

EXPECTATION

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Michael Taylor

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## RE: unfinished fence

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To see messages related to this one, group messages by conversation.

Tom o'rourke

15/09/2011

To Michael Taylor, mick Murray, Rob

Reply

Hello Mike,

As stated in my previous email your fence is to be completed today (Thursday the 15<sup>th</sup> of September).

If you have any enquiry's in relation to this please contact the contractor 'Residential Fencing'.

Regards,

Tom O'Rourke



114 Forrest Street  
Cottesloe  
Western Australia, 6011

Ph: (08) 9284 71 46

Fax: (08) 9383 28 00

Email: [torourke@ironbridgeproperty.com.au](mailto:torourke@ironbridgeproperty.com.au)

From: Michael Taylor [REDACTED]

Sent: Thursday, 15 September 2011 11:29 AM

To: Tom O'Rourke

Cc: mick Murray; Rob

Subject: RE: unfinished fence

Hi Tom,

Just another Ironbridge letdown,

The way you treat your PAYING customers' with disregard is incredible.

Do you have a customer feedback form? If so i would like one.

Regards Mike Taylor

Subject: RE: unfinished fence  
Date: Mon, 12 Sep 2011 15:02:05 +0800  
From: [torourke@ironbridgeproperty.com.au](mailto:torourke@ironbridgeproperty.com.au)  
To: [REDACTED]  
[ianwallace@ironbridgeproperty.com.au](mailto:ianwallace@ironbridgeproperty.com.au);  
[REDACTED]  
CC: [mick.murray@mp.wa.gov.au](mailto:mick.murray@mp.wa.gov.au)

... ..

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FACTS

LOT SETTLED

SEP 09

MOVED IN

APRIL 00

6 MONTHS

BAILP

TIME

19 MONTHS

WAIT

HARD FENCE

DONE

PAINTING

NOT DONE

CONSUMER

PROTECTION

Hello Mike,

Our fencing contractor 'Residential Fencing' has informed me that this outstanding portion of fencing is to be completed on Thursday. The contractor will be onsite on Thursday morning to complete this work.

Regards,

**Tom O'Rourke**



114 Forrest Street  
Cottesloe  
Western Australia, 6011

Ph: (08) 9284 71 46  
Fax: (08) 9383 28 00  
Email: [torourke@ironbridgeproperty.com.au](mailto:torourke@ironbridgeproperty.com.au)

**From:** Michael Taylor [REDACTED]  
**Sent:** Monday, 12 September 2011 1:38 PM  
**To:** Ian Wallace; Tom O'Rourke; Rob  
**Cc:** Mick Murray  
**Subject:** unfinished fence

Good afternoon,

© 2011 Microsoft Terms Privacy Can you arrange for the fencing contractor to finish my fence ASAP, it still has about 4-5 meters left to do. Help Center Feedback English

Thanks Mike Taylor

New | Reply Reply all Forward | Delete Junk Sweep ▾ Mark as ▾  
Move to ▾ |

**Taylor, Michael**

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**From:** Taylor, Michael  
**Sent:** Friday, 6 August 2010 10:04 AM  
**To:** 'Tom O'Rourke'  
**Subject:** RE: Hi,  
**Attachments:** image001.jpg

Hi Tom,

We have been waiting for long enough, its been 15 months since we signed for the land and you had our payment.

---

**From:** Tom O'Rourke [mailto:torourke@ironbridgeproperty.com.au]  
**Sent:** Friday, 6 August 2010 9:29 AM  
**To:** Taylor, Michael  
**Cc:** [REDACTED]  
**Subject:** RE: Hi,

Hello Michael,

Firstly I feel I need to let you know that there will be a wait for your fences. We have had on going delays in the past however I can confirm that our fencing contractors will be back onsite next week. We have a great working relationship with our fencing contractors and can confirm that he will complete fences in a very efficient manner.

Unfortunately we have quite a few people waiting for their fences to be completed. In order to be fair to all we have a system in place so that the longest waiting comes first. I am sure you can understand this reason for a list of priority.

Since we are playing "catch up" to complete the fences I am hesitant to confirm a date on when we anticipate your fences to be done.

