**EMAIL CONVERSATION – 4th August**

**rom:** Kym <Kym@rhinoplay.co.uk>  
**Date:** 4 August 2025 at 14:48:47 BST

Hi John  
  
Further to our recent correspondence, and in response to the Clerk’s request for a detailed breakdown, please see below our justification for the costs incurred in relation to the non-use of the originally scheduled ground preparation works:

* 8 bulk bags of Type 1 MOT were not required due to the presence of a suitable pre-existing sub-base from the previous surface
* The digger was not utilised, as no excavation was needed. Our team had made arrangements to collect one locally if necessary
* Labour time allocated for ground preparation was not used in its originally intended scope
* Additional Costs Incurred

These savings were offset by several unplanned but agreed additional works:

**Additional Surface Area (Approx. 5m²)**

At the request of John Fletcher, an extra area around the bench was surfaced. This increased the total area of resin-bound surfacing beyond the original scope

**Thickening of Surface Over Tree Roots**

Due to the presence of surface-level tree roots, the resin layer in those areas had to be increased to achieve full coverage and durability, which significantly increased material usage

**Additional Resin Material & Delivery**

The changes above necessitated an urgent additional resin order and delivery to site. This involved both the cost of the material itself and the logistics cost of getting it to site promptly

**Extra Labour & Overnight Stay**

One of our operatives was required to remain on site for an additional day to complete the extended works. This also required an additional overnight stay, incurring extra accommodation and subsistence costs

**Material Costs**

* The cost of the unused stone material was £653.54 excluding VAT. We are currently awaiting confirmation from the delivery company regarding any collection fee that may apply for its return. The additional 5m² of rubber surfacing, along with the increased depth where necessary, amounted to £612.88 excluding VAT

We trust this provides a clear explanation of how the savings were offset by the necessary and agreed additional works on site. Please let us know if you require any further detail or formal documentation to support this breakdown

Many thanks,

Kym

**EMAIL CONVERSATION – 17TH and 18th July**

On 18 Jul 2025, at 11:07, Kym <[Kym@rhinoplay.co.uk](mailto:Kym@rhinoplay.co.uk)> wrote:

Hi John,

Thank you for your email, I’m glad that you’re happy with the completed project!

Following discussions on site, our operatives agreed with you that we would carry out an additional surface area in lieu of the groundworks that were not required due to the presence of a pre-existing sub-base from the previous surface. This was agreed on site and completed accordingly

To complete the additional surface area, we had to arrange an extra delivery of resin to site. This resulted in one of our operatives remaining for an additional day, along with a further overnight stay, incurring additional time and accommodation costs. We are also likely to receive return costs for the materials not used. Ultimately, the additional costs incurred due to the extra surfacing undertaken effectively offset any savings made from not completing the original groundworks

Regarding the absence of a digger, our team had planned to collect one locally if needed. As for the outstanding items, we were advised by our supplier that they would be collected as soon as possible. The fencing has been confirmed for collection today, I am just waiting on the skip, and the aggregates are being chased as we speak

Please let us know if you require anything further

Many thanks,

Kym

**From:** John Fletcher <[john.fletcher@holtparishcouncil.gov.uk](mailto:john.fletcher@holtparishcouncil.gov.uk)>  
**Sent:** 17 July 2025 22:19  
**To:** Kym <[Kym@rhinoplay.co.uk](mailto:Kym@rhinoplay.co.uk)>  
**Cc:** Carol Warran <[carol.warran@holtparishcouncil.gov.uk](mailto:carol.warran@holtparishcouncil.gov.uk)>  
**Subject:** Re: RSign eSign Request: Rhino Play - Order Acknowledgement - Holt Parish Council

Hi Kym

I am pleased with the finished result however the heras panels the skip and the unused aggregate has not been picked up despite being told that it would all be done this afternoon. Please can you advise me when this will be done as I don’t want it there all weekend, so tomorrow Would be really good.

Also it was discovered that there was sufficient subbase already in existence  so no excavation was needed and the 8 tonnes of type one are being returned to Travis Perkins. I therefore must ask for consideration of a reduction in your final invoice to reflect this. Your thoughts on this matter would be appreciated. Finally your team arrived without a mini digger and were expected to excavate 64 m² by hand! To say I was surprised is understating the matter😀

John Fletcher