

**COPY**

Royal Commission of Inquiry into Building Failure Caused by the Canterbury Earthquakes

Komihana a te Karauna hei Tiroiro i ngā Whare i Horo i ngā Rūwhenua o Waltaha

15 July 2011

Mr Pak Loke
[REDACTED]

Dear Sir

Re: Royal Commission of Inquiry into Building Failure Caused by the Canterbury Earthquakes

The Royal Commission is currently looking at a number of buildings in Christchurch, including the building at 391/ 391A Worcester St which we understand is owned by you. In order for the Commission to conduct its Inquiry properly and thoroughly it is important that it obtains all relevant information in relation to a property.

Please provide the following information in relation to 391/391A Worcester St, if possible by 25 July 2011:

1. A copy of any engineering or other professional report on the property obtained by you. We are aware of an engineering report by TM Consultants commissioned by insurers and have written to TM Consultants seeking a copy of that.
2. We are aware that a claim was made to EQC following the September earthquake. Please advise details of this claim and of any remedial work (if any) carried out following the September earthquake.
3. Please advise details of any claim made after the Boxing Day earthquake and any remedial work (if any) carried out following that earthquake.
4. We are aware of EQC assessments carried out on 1 and 2 February 2011. Please advise details of any remedial work (if any) carried out or arranged to be carried out following those assessments.
5. Did you advise the Christchurch City Council, the owners or occupants of the Wicks Fish Shop, or any other organisation or person, of the conclusions reached in the EQC assessment or any other engineering reports you obtained on your building following the September or Boxing Day earthquakes?
6. Did you place any signage on your building that provided a warning that the EQC was concerned about the structural stability of the building?

The above information is requested pursuant to the Commission's powers of investigation under s4C Commissions of Inquiry Act 1908.

Yours faithfully



M M Zarifeh
Counsel Assisting
Canterbury Earthquakes Royal Commission

29 JUL 2011

Pak Loke


COPY

22nd July 2011

Royal Commission of Inquiry into Building Failure
Caused by the Canterbury Earthquakes
PO Box 14053
CHRISTCHURCH

Att: Mr. M N Zarifeh/Counsel Assisting

Dear Sirs

Re: 391-391A Worcester St.

Thank you for your letter dated 15th July 2011. I am delightedly hopeful that amongst other things, your Commission will come out with some good ground rules or guidelines for more efficient handling of such natural disaster as earthquake. I am doing my part in supplying the answers and would be pleased to answer any further questions or to clarify any part of my answers.

I enclosed herewith some photos as well. The subject property is a two storey building with a single dwelling on top (Photo 1). But after the Sept 04 quake (Photo 2), the top of the building was damaged, apparently by the lateral force of the earthquake. That was the only 2 storey building in the block and was partly damaged and the rest of shops in the same row apparently unaffected at all. However with the devastating Feb 22 quake (Photo 3) the bounced off vertical forces were so strong that this 2 storey building did not suffer as great a damage as the others in the same row. Photo 4 taken from the Stanmore Road end, and Photo 5 shows the other end shop-- a butcher shop despite steel and concrete beams completely collapsed.

The insurance company for the subject property is AMP Insurance and it has the residential upper floor came under the EQC cover, though EQC normally deals with residential building claims.

In answering your questions:

- 1 The Consulting Engineer at site was Mr. Kevin Simcock from TM Consultants and emergency repair work was done by Contract Holdings. A copy of the engineering report by TM Consultants, Mr. Tim Gwatkins, Director, structural engineer commissioned by insurer is attached (Annex 6)
- 2 Extensive emergency repair work was carried out by Contract Holdings and it also includes a 2nd stage with the removal of a chimney (deemed precarious) and also removing loose bricks from being hazardous. The total billing came to a substantial \$16,123.29. (Annex 7, 8 and 9).
- 3 There were no additional damages after the Boxing Day earthquake and no additional claims were lodged until the devastating Feb 22 earthquake. A second claim was lodged with insurer AMP and EQC after the Feb 22 earthquake..

