

Complaint Against Contractor/ Designer

Written by Administrator

Friday, 11 September 2009 10:42 -

Hi I will like to complain against this company: Rococo Home & Office Furnishing (M) Sdn Bhd 5-1, Jln PJU 8/5A, Perdana Business Centre, Bandar Damansara Perdana Petaling Jaya 47920, for delivering services which is not up to quality & standard for the amount of money I paid for. I engaged this company's services for exterior construction work as well as interior furnishings.

For more than 3 months after I moved in, I had to tolerate their frequent trips to my home for rework - cabinet, cracks, leaking plaster work and etc. The end result did not meet our expectation as every time they came for touch-up and rework, they did not do a good job to ensure the work is done properly.

As a result of this, we held up the remaining 10% of final payment until there is no outstanding issue. We wanted more discount (initial discount of RM1500 were agreed earlier) by meeting up with the boss but the boss did not want to meet up for face to face discussion.

When this company didn't manage to get the final 10% payment due to our differences, they resorted to using debt collector to collect on their behalf. This debt collector claimed that they wanted to get the remaining money with two options: Collect the full 10% without discount with touch up or pay the discounted amount earlier but no more touch up.

I did not agree with the proposal but the debt collector did hint some sort of 'threats' and I had no choice but to pay up. When I called up this company to help me with some defects, they reverted that I need to pay a few hundred dollars for a job that cost less than RM100 if I engage outsiders. I am very disappointed with this company's way of doing things. Please help if there is a way to penalise this kind of company for their irresponsibilities and shoddy workmanship. Till now, I still face these problems: - Wall cracks - Roof leaking whenever there is heavy rain - Water tap leaking - Cracks in cabinet I hope some actions can be taken against this company!

NCCC's Advice: Consumers are advised to draw up a simple written contract with the contractor when ever they engage them to do renovation work at their premises. In situations as above, a written contract would have come in handy when we make a claim against them in case we are not happy with work done. It is also important to take some photographs as proof. In the above case, the complainant should consider filing his case in the Tribunal for Consumer Claims for redress.