

Case Study - Consumer Rights – *House extension – issues with quality*

John recently moved into a property that required some renovation. He also planned for a basement extension.

With the planning permission agreed John sourced and agreed specification and cost with a specialist basement construction company. The build seemed to go well, on time and to budget; pleased with the outcome, John paid the outstanding balance upon completion.

However, John noticed several weeks later, after some heavy rain, that there were damp patches appearing in the basement. John tried and tried to contact the builder but was unable to speak to him until he went to the builder's registered premises to talk to him face-to-face. The builder agreed to come and have a look, and following an inspection, acknowledged the issue; however, he put the blame on a sub-contractor and gave John the sub-contractor's details.

John was not happy with this, feeling that as he had paid the builder, the builder should arrange for the remedial works to be done. The builder disagreed and their relationship broke down. John was extremely frustrated and contacted the **ARAG legal helpline for advice.**

The legal adviser explained John's rights as a consumer and was able to help John draft a letter to the builder over the phone as a 'last effort' of mediation. However, the builder didn't respond to this letter, and John contacted the legal adviser the following week again the following week

The legal adviser set up a claim so that **a solicitor could be appointed to support John**; the solicitor agreed that the liability lay with the builder, and they pursued the builder accordingly. Facing potential reputational damage and escalating costs, the builder quickly agreed to rectify the issue at his own cost; a great outcome for John.



Legal Advice Helpline

If you are having an issue with a supplier our experienced telephone advisers can provide practical advice, suggest next steps and guide you through the legal process, **24 hours a day, 365 days a year.**



Online Legal Documents & Guides

ARAG Businesslaw contains a range of how-to business and legal step-by-step **tools, guides, document templates**, interactive checklists, infographics and videos.



Make a Claim

Our policyholder was right to contact their legal expenses insurance to discuss **mediation in the first instance.** However, they needed to make a claim against the company to pursue **corrective action.**