4 Just before EQC assessment on 1st Feb 2011, here are some background notes.

Background:

The building had suffered roof damage after the Sept 04 quake, and there were no colour coding for this property (Green/Yellow./Red) by the Christchurch City Council. I contacted the Christchurch City Council at the new building on Hereford St in person and I was told they had no files for this property held by the Council re their colour coding. And I was told they could not send their people over and had it assessed. Months later I checked another time and it was the same.

7th Oct I wrote to insurance assessor that there would be no compromise for safety. If building not safe, then building has to come down. I asked insurance for appointment of a structural engineer and have a report to that.

11th Oct Insurance appointed TM Consultants structural engineer Mr. Tim Gwatkins and he conducted a detail inspection of the building. This was the 2nd visit of TM Consultants engineer as the 1st visit did not have a written report. Mr. Gwatkins reckoned it was safe for the tenants to carry on occupation of the premises.

12th Oct The EQC loss adjusters did not turn up for this (Tuesday) appointment. He apologized and promised the next day 13th, someone would turn up, but no one turned up. And neither the 14th October. Tenant was frustrated after scheduling the time for it, but EQC team did not turn up.

21st Oct After much frustrated phone calls to EQC bearing no results, I complained to EQC in email.. But again I received no positive response.

29th Oct. I also complained to insurance by time of repair, the building would not be ready by Christmas and any building if left in that manner doing nothing would only deteriorate. Insurance was not concerned and its assessor kept on insisting that EQC assessment must come first before they could act. I could not understand why private insurance company not prepared to run their own assessment at the same time.

3rd Nov. I again complained to EQC Case Manager. Reply was that they had no contact numbers for loss adjusters and asked me to be patient.

In the meantime insurance\ assessor requested me to get a quotation for the repair of the building. I finally found a building firm willing to give a quote and I arranged this registered builder (a CEO) and an appointment was set to meet at the site on 8th Nov. I also had a qualified engineer present as well.

8th Nov. Meeting as scheduled.

11th Nov. I received the builders quote (Whyte Construction) and I forwarded to the insurance assessor on the same day. The cost of repair turned out to be more than the cap for the insurers.

18th Nov. Despite that, the insurance assessor still insisted he would do nothing until EQC carried out their assessment first.

20th Nov. EQC was sent a copy of the quote but said they would keep the quote in their file and told me they still have no loss adjusters for my building. I then sent an email to both EQC and assessor so that they can deal together to speed up..

23rd Nov. No reply. Emailed to AMP local office and asked for assistance from them to liaise with EQC. It is an exasperating difficult situation when an insured pays the insurance premium to the insurance company in one go, it is up to the insurance to dish out the share to EQC. But the two parties do not seem to talk to each other. What an absolute waste of time and inefficiency. It is the private insurance that loop the EQC in and it is the private insurance to pay whatever the premium for EQC, the private insurance should take a lead in the matter.

6th Dec. Wrote to insurance assessor asking him to liaise with EQC. Nothing eventuated.

Finally the Christmas and New Year holidays set in and our insurance assessor would be back on 7th Feb. However on 1st Feb., the EQC loss adjusters came in.

EQC assessments

1st Feb 2011. EQC loss adjustors came, inspected and filled in a report that the damage was above their cap. I am sure that EQC would forward AMP a copy. Nevertheless I emailed AMP a copy. This would pave way for AMP insurance to decide whether to proceed with their repair.

2nd Feb. EQC loss adjustors came to assess for a more detailed cost report. It turned out that their 2 costs reports differ one another but still well above their cap.

2nd Feb. Same day, AMP advised there was a change of insurance case handler and the new case handler came in today and she acknowledged the receipt of the report and awaits for insurance assessor advice.

7th Feb. Insurance assessor advised that today he just came back from holidays and would revert to me by end of the week.

18th Feb. Up to today, this new case handler for the insurance advised me on 7/2, 9/2, 11/2 and 18/2 that she was awaiting for the assessor report and continued assuring that should not be too far away.

21st Feb. I complained to the insurance direct that this had been dragging too long. Whether repair or rebuild/demolition an earlier decision would be good. The high repair cost should be an indication enough for the insurance assessor to take decision.

22nd Feb. The insurance assessor rang me in the morning. Ironically, it was just a few hours before the quake, and he told me that in the next few days their appointed assessor for the building would get in touch with me to go through the property. He reckoned the building would not cost that much and he scoffed at the high estimate as put up by the builder. (or EQC.)