Regards,

**Tom O'Rourke**



114 Forrest Street  
Cottesloe  
Western Australia, 6011

Ph: (08) 9284 71 46  
Fax: (08) 9383 28 00  
Email: [torourke@ironbridgeproperty.com.au](mailto:torourke@ironbridgeproperty.com.au)

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**From:** Taylor, Michael [REDACTED]  
**Sent:** Friday, 6 August 2010 9:05 AM  
**To:** Tom O'Rourke  
**Cc:** [REDACTED]  
**Subject:** Hi,

Dear Sir,

Can I please request a date/time when my fence will be erected at [REDACTED] This is not the first email I have sent you and this whole situation with the Fence/landscape which we have paid for is unacceptable.

Can you please reply to this email.

Kind regards

**Michael Taylor**

[REDACTED]  
[REDACTED]  
[REDACTED]

**Taylor, Michael**

---

**From:** Taylor, Michael  
**Sent:** Friday, 6 August 2010 9:05 AM  
**To:** 'torourke@ironbridgeproperty.com.au'  
**Cc:** [REDACTED]  
**Subject:** Hi,

Dear Sir,

Can I please request a date/time when my fence will be erected at [REDACTED]. This is not the first email I have sent you and this whole situation with the Fence/landscape which we have paid for is unacceptable.

Can you please reply to this email.

Kind regards

**Michael Taylor**  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Taylor, Michael**

---

**From:** Taylor, Michael  
**Sent:** Monday, 19 July 2010 8:47 AM  
**To:** 'torourke@ironbridgeproperty.com.au'  
**Subject:** Lot 527

Dear Sir,

I completed the purchase of [REDACTED] in May 09 and am still waiting for my Boundary fence and landscape package to be fulfilled as per the sale of the block. I understand you are behind with the works and as such I am suggesting you return the monies collected by you from me and I arrange for a contractor to do the works to shire approval.

Kind Regards

**Michael Taylor**  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Taylor, Michael**

---

**From:** Taylor, Michael  
**Sent:** Monday, 22 March 2010 8:13 AM  
**To:** torourke@ironbridgeproperty.com.au  
**Cc:** [REDACTED]  
**Subject:** House Completion, request for fencing and landscaping.

Michael Taylor  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Dear sir

In Regard to: [REDACTED] lot settled, 7 sept  
2009. Anticipated date of occupancy 10 April 2010.

I formally request attention to the Fencing and Landscaping as per our land purchase contract.

Kind regards

Mike Taylor

## Taylor, Michael

---

**From:** Taylor, Michael  
**Sent:** Wednesday, 8 September 2010 2:56 PM  
**To:** Tom O'Rourke  
**Cc:** [REDACTED]  
**Subject:** Contractors

Hello Mr O'Rourke,

I am the Land/property owner at [REDACTED] IT has now been approximately 16 months since we purchased our land from your company, with the fence and landscape package paid for by myself. During all communications prior to the land sale there was no mention of a delay in the erection of a fence and subsequent landscape works. I find this whole situation unacceptable and if I had been made aware of any wait I would not of purchased land in the Tuarts. I bought this land and built the house so my young family could play safely in my garden. This needs to be rectified immediately by installing the fence you have already being paid for.

Regards

Mike Taylor

[REDACTED]  
[REDACTED]  
[REDACTED]



**Taylor, Michael**

---

**From:** Taylor, Michael  
**Sent:** Thursday, 9 September 2010 10:36 AM  
**To:** Tom O'Rourke  
**Subject:** RE: Contractors

Thanks for the reply,

Not sure I understand why the contractor "has been installing a number of fences recently" Would it not make more sense to do them all? I paid you for my fence and landscape over a year ago and it is still no closer to getting done. The problems you mention are of no interest to me, you took my money and have not provided me with the services agreed for my hard earned dollars.

I now feel the only route for me to take is go to the trading standards office to take advice.

Regards

Mike Taylor.

---

**From:** Tom O'Rourke [mailto:torourke@ironbridgeproperty.com.au]  
**Sent:** Wednesday, 8 September 2010 3:26 PM  
**To:** Taylor, Michael  
**Subject:** RE: Contractors

Hello Michael,

The delays that have been experienced with the installation of fences were the result of circumstances that were totally unexpected. The delays that were created were significant. You may have noticed recently that our fencing contractor has been installing a number of fences recently as Ironbridge works to reduce the numbers of home owners still waiting for fences. Understandably this is a frustrating time for you and your family, however we ask that you remain patient as our contractor continues to complete the outstanding fences.

We thank you for your patience.

