

Complaints - Been Cheated by my renovator

Written by Administrator

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My problems are that we recently bought a house in Cheras (Mihajaya), The sales lady who we bought it from introduce a renovator to us and only to find out 2 months after that he was actually her husband. Well that is beside the point. The renovation have started work in May which was at a value of RM22K. We have signed the first contract and not the revised version due to term that are not agreeable. It is also stated that the lead time for the job completion will be 5-7 weeks but we only get the house in August which is also not complete.

He has also requested for 30% down payment before he start his renovation work and of coz being a nice person we paid him. Again and again he always says that he got no money to purchase raw material for renovation and thus we paid him more. We have paid him of more than the contract value. As such the house cannot be delivered he asked his partner to come and take over. Which it was being completed quickly. There are a few more touch up to be completed and until today it is not done and more damage have been done to the house. I got chipped staircase and flooring which is not replaced.

The reason why I wrote this complain is that I have received numerous call from his supplier asking for payment. He have also mention to them that we will bank in the cheque and we have been threatened by the supplier to remove the windows and such. I am a very upset with all this and would like to ask for your favor to help me out in this situation. Is there any legal matters that we can take on with him. It is not fair that the money we have paid and he has not paid the supplier and we have been getting call to pay.

Status Of The Case; NCCC advised to furnish all supporting documents to correspond with the respondent to resolve the matter above.

NCCC Advise:

- Keep all the documents, receipts, contact and correspondence details of your renovators/personal service providers
- Never give more than agreed or full amount before work done.
- Don't engage/ trust a strange person through any pamphlets for any services unless introduced by a trustable person which they know the service providers for a long time/ they are the establish service providers
- survey thoroughly
- Keep a copy of their i/c photostate
- Keep every payment clearly in writing and follow the standard payment procedure.
- In the event the service providers cheated you, lease make a police report as soon as possible.
- Complaint to NCCC, we will guide you further

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