

Claim No: ILLUSTRATIVE-0001

Between:

PRIYA CASTELLANE

Claimant

– and –

OKEHOLLOW BATHROOMS LTD

Defendant

COURT BUNDLE

Small Claims Track (CPR Part 27)

Amount Claimed: £3,790.00

Prepared by the Claimant (Litigant in Person)

10 October 2026

Court Details (Please Complete Before Printing)

Court Name:

Reading County Court (illustrative)

Claim Number:

ILLUSTRATIVE-0001

Hearing Date:

24/11/2026

Bundle Prepared:

01/10/2026

Case Summary

Claim No. ILLUSTRATIVE-0001

Claimant	Priya Castellane 14 Larkspur Close, Reading, RG2 9ZZ
Defendant	Okehollow Bathrooms Ltd Okehollow Bathrooms Ltd: Unit 4, Millbrook Trading Estate, Reading, RG30 1ZZ
Type of Claim	Consumer Dispute
Amount Claimed	£3790.00

Cause of Dispute

The Claimant engaged the Defendant under written quotation Q-0117 dated 12 January 2026 for a full bathroom refit, including waterproof tanking of the shower area, at a total cost of £5,400 including VAT. Following completion and full payment, water staining appeared on the kitchen ceiling below the shower, and a subsequent leak recurred despite remedial sealant being applied by the Defendant.

Damage / Loss

An independent inspection on 14 April 2026 found no tanking membrane behind the shower tiling, an unsupported gap at the rear edge of the shower tray, and an unsealed waste trap. A remedial quotation obtained on 22 April 2026 assessed the cost of stripping, re-tanking, re-bedding and re-tiling the shower area at £3,650, of which the Claimant claims £3,790.

Defendant's Position

The Defendant attributed the leak to premature use of the shower before the sealant had cured, denied liability on 19 May 2026, and offered £800 in settlement, which was refused. A defence was filed on 10 July 2026, and mediation on 18 August 2026 did not resolve the dispute.

Order Sought

The Claimant asks the Court to make the following order:

1. Judgment for £3790.00
2. Interest at 8% per annum pursuant to the County Courts Act 1984, s.69, accruing from 22 Apr 2026
3. Court fees of £205.00
4. Fixed costs as allowed by the court

INDEX OF DOCUMENTS

Tab	No.	Date	Type	Description	Doc Ref
Section A: Pleadings					
A	1	15 Jun 2026	Evidence Document	<u>Claim form and particulars of claim, issued 15 June 2026</u>	[A1]
A	2	10 Jul 2026	Evidence Document	<u>Defence of Okehollow Bathrooms Ltd, filed 10 July 2026</u>	[A2]
Section B: Witness Statements					
B	3	01 Oct 2026	Witness Statement	<u>Witness Statement - Priya Castellane</u>	[B3]
Section C: Mediation					
C	4	18 Aug 2026	Timeline Event	<u>Small Claims Mediation Service appointment</u>	[C4]
Section D: Correspondence					
D	5	02 Apr 2026	Evidence Document	<u>Email chain between the Claimant and Daniel Okehollow, 3 March to 2 April 2026</u>	[D5]
D	6	05 May 2026	Letter Before Action	<u>Letter Before Action</u>	[D6]
D	7	19 May 2026	Defendant Response	<u>Defendant Response: counter offer</u>	[D7]
Section E: Evidence					
E	8	12 Jan 2026	Evidence Document	<u>Quotation Q-0117 from Okehollow Bathrooms Ltd (signed acceptance)</u>	[E8]
E	9	20 Feb 2026	Evidence Document	<u>Bank statement extract showing payments to the Defendant and for the inspection</u>	[E9]

Tab	No.	Date	Type	Description	Doc Ref
E	10	21 Mar 2026	Evidence Document	<u>Photograph: water staining to kitchen ceiling below the shower, 21 March 2026 [text not extracted].</u>	[E10]
E	11	14 Apr 2026	Evidence Document	<u>Inspection report of Bramley Plumbing Services, 14 April 2026</u>	[E11]
E	12	14 Apr 2026	Evidence Document	<u>Invoice 2026-0231 from Bramley Plumbing Services for the inspection, £140</u>	[E12]
E	13	14 Apr 2026	Evidence Document	<u>Photograph: gap at rear edge of shower tray and bare plasterboard behind removed tile, 14 April 2026 [text not extracted].</u>	[E13]
E	14	22 Apr 2026	Evidence Document	<u>Remedial works quotation FT-2041 from Fennimore Tiling & Plumbing, £3,650</u>	[E14]

Page references correspond to printed page numbers shown in the footer of each page.