5. The EQC loss adjustor reports were cost reports and these were forwarded to insurance company though normally EQC would send copy to the insurance. If there were any emergency work to be done to a building, the EQC loss adjustors in collaboration with their EQC engineer would normally instruct their repair team to carry out the necessary emergency repair. If any repair deemed necessary but not carried out by EQC repair team, EQC shall inform the private insurance to do so. However in the case of an absolute imminent disaster, the EQC will have their engineers inspect and instruct the CCC Civil Rescue for an immediate red sticker on the premises and all occupants involved will be evacuated. The EQC engineers may also inform the private insurance who will instruct its CP Engineer to do the necessary as well.

6. In the month of February 2011 leading to the Feb 22 earthquake, the 2 retail premises were occupied. The tenants were well aware should there be any ruling by authorities that the building is not safe they would have to evacuate immediately. There were no instructions from City Council Civil Rescue nor EQC engineers, nor any visit by them advising instability of the building or evacuation of the tenants.

Please advise should you require any further information or clarification.

Yours sincerely

Pak Loke

Annex 1



391-391A Worcester St

Photo 1: Before September 04 quake. (The only double storey shops lot in the block.)

Annex 2



Photo 2 : After the Sept 04, 2010 quake.

Annex 3



Photo 3 : After the Feb 22, 2011 quake.

Annex 4



Photo 4: Block of Worcester St shops (from Stanmore Rd end).

Annex 5



Photo 5 : Collapsed Butchery shop (end of Worcester St. block of shops)

ANNEX 6**Site Report**

A. 2/7 Burdole Street.
 P.O. Box 8874,
 Christchurch 8440,
 New Zealand
 P. 03 348 6066
 F. 03 348 6065
 E. info@tmco.co.nz

To : Cunningham & Lindsay NZ Ltd
 mdekwan@cl-nz.com

SR No : 01
 File No : 10953
 Date : 11 October 2010

Attention : Mike De Kwant
 Copies to :

Project : 391/391A Worcester Street, Christchurch

Post Earthquake Structural Inspection

An external and internal walkover inspection of the building was completed.

At the time of this inspection the roof and upper west side walls are covered in tarpaulins.

The upper portion of the front brick facade fell onto the building badly damaging the roofing and roof framing.

The parapet to the eastern wall has been removed to just above roof level.

The eastern brick wall near the front facade has several cracks, some old and some new. The mortar in the brick joints is very soft and crumbly in this area.

The west brick wall above the adjacent lower roof is plastered. The wall appears in good condition.

We could not inspect the brick walls at ground floor level as the walls are all lined. There was no sign of excessive movement that would indicate structural distress in these walls.

There is no sign of recent movement or structural distress to the single storey rear portion of the building.

It was difficult to inspect all of the front facade wall due to the presence of the tarpaulins. The areas of wall that could be seen appeared in good condition.

Remedial Work

The roof needs to be reinstated. The front facade is to be connected to the roof framing members providing some support to the facade. The eastern wall near the front facade needs to be rebuilt/remortared. The parapet to this wall may need to be reinstated for fire rating purposes.

The upper portion of the front facade that collapsed is not to be reinstated.

Signature: 

Annex 7

To: Carolyn and Pat Loke
**TAX INVOICE CC13821**

GST No: 62-142-561

Client Code: CARLOK

Date: 23/11/2010

Due Date: 14/12/2010

Terms: 21DAYS

Job No: A5880

Attention:

Job: 391 Worcester St - parapet repairs
 EMERGENCY EARTHQUAKE MAKE SAFE REPAIRS

() Parapet repairs, propping and make watertight

This is a Payment Claim under the Construction Contracts Act 2002

Description	Qty	Unit	Rate	Amount
Acrow prop hire 2 Props on hire from 13 September. Hire rate is \$12/week per prop 2 Props hire to 19 November = 10weeks 10 weeks x 2 props x \$12/week = \$240				\$240.00
Skip hire for waste disposal				\$190.00
Roofing Iron - 1.8m sheet				\$31.25
metal flashings for parapet and roof				\$566.89
100x50 framing	197.00	metres	\$6.26	\$1,233.22
Plywood sheets, used as temporary protection. Full sheet cost is \$35.11 per sheet. Item charged out at 50% value	10.00	number	\$17.55	\$175.50

