +0200

To: "Irene Carter - NSPI" <nspiwc@nspi.co.za>

Cc: "theo" <theo@ftchat.co.za>, "Richard Husted" <rhatamb@gmail.com>

Display now - External Images are not displayed

Hello irene

It must be noted that this is an old concrete pool with a jacuzzi/baby pool structure (added on somewhere along the line). The fact that it is out of level only became apparent once the new mosaics had been applied and the pool refilled. There were no mosaics prior to this, so the levels were not clearly evident to the client.

It is highly unlikely that the main pool could suddenly drop by 3.5cm

- with water being taken out, not water being put in
- during the short time that Richard was onsite
- without snapping somewhere (most likely to happen between the pool and the added on/new jacuzzi).

It must also be noted that in reply to my previous email, the client acknowledged that the pool was out of level and advised to proceed without levelling the jacuzzi going forward.

The items which Richard quoted for today are not items specified on the original, accepted quote (see attached invoice)

These include:

- A brand new brick wall (2 bricks high) on which to clad/rest copings against. R9 400
- Levelling the jacuzzi R8 500
- One new extra step in the jacuzzi R1 000 (R2000 is an error, as one step was already quoted/paid for)
- Modify existing steps in main pool R3 500

If the client opts against having any of these extras, there will be no further cost and the remedial work will be attended to by Richard, as per today's email to his client.

I trust this is in order.
Ron

Addendum E:

QUOTE



Intensive Pool Care cc

0787112605
12 Signal Close
Belhar Bellville
7493.
Reg. Number
2008/208660/23
Vatt number. 4700286646

BILL TO

Theo

91 Frangipani crescent
Brackenfell

QUOTE

118


QUOTE DATE

14/07/2020

QTY	DESCRIPTION	UNIT PRICE	AMOUNT
3	Iso resin	2,100.00	6,300.00
1	Topcoat Blue 20kg	3,476.00	3,476.00
1	Mosaic coat x5 kg	983.00	983.00
1	Acitone 1x25l	810.00	810.00
1	Hardner 1x2l	413.00	413.00
1	Tissue 1xroll	2,100.00	2,100.00
35	Mosaic trimming	60.00	2,100.00
1	Quarter roll 350 Chopstrain matt	1,450.00	1,450.00
1	Pigment 1x2kg	320.00	320.00
6	Buckets	40.00	240.00
4	Roller complete /short pile	80.00	320.00
4	Brush	60.00	240.00
10	Sanding pads	40.00	400.00
1	Labour Charge On lining	7,800.00	7,800.00
1	Guarantee On workmanship 5 years	0.00	0.00
		TOTAL	ZAR 26,952.00

Addendum F:

The cost to repair the pump during lockdown

<h1>QUOTE</h1>																	
Intensive Pool Care cc 0787112605 12 Signal Close Belhar Bellville 7493. Vatt number. 4700286646																	
BILL TO Theo Brackenfell	QUOTE # 189 QUOTE DATE 02/05/2020																
<table><thead><tr><th>QTY</th><th>DESCRIPTION</th><th>UNIT PRICE</th><th>AMOUNT</th></tr></thead><tbody><tr><td>1</td><td>Supply 2 ball valves</td><td>680.00</td><td>680.00</td></tr><tr><td>1</td><td>Install filter. Including pipe, fitting and glue</td><td>1,080.00</td><td>1,080.00</td></tr><tr><td></td><td></td><td>TOTAL</td><td>ZAR 1,760.00</td></tr></tbody></table>	QTY	DESCRIPTION	UNIT PRICE	AMOUNT	1	Supply 2 ball valves	680.00	680.00	1	Install filter. Including pipe, fitting and glue	1,080.00	1,080.00			TOTAL	ZAR 1,760.00	
QTY	DESCRIPTION	UNIT PRICE	AMOUNT														
1	Supply 2 ball valves	680.00	680.00														
1	Install filter. Including pipe, fitting and glue	1,080.00	1,080.00														
		TOTAL	ZAR 1,760.00														

INVOICE



Intensive Pool Care cc
0787112605
12 Signal Close
Belhar Bellville
7493.
Vatt number. 4700286646

BILL TO

Theo
Brackenfell

INVOICE #

161

INVOICE DATE

02/05/2020

QTY	DESCRIPTION	UNIT PRICE	AMOUNT
1	Callout fee	320.00	320.00
		TOTAL	ZAR 320.00

TERMS & CONDITIONS

If amount isn't paid in full, all parts or equipment installed or supplied is still property of Intensive Pool Care.