CHRONOLOGY

All events in chronological order

Date	Event	Document Reference
12 Jan 2026	Written quotation from Okehollow Bathrooms Ltd dated 12 January 2026 for a full bathroom refit at £5,400 including VAT, signed as accepted by the Claimant on 15 January 2026. The scope expressly includes waterproof tanking of the shower enclosure walls and floor before tiling, supply and fitting of a low-profile shower tray, all plumbing tested on completion, and a 12-month workmanship guarantee. Payment terms are a 50% deposit and the balance on completion.	Evidence Document
09 Feb 2026	Defendant started work at 14 Larkspur Close	Timeline Event
20 Feb 2026	Bank statement extract showing two faster payments of £2,700 to Okehollow Bathrooms Ltd on 19 January 2026 (ref Q-0117 DEPOSIT) and 20 February 2026 (ref Q-0117 BALANCE), and £140 to Bramley Plumbing Services on 17 April 2026 for the inspection. Balances redacted.	Evidence Document
06 Mar 2026	Defendant attended and applied additional silicone sealant	Timeline Event
21 Mar 2026	Photograph of a kitchen ceiling showing two overlapping brown water stains around a pendant light fitting, with visible sagging of the plasterboard. Timestamped 21 March 2026 in the image metadata.	Evidence Document

Date	Event	Document Reference
02 Apr 2026	Six emails between the Claimant and Daniel Okehollow of the Defendant from 3 March to 2 April 2026. The Claimant reports the leak, the Defendant attributes it to silicone and attends to re-seal, the leak recurs, the Defendant blames early use of the shower and offers one more re-seal visit, the Claimant says the shower was not used for 48 hours and asks for the cause to be investigated and fixed, and the Claimant warns on 2 April that she will instruct an independent plumber. No reply after 24 March.	Evidence Document
14 Apr 2026	On 14 April 2026, plumbing and heating engineer J. Bramley inspected the property and reported, with supporting photographs, that damp kitchen ceiling plasterboard (28% moisture), a loose/moving shower tray with no tanking membrane behind the tiles, voided tile adhesive, and a dripping shower waste joint were caused by two separate installation defects (not by use of the shower or inadequate sealing), for a £140 fee invoiced the	Evidence (3 items)
22 Apr 2026	Itemised quotation dated 22 April 2026 from Fennimore Tiling & Plumbing for £3,650 including VAT to strip the shower enclosure, replace damp plasterboard with tile backer board, re-bed the tray, tank the enclosure, re-tile, remake the waste connection, refit the screen and replace the damaged kitchen ceiling plasterboard. Eight itemised lines.	Evidence Document
05 May 2026	Letter sent to defendant regarding claim	Letter Before Action

Date	Event	Document Reference
19 May 2026	Reply from Okehollow Bathrooms Ltd dated 19 May 2026 (by email): "We do not accept that our work was defective. The tray was bedded properly and the enclosure was sealed with tanking paint before tiling. The leak was caused by the shower being used before the silicone had cured, as Dan explained on the day. We offered a further visit and you went to someone else instead. Your plumber's report was done without us there and we do not agree with it. The quote you have sent is far more than any repair would cost. Without admitting any liability, and purely as a goodwill gesture to close the matter, we will pay £800. This offer is open for 14 days."	Defendant Response
15 Jun 2026	Particulars of claim pleading breach of s.49 Consumer Rights Act 2015, the right to repeat performance under s.54, damages of £3,790 and interest under s.69 County Courts Act 1984 from 22 April 2026.	Evidence Document
10 Jul 2026	Defence admitting the contract, consumer status and payment but denying breach. Says the tray was bedded on mortar and the enclosure sealed with tanking paint, that the leak was caused by the Claimant using the shower before silicone cured, that the Defendant offered a further visit which was not taken up, that it was not invited to the inspection, and that the £3,650 quotation is excessive with the Defendant's own estimate of about £600 for re-sealing and re-fitting the tray.	Evidence Document
18 Aug 2026	Telephone mediation with the Small Claims Mediation Service. No agreement reached.	Timeline Event
01 Oct 2026	Witness statement for Claimant	Witness Statement