Please note the Tarpaulins and Acrow props are an ongoing hire cost, and we will continue to send invoices until these are returned to us. Would you please advise whoever is doing your repairs so that they can be returned at the appropriate time

Continues Over Page



To: Carolyn and Pat Loke



TAX INVOICE CC13821

GST No: 82-142-561

Client Code: CARLOK

Date: 23/11/2010

Due Date: 14/12/2010

Terms: 21DAYS

Job No: A5880

Attention:

Job: 391 Worcester St - parapet repairs
EMERGENCY EARTHQUAKE MAKE SAFE REPAIRS

Parapet repairs, propping and make watertight

This is a Payment Claim under the Construction Contracts Act 2002

Description	Qty	Unit	Rate	Amount
Attend to badly damaged property at 391 Worcester St.				
Stage 1 - Parapet has fallen through roof. Remove all bricks and rubble. Prop ceiling and roof framing. Remove loose bricks and prop to prevent further damage. Make watertight.				
Stage 2 - Remove damaged chimney. Make waterproof. Temporary repair to ceiling.				
Labour, ordinary time. Includes demolition, removal and dumping of bricks, and travel	06 00	Hours	\$49 50	\$4,752.00
Vehicle use in town				\$60.00
Sundry materials (fixings, sealant)				\$25.00
Tarpaulin hire - 2 tarpaulins on hire, one from 13 Sept and the other from 20 Sept. Hire charge through to 19 November				\$950.00
Tarpaulin 1 - 10 weeks @ \$50/week = \$500				
Tarpaulin 2 - 9 weeks @ \$50/week = \$450				
Total Tarpaulin charge to date (to 19 November) = \$950				
Cherry picker hire - 1/2 day charge + delivery				\$100.00

Continues Over Page



To: Carolyn and Pat Loke



TAX INVOICE CC13821

GST No: 62-142-561
 Client Code: CARLOK
 Date: 23/11/2010
 Due Date: 14/12/2010
 Terms: 21DAYS
 Job No: A5880

Attention:

Job: 391 Worcester St - parapet repairs
 EMERGENCY EARTHQUAKE MAKE SAFE REPAIRS

Parapet repairs, propping and make watertight

This is a Payment Claim under the Construction Contracts Act 2002

Description	Qty	Unit	Rate	Amount
-------------	-----	------	------	--------

Sub Total	\$8,323.86
Overheads and Margin 10.00%	\$832.39
GST Exclusive Amount	\$9,156.25
GST	\$1,373.44
GST INCLUSIVE AMOUNT	\$10,529.69

Please make payment by the due date of this invoice.
 Bank Account Details:
 Contract Holdings Limited 06 0851 0077006 00.
 Please use your invoice number & name as the payment reference. Thank you.



CONTRACT HOLDINGS LTD.
 28 Buchan St, PO Box 641, Christchurch, Telephone 03 379 6277, Facsimile 03 379 8499
 Email: admin@contract-construction.co.nz
 www.contract-construction.co.nz





Annex 8

To: Carolyn and Pak Loke

**TAX INVOICE CC14408**

GST No: 62-142-561

Client Code: CARLOK

Date: 31/01/2011

Due Date: 21/02/2011

Terms: 21DAYS

Job No: A5880

Attention:

Job: 391 Worcester St - parapet repairs
 This is a Payment Claim under the Construction Contracts Act 2002

Earthquake repairs - ongoing hire costs of equipment

Description	Amount
Relates to badly damaged property at 391 Worcester St.	
On-going hire charges on tarpaulins and acrow props	
Tarpaulin hire - 2 tarpaulins on hire.	
Hire charge from 19 November to 29 January = 10 weeks	\$1,000.00
Tarpaulin 1 - 10 weeks @ \$50/week = \$500	
Tarpaulin 2 - 10 weeks @ \$50/week = \$500	
Total Tarpaulin charge for this period = \$1,000	
Acrow prop hire	
2 Props on hire from 13 September. Hire rate is \$12/week per prop	\$240.00
2 Props hire from 19 November to 29 January = 10weeks	
10 weeks x 2 props x \$12/week = \$240	