Regards,

**Tom O'Rourke**



114 Forrest Street  
Cottesloe  
Western Australia, 6011

Ph: (08) 9284 71 46  
Fax: (08) 9383 28 00  
Email: [torourke@ironbridgeproperty.com.au](mailto:torourke@ironbridgeproperty.com.au)

---

**From:** Taylor, Michael [REDACTED]  
**Sent:** Wednesday, 8 September 2010 2:56 PM

**To:** Tom O'Rourke  
**Cc:** [REDACTED]  
**Subject:** Contractors

Hello Mr O'Rourke,

I am the Land/property owner at [REDACTED]. It has now been approximately 16 months since we purchased our land from your company, with the fence and landscape package paid for by myself. During all communications prior to the land sale there was no mention of a delay in the erection of a fence and subsequent landscape works. I find this whole situation unacceptable and if I had been made aware of any wait I would not of purchased land in the Tuarts. I bought this land and built the house so my young family could play safely in my garden. This needs to be rectified immediately by installing the fence you have already being paid for.

Regards

Mike Taylor

[REDACTED]  
[REDACTED]  
[REDACTED]

**Taylor, Michael**

---

**From:** Tom O'Rourke [torourke@ironbridgeproperty.com.au]  
**Sent:** Monday, 22 March 2010 11:40 AM  
**To:** Taylor, Michael  
**Subject:** RE: House Completion, request for fencing and landscaping.  
**Attachments:** Attachments migrated

Thank you for your email Michael,

I have attached the fencing and landscaping applications forms for The Tuarts, Dalyellup. Please fill in the required information on these forms and return them to me as soon as convenient.

Regards,

**Tom O'Rourke**



114 Forrest Street  
Cottesloe  
Western Australia, 6011

Ph: 9284 71 46

Fax: 9383 28 00

Email: [torourke@ironbridgeproperty.com.au](mailto:torourke@ironbridgeproperty.com.au)

**From:** Taylor, Michael [REDACTED]  
**Sent:** Monday, 22 March 2010 9:13 AM  
**To:** Tom O'Rourke  
**Cc:** [REDACTED]  
**Subject:** House Completion, request for fencing and landscaping.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Dear sir

In Regard to: [REDACTED] Date lot settled, 7 sept  
2009. Anticipated date of occupancy 10 April 2010.

I formally request attention to the Fencing and Landscaping as per our land purchase contract.

Kind regards

Mike Taylor



Monday, 10 January 2011

Michael Taylor

[REDACTED]  
Dalyellup

WA 6230

Dear Mr Michael Taylor,

**RE: The Tuarts Dalyellup, Fencing & Landscaping**

In the interests of continued communication, Ironbridge advises that following the break for the Christmas and New Year period, our fencing contractor will be back on site to recommence fencing installation, from the week commencing 10<sup>th</sup> of January 2011.

These works will continue to be our focus until all outstanding fences have been installed.

The installation of front landscaping packages will recommence, once the majority of outstanding fencing within the estate has been installed.

Once a confirmed date for the installation of your fencing has been determined, you will be advised accordingly.

With respect to the landscaping, contact will be made directly by the contractor.

We would like to reiterate our commitment to honour all outstanding fencing and landscaping packages to entitled homeowners.

Ironbridge is committed to The Tuarts Estate and to ensuring that all our obligations to purchasers and residents are met.

Thank you again for your continued patience.

Yours Faithfully,

A handwritten signature in black ink, appearing to read "Ian Wallace", with a stylized flourish at the end.

Ian Wallace  
Director  
Ironbridge Holdings Pty Ltd

114 Forrest Street  
Cottesloe  
Perth WA 6011  
Telephone: (08)9383 2200  
Fax: (08)9383 2800  
ABN: 94 009 341 011



Wednesday, November 17, 2010

Mr Michael Taylor  
[REDACTED]

Dalyellup WA 6230

Dear Mr Taylor,

**The Tuarts, Dalyellup - Fencing & Landscaping**

We wish to sincerely apologise again for the lengthy delays in installing the fencing and landscaping packages. These delays were unforeseen and have gone on a lot longer than we anticipated.

We confirm our obligations to provide fencing and landscaping to those who are eligible.

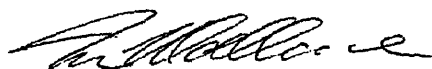
We are working to ensure that the fencing and landscaping is brought up to date within the next 8 weeks. With fencing starting on the 1<sup>st</sup> of December 2010 and the front landscaping packages to follow.

Shortly we will have a confirmed date for the installation of your fencing and or front landscaping and we will be in contact with you to advise when to expect our contactors.

We are committed to the project and ensuring that our obligations are met.

Thank you for your patience.

Yours Faithfully



Ian Wallace  
Director

TOLD