MEDIATION

Pursuant to CPR 26.4A (in force since 22 May 2024), automatic referral to the Small Claims Mediation Service is mandatory for most small claims valued at £10,000 or less.

Mediation Summary

Mediation Attempted	Yes
Current Status	Completed
Outcome	No settlement

Mediation Event History

Small Claims Mediation Service appointment

18 Aug 2026

Telephone mediation with the Small Claims Mediation Service. No agreement reached.

FULL DOCUMENTS

Documents are organised into sections below for court review

SECTION A

PLEADINGS

- Claim form and particulars of claim, issued 15 June 2026
- Defence of Okehollow Bathrooms Ltd, filed 10 July 2026

[A1] Claim form and particulars of claim, issued 15 June 2026

Date: 15 Jun 2026 Type: Evidence Document

[↑ Back to Index \[1\]](#)

Description: Particulars of claim pleading breach of s.49 Consumer Rights Act 2015, the right to repeat performance under s.54, damages of £3,790 and interest under s.69 County Courts Act 1984 from 22 April 2026.

Extracted Text (Searchable)

IN THE COUNTY COURT
Claim No. ILLUSTRATIVE-0001

BETWEEN
PRIYA CASTELLANE (Claimant)
and
OKEHOLLOW BATHROOMS LTD (Defendant)

PARTICULARS OF CLAIM

1. The Claimant is the owner and occupier of 14 Larkspur Close, Reading, RG2 9ZZ. The Defendant is a company carrying on business as a bathroom installer.
2. By a written quotation numbered Q-0117 dated 12 January 2026, accepted by the Claimant on 15 January 2026, the Defendant agreed to refit the Claimant's bathroom for £5,400 including VAT ("the Contract"). The works included waterproof tanking of the shower enclosure, supply and fitting of a shower tray, tiling and all plumbing.
3. The Claimant dealt with the Defendant as a consumer. By section 49 of the Consumer Rights Act 2015 it was an implied term of the Contract that the Defendant would perform the services with reasonable care and skill.
4. The Claimant paid the Contract price in full: £2,700 on 19 January 2026 and £2,700 on 20 February 2026.

5. In breach of section 49 the Defendant did not carry out the works with reasonable care and skill. In particular the Defendant (a) did not tank the shower enclosure, (b) did not bed or support the shower tray along its rear edge, and (c) did not properly seal the shower waste trap joint. Each of these is set out in the report of Bramley Plumbing Services dated 14 April 2026.

6. As a result water has penetrated the kitchen ceiling below the bathroom on and after 3 March 2026. The Defendant's attempt to repair on 6 March 2026 by re-sealing did not cure the defects. The Defendant was given the opportunity to repeat performance by emails of 21 and 25 March and 2 April 2026 and did not do so.

7. By section 54 of the Consumer Rights Act 2015 the Claimant was entitled to require repeat performance within a reasonable time and, the Defendant having failed to do so, is entitled to damages for the cost of putting the work right.

8. The Claimant has suffered loss and damage:

(a) cost of remedial works per quotation FT-2041 of Fennimore Tiling & Plumbing dated 22 April 2026: £3,650.00

(b) cost of the inspection report of Bramley Plumbing Services: £140.00

Total: £3,790.00

9. The Claimant claims interest under section 69 of the County Courts Act 1984 at 8% per year from 22 April 2026 to the date of judgment, and thereafter at the daily rate.

AND THE CLAIMANT CLAIMS

(1) £3,790.00;

(2) interest as set out above;

(3) costs.

Statement of Truth

I believe that the facts stated in these particulars of claim are true. I understand that proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

Signed: P. Castellane

Dated: 15 June 2026

[A2] Defence of Okehollow Bathrooms Ltd, filed 10 July 2026

Date: 10 Jul 2026 Type: Evidence Document

[↑ Back to Index \[1\]](#)

Description: Defence admitting the contract, consumer status and payment but denying breach. Says the tray was bedded on mortar and the enclosure sealed with tanking paint, that the leak was caused by the Claimant using the shower before silicone cured, that the Defendant offered a further visit which was not taken up, that it was not invited to the inspection, and that the £3,650 quotation is excessive with the Defendant's own estimate of about £600 for re-sealing and re-fitting the tray.

Extracted Text (Searchable)

IN THE COUNTY COURT

Claim No. ILLUSTRATIVE-0001

PRIYA CASTELLANE (Claimant) v OKEHOLLOW BATHROOMS LTD
(Defendant)

DEFENCE

1. Paragraphs 1, 2 and 4 of the Particulars of Claim are admitted.

2. It is admitted that the Claimant dealt with the Defendant as a consumer and that the Consumer Rights Act 2015 applied.

3. Paragraph 5 is denied. The works were carried out to a proper standard by an experienced fitter. The shower tray was bedded on a mortar base and the enclosure was sealed with a proprietary tanking paint before tiling. The Claimant accepted the works as complete on 20 February 2026 and paid the balance without complaint.

4. It is averred that the leak reported on 3 March 2026 was caused by the Claimant using the shower within hours of the tray being sealed on 20 February 2026, before the silicone had cured, contrary to the Defendant's advice given on that day.

The Defendant re-sealed the tray on 6 March 2026 as a goodwill gesture.

5. The Defendant offered a further visit on 24 March 2026. The Claimant did not take up that offer and instead instructed a third party. The Defendant was not invited to attend the inspection on 14 April 2026 and does not accept its findings.

6. Without prejudice to the above, the sum claimed is excessive. The quotation of £3,650 includes the replacement of plasterboard, new tiles and kitchen ceiling works that go beyond any repair the Defendant could have been responsible for. The Defendant's own estimate of the cost of re-sealing and re-fitting the tray is approximately £600.

7. Save as set out above the Particulars of Claim are denied and the Claimant is put to proof.

Statement of Truth

I believe that the facts stated in this defence are true. I understand that proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

Signed: D. Okehollow, director, for the Defendant
10 July 2026

Dated:

SECTION B

WITNESS STATEMENTS

- Witness Statement - Priya Castellane

Section B: Witness Statements

[Back to Index](#) [↑]

Filed on behalf of the Claimant

Witness: Priya Castellane

Statement: 1st

Date: 01 Oct 2026

WITNESS STATEMENT OF PRIYA CASTELLANE

1. Name: Priya Castellane
2. Address: 14 Larkspur Close, Reading, RG2 9ZZ
3. Occupation: Primary school teacher
1. I am the Claimant in this case. I make this statement from my own knowledge except where I say otherwise. Where I refer to documents, they are in the bundle and I give the tab reference in square brackets.
2. I own and live at 14 Larkspur Close with my husband and two children. The bathroom is the only one in the house.

THE CONTRACT

3. In January 2026 I asked three firms to quote for refitting the bathroom. I chose Okehollow Bathrooms Ltd because Mr Daniel Okehollow came to look at the room, said the shower area would need tanking because it was over the kitchen, and put that in the quotation. His quotation Q-0117 is at [E8]. I signed it on 15 January 2026 and paid the £2,700 deposit by bank transfer on 19 January 2026 [E9].
4. Mr Okehollow and one other fitter worked at the house from 9 to 20 February 2026. I was at work most days. On 20 February 2026 Mr Okehollow told me the job was finished and asked for the balance. He said not to use the

shower for 24 hours so the silicone could cure. I paid the £2,700 balance that afternoon.