Standard bank.

Account number.

271420065

Branch code.

031110

Cheque Account

Thank you



Simplicity is the ultimate
sophistication

Dear Sir/Madam

Please take note that SONET FITCHAT made a payment to your account.

The payment details are as follows:

Payment Notification

Notification number 682727
Payment date 5 May 2020

To account details


Beneficiary name Intensive Pool Care
To account 271420065
Bank name Standard Bank
Branch 051001
Amount R2 080.00
Description Theo-In161-Qu189

IMPORTANT NOTES:
Payments made BEFORE 02:00 PM Monday to Friday, or BEFORE 09:00 AM on a Saturday should reflect in the beneficiary account the following business (work) day.
Payments made AFTER 02:00 PM Monday to Friday, or AFTER 09:00 AM on a Saturday, or on a Sunday, or on a public holiday should reflect in the beneficiary account within 2 business (work) days.

This is a notification that we received instruction to effect a payment and not a representation of any kind or guarantee that the amount has in fact been transferred or shall be available in the account. The processing of the payment may be delayed, which may impact on the timing of the availability of the funds.

Remote Banking Services

Addendum G:

<p>Electrical Men</p>	<p>INVOICE</p>		
	<p>Electrical Men Call Out's Cape Town, Western Cape South Africa</p>		
<p>BILL TO 91 Frangipani Street, Kleinbron Estate Sonet</p> <p>060 340 1315 sonet@cluedapp.co.za</p>		<p>Invoice Number: 40 Invoice Date: March 25, 2020 Payment Due: March 25, 2020 Amount Due (ZAR): R600.00</p>	
Items	Quantity	Price	Amount
<p>Call Out: Traveling time and transport cost on 25 March 2020</p>	1	R300.00	R300.00
<p>Labour: Labour to checked new pool lights supply for compliance. Found wiring to 2x pool lights exposed (not in conduit at entrance to pool)</p>	1	R300.00	R300.00
<p>Total:</p>			R600.00
<p>Amount Due (ZAR):</p>			R600.00
<p>Notes Electrical Men</p> <p>Absa branch code: 632005 Account number 0101 0311 264</p> <p>(Please use invoice number as reference.)</p>			
<p>This is a COD account. Please use your Estimate or Invoice number as proof of payment. Goods remain the property of Electrical Men until paid in full. Office hours: Monday - Thursday: 8:00 - 17:00 Friday: 8:00 - 15:00 Saturday - Sunday: Close</p>			



Simplicity is the ultimate
sophistication

Dear Sir/Madam

Please take note that SONET FITCHAT made a payment to your account.

The payment details are as follows:

Payment Notification

Notification number 173898
Payment date 31 March 2020

To account details

Beneficiary name Electrical Men
To account 01010311264
Bank name ABSA Bank
Branch 632005
Amount R600.00
Description Fitchat-91Frangipani

IMPORTANT NOTES:

Payments made BEFORE 02:00 PM Monday to Friday, or BEFORE 09:00 AM on a Saturday should reflect in the beneficiary account the following business (work) day.
Payments made AFTER 02:00 PM Monday to Friday, or AFTER 09:00 AM on a Saturday, or on a Sunday, or on a public holiday should reflect in the beneficiary account within 2 business (work) days.

This is a notification that we received instruction to effect a payment and not a representation of any kind or guarantee that the amount has in fact been transferred or shall be available in the account. The processing of the payment may be delayed, which may impact on the timing of the availability of the funds.

Internet Banking Services