Please note the Tarpaulins and Acrow props are an ongoing hire cost, and we will continue to send invoices until these are returned to us. Would you please advise whoever is doing your repairs so that they can be returned at the appropriate time

Continues Over Page



To: Carolyn and Pak Loke



TAX INVOICE CC14408

GST No: 62-142-561
Client Code: CARLOK
Date: 31/01/2011
Due Date: 21/02/2011
Terms: 21DAYS
Job No: A5880

Attention:

Job: 391 Worcester St - parapet repairs
 This is a Payment Claim under the Construction Contracts Act 2002

Earthquake repairs - ongoing hire costs of equipment

Description	Amount
-------------	--------

Sub Total	\$1,240.00
Overheads and Margin 10.00%	\$124.00
GST Exclusive Amount	\$1,364.00
GST	\$204.60
GST INCLUSIVE AMOUNT	\$1,568.60

Please make payment by the due date of this invoice.
 Bank Account Details:
 Contract Holdings Limited 06 0851 0077006 00.
 Please use your invoice number & name as the payment reference. Thank you



CONTRACT HOLDINGS LTD.
 28 Buchan St, PO Box 641, Christchurch, Telephone 03 379 6277, Facsimile 03 379 8499
 Email: admin@contract-construction.co.nz
 www.contract-construction.co.nz





Annex 9

To: Carolyn and Pak Loke



TAX INVOICE CC14656

GST No: 62-142-561
 Client Code: CARLOK
 Date: 07/03/2011
 Due Date: 28/03/2011
 Terms: 21DAYS
 Job No: A5880

Attention:

Job: 391 Worcester St - parapet repairs
 Earthquake repairs - replacement cost of damaged hire equipment

This is a Payment Claim under the Construction Contract Act 2002

Description	Amount
Relates to badly damaged property at 391 Worcester St. We supplied 2x tarpaulins and 2x acrow props on hire to protect and support this property following the 4 September earthquake. Following the 22 February earthquake, the building has received further substantial damage, and the equipment will not be able to be recovered intact. This invoice is the replacement value of the equipment as previously advised.	
Replacement cost for 2x tarpaulins	\$3,200.00
Replacement cost for 2x Acrow props	\$300.00

Please make payment by the due date of this invoice.
 Bank Account Details:
 Contract Holdings Limited 06 0851 0077006 00
 Please use your invoice number & name as the payment reference. Thank you.

GST Exclusive Amount	\$3,500.00
GST	\$525.00
GST INCLUSIVE AMOUNT	\$4,025.00



CONTRACT HOLDINGS LTD.
 28 Buchan St, PO Box 641, Christchurch, Telephone 03 379 6277, Facsimile 03 379 8499
 Email: admin@contract-construction.co.nz
 www.contract-construction.co.nz



Mark Zarifeh

From: Mark Zarifeh
Sent: Tuesday, 2 August 2011 3:09 p.m.
To: [REDACTED]
Subject: 391/391A Worcester St

Dear Mr Loke,

Thank you for your letter of 22 July 2011 and your assistance.

Could you please provide the following additional information:

1. The name and contact details of the insurance assessor.
2. You refer to contacting the Council. Please provide the name of the person you spoke to and a copy of any correspondence.
3. What was your understanding of the state of your building, in particular in regards to the safety of the first floor, following the EQC assessments on 1 and 2 February 2011?
4. Please provide a copy of any material you were given by EQC relating to those assessments.

The above information is requested pursuant to the Commission's powers of investigation under s4C Commissions of Enquiry Act 1908.

Yours sincerely,

Mark Zarifeh,
Counsel Assisting,
Canterbury Earthquakes Royal Commission

Mark Zarifeh

From: P.L. Loke [REDACTED]
Sent: Monday, 8 August 2011 2:28 p.m.
To: Mark Zarifeh
Subject: 391-391A Worcester St
Attachments: 20110808_120904.pdf

Dear Mr. Zarifeh

Further to your email on 2 Aug., following and the attached are the additional information as requested.

