

Tuesday 3rd April 2018

Harvinder Singh Bhurji
Effective Dispute Solutions Limited
41 Hanover Road
West Midlands
B65 9EB

Dear Mr Bhurji

Construction mediation reference

With reference to the mediation you conducted for The Construct & Create Partnership Ltd on the 21st November 2017, I wish to thank you for your positive intervention.

Having entered into a large refurbishment project for a domestic client with a value of £155,000. The client refused to pay the final invoice, which was of a substantial amount.

Having chased this direct with the client on many occasions, we were getting nowhere, to our complete surprise we then received a list of allegations, stating several defects, as well as a counter claim.

As a medium sized business, the outstanding amount was affecting our cash flow, therefore it was imperative that we clawed back the outstanding amount as soon as possible.

We found you to be particularly easy to talk to, and appreciated the calm approach you brought to this matter. You were flexible, arranging the mediation very quickly, and suggesting we conduct it over the telephone, which helped all with their diary commitments.

Although the dispute had been going on for several months, within four hours you helped the parties negotiate an amount which we deemed to be acceptable. We certainly would recommend you to other construction companies, builders who find themselves in dispute with their clients.

Yours sincerely



Warren Staite-Loveridge
Director