THE LEAK

5. We did not use the shower until the evening of 2 March 2026. The next morning there was a brown stain on the kitchen ceiling under the shower. I emailed Mr Okehollow at 8.42 that morning [D5]. He replied that it was probably the silicone and came on 6 March 2026 to re-seal around the tray. He asked us to leave it 48 hours, which we did.
6. On 21 March 2026 the stain came back, larger, and water dripped from the kitchen light fitting. I took the photograph at [E10] that evening. I emailed Mr Okehollow the same day asking him to open up the shower and find the cause [D5]. His reply of 24 March 2026 said the work had been done properly, that we must have used the shower before the silicone cured, and offered one more re-seal visit.
7. That was not right. We had not used the shower for 48 hours after either visit. I replied on 25 March 2026 saying so, asking him to investigate properly rather than re-seal again, and offering any day the following week. He did not reply. I emailed again on 2 April 2026 saying that if I heard nothing by 9 April I would get an independent plumber in. I heard nothing.

THE INSPECTION AND THE REMEDIAL QUOTATION

8. On 14 April 2026 Mr J. Bramley of Bramley Plumbing Services inspected the bathroom and the kitchen ceiling. I was present. He took moisture readings, pressed on the tray, removed one tile at the back of the shower, and made a small opening in the kitchen ceiling to look at the waste. Behind the tile the plasterboard was bare and damp; there was no membrane or coating of any kind that I could see. The waste joint dripped when he ran the shower. His report is at [E11] and his invoice for £140, which I paid

on 17 April 2026, is at [E12]. The photograph at [E13] was taken during the inspection.

9. On 22 April 2026 Fennimore Tiling & Plumbing quoted £3,650 to strip the shower area, board and tank it, re-bed the tray, re-tile, remake the waste and repair the kitchen ceiling [E14]. I have not had the work done because I cannot afford it until this claim is resolved. We have been using a shower attachment on the kitchen tap and showering at the leisure centre since March.

THE DEFENDANT'S RESPONSE

10. I sent a letter before claim on 5 May 2026 [D6]. The Defendant replied on 19 May 2026 denying any fault and offering £800 as a goodwill gesture [D7]. I did not accept, because £800 would not come close to the cost of the repair. The Defendant's defence says it applied tanking paint. I did not see any paint applied during the works and Mr Bramley found none behind the tile he removed. The defence also says I refused a further visit. I did not: my email of 25 March 2026 offered any day the following week and I never had a reply.
11. I attended small claims mediation by telephone on 18 August 2026. No agreement was reached.
12. I ask the court to order the Defendant to pay £3,790, interest and my court fees.

Statement of Truth

I believe that the facts stated in this witness statement are true. I understand that proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

Signed: P. Castellane

SECTION C

MEDIATION

- Small Claims Mediation Service appointment

SECTION D

CORRESPONDENCE

- Email chain between the Claimant and Daniel Okehollow, 3 March to 2 April 2026
- Letter Before Action
- Defendant Response: counter offer

Section D: Correspondence

[Back to Index](#) [↑]

[D5] Email chain between the Claimant and Daniel Okehollow, 3 March to 2 April 2026

[↑ Back to Index \[↑\]](#)

Date: 02 Apr 2026 **Type:** Evidence Document

Description: Six emails between the Claimant and Daniel Okehollow of the Defendant from 3 March to 2 April 2026. The Claimant reports the leak, the Defendant attributes it to silicone and attends to re-seal, the leak recurs, the Defendant blames early use of the shower and offers one more re-seal visit, the Claimant says the shower was not used for 48 hours and asks for the cause to be investigated and fixed, and the Claimant warns on 2 April that she will instruct an independent plumber. No reply after 24 March.

Extracted Text (Searchable)

From: Priya Castellane
To: Daniel Okehollow <info@[redacted]>
Date: 3 March 2026 08:42
Subject: Leak under new bathroom

Hi Daniel, there is a brown water stain about 40cm across on the kitchen ceiling, directly under the new shower. It appeared overnight after the shower was used yesterday evening. Can someone come and look as soon as possible?
Thanks, Priya

From: Daniel Okehollow
To: Priya Castellane
Date: 3 March 2026 17:10
Subject: RE: Leak under new bathroom

Hi Priya, sorry to hear that. Probably the silicone around the tray. I'll pop round Friday and re-seal it. Dan