1. The name of the insurance assessor is Mr. Mike de Kwant, Loss Adjuster from Cunningham Lindsey 259 Stafford St P O Box 249 Timaru 7940 Tel: 03 688 3163. He was the assessor until the Feb22 struck and further, not sure till when but I was told he is no more with the Company. The insurance AMP Case Handler was Paula Daly and 2nd February 2011, she was replaced by Janet Furrage.
2. You may note in my last reply I was able to give dates when dealing with EQC/private insurance assessor. This was because communications was mainly via emails. As for communications with council I struggle to find the details of event. There were also a few commercial properties in the city that I was looking after as a commercial property manager. ... a block of shops on Manchester St., one in Colombo St and 2 on Stanmore Road. All these buildings were affected in one way or another. Like the shops on Manchester St., although the premises were sticker-ed there were various interpretations of the events, often chaotic at times. I did ring the City Council re the classification stickers for 391-391A Worcester St. I am not sure the following sketchy diary notes referred to telecom or the subsequent visit.

"1/10/10 City Council

re status 93 Stanmore Rd ...391 Worc St

93 (Stanmore Rd) unsafe not to occupy)

391 (Worcester St) not an issue) @12noon"

On the day I went to the City Council. I walked to the Enquiry desk and the lady referred me to another desk at '2 o'clock' direction. After hearing my request, the person rang an internal phone number and a lady came down to see me and showed me to a room where a gentleman was. This man went through the computer and told me the status of the premises I enquired. I did not record his name. As there was no stickers, would that be too late to get one? I got a note attached to the diary on 21st October, it reads

"CDRescue@ccc.govt.nz Attn: Neville.....then Ester extn 8802. I am not sure where the man's name was Neville or this referred to query on other properties to the council.

Some of the other City Council staff I had dealt with were – Maria White, Victoria Murdoch, Vincie, Laura B., Hannah. I could have raised this issue along with other properties issues.

3. As for the conditions of the building I did feel very comfortable and safe right through the time the Feb 22 quake occurred, otherwise I would not be moving in and out of the building so freely and frequently whenever I visited that area. I am happy of the actions being taken. I could have been somewhat apprehensive in the beginning. When I first saw the building it was already covered with tarpaulin on its top, bracing at its side. At that time I was deeply concern on the safety of occupants, especially the pizzeria can be quite crowded in the evening. Structural engineers will be the authoritative people on the aspect of safety. While on one hand I enquired the Christchurch City Council regarding the absence of coloured stickers which would give an indication of the building safety, on the other hand, I reiterated to the assessor (in writing) if the building deemed unsafe then it has to be demolished. I was glad that the insurance assessor agreed to have a structural engineer went through the building again and this time with a report to the assessor. Whenever I had the chance of a builder going through the building , an additional structure engineer and loss adjusters, I tried to highlight e.g. 'cracks' on internal wall ground floor as my concern. The opinion I gathered that even in the event of a big earthquake, the 1st floor floorboard would be strong enough . Despite the tenant (pizzeria) dying to remain in the premises for business operation, I made it very clear if any authority rule premises unsafe then all tenants must be evacuated. So apart from the initial uncertainty, my confidence of the building safety began to grow since the 2nd inspection visit of the structural engineer from TM Consulting and later right through.

In my opinion, all emergency/temporary repairs should be deemed as for emergency and temporary purposes.As can be seen from my earlier report I had relentlessly expediting for inspections by the loss adjusters and get on with the repair/rebuild immediately. In an ideal world if the repair decision were taken within 2 months from Sept 04 and then full repair another 2 months, then the building would probably proudly standing by today.

With reference to EQC loss adjusters on 1 February 2011 2pm visit, after reading the copy of insurance policy, which has an unusually low EQC limit for single dwelling, they returned to their office and then back to site again. One of the adjusters explained the settlement scheme. Before he left he handed me with their copy of report (Annex 1). As for Annex 2 the QS report came a lot later.

4. As attached, the documents from EQC.- Annex 1 and Annex 2. These are the all the materials that were received from the EQC Loss Adjusters team.

Kind regards
Pak

Dear Mr Loke,

Thank you for your letter of 22 July 2011 and your assistance.

Could you please provide the following additional information:

1. The name and contact details of the insurance assessor.
2. You refer to contacting the Council. Please provide the name of the person you spoke to and a copy of any correspondence.
3. What was your understanding of the state of your building, in particular in regards to the safety of the first floor, following the EQC assessments on 1 and 2 February 2011?
4. Please provide a copy of any material you were given by EQC relating to those assessments.

The above information is requested pursuant to the Commission's powers of investigation under s4C Commissions of Inquiry Act 1908.

Yours sincerely,

Mark Zarifeh,
Counsel Assisting,
Canterbury Earthquakes Royal Commission



COPY

Canterbury Earthquakes Royal Commission

Komihana a te Karauna hei Tiro tiro i ngā Whare i Horo i ngā Rūwhenua o Waitaha

12 September 2011

Mr R G H Ling
Ling's Design Consultants Ltd
PO Box 29119
CHRISTCHURCH

Email: LDC88@xtra.co.nz

Dear Sir

391/391A Worcester Street, Christchurch

The Royal Commission of Inquiry into Building Failure Caused by the Canterbury Earthquakes is currently investigating the failure of a number of buildings in the City, including the building that was situated at 391/391A Worcester Street (the Building) which was owned by a Mr P Loke.

We understand that you provided engineering advice to Mr Loke in relation to the Building.

Could you please provide the following information, by **23 September 2011**:

1. Please provide details of any discussions you had with Mr Loke in relation to the Building.
2. Please provide copies of any correspondence, assessments, reports or other documentation you provided to Mr Loke in relation to the Building.
3. Please provide details of any site inspections carried out by you and the results of the same.
4. Please provide details of any advice given to Mr Loke ie. in relation to the Building.
5. Please provide details of any correspondence or contact you had with anyone else in relation to the Building eg. Christchurch City Council, EQC, etc.

The above information is requested pursuant to the Royal Commission's powers of investigation under s 4C Commissions of Inquiry Act 1908.

Yours faithfully

Mark Zarifeh
Counsel Assisting
Canterbury Earthquakes Royal Commission

15 Barry Hogan Place, Addington, Christchurch
PO Box 14053, Christchurch Mail Centre 8544

Mark Zarifeh

From: Mary-Ann Hutton
Sent: Monday, 3 October 2011 8:31 a.m.
To: Mark Zarifeh
Cc: David Hutt; Sara Jamieson
Subject: FW: Letter from Canterbury Earthquakes Royal Commission.

From: Robert Ling [mailto:ghr.ling@gmail.com]
Sent: Monday, 3 October 2011 12:15 a.m.
To: Mary-Ann Hutton
Subject: Re: Letter from Canterbury Earthquakes Royal Commission.

Hi Mary

Will you forward this email to Mark please.

Regarding 390/391 Worchester St I comment as follows:

I was never formally engaged as an Engineer for the job as I understand Mr Pat Lok had already engaged an Engineer for the job and make safe plans was already implemented.

When Mr Lok asked me to go on site it was just an invitation from a friend to another as to what to do with the site in the long term, to repair or to demolish and develop together with the other adjoining sites. ie. more in terms of investment potential.

When I was there I met Mr Whyte of Whyte Construction who explained to me what his company can do to help which was all very good.

I listen and engaged in the conversation but I did not at any time offered any engineering solutions as it is unethical for me to butt in while another Engineer was already engaged.



15 February 2011

Mr P Loke



Dear Mr Loke

**Damage at 391 – 391A Worcester Street, Christchurch
Claim No. CLM/2010/046103**

We wish to provide you with an update on the status of your Earthquake Commission claim. Please find attached a copy of the Statement of Claim Checklist prepared during the recent inspection of your property.

As the result of that inspection, your claim is in excess of the EQC maximum entitlement and payment will be made to your mortgagee/ you shortly.

Be assured our intention is to make your claim settlement a smooth process, so if you have any concerns please contact the claims officer handling your claim by sending an email to claims@eqc.govt.nz or call our free phone number 0800 508 765.

Yours faithfully

Claims Officer

Earthquake Commission
Canterbury Event Support Centre
P O Box 311
WELLINGTON 6140
Telephone 0800 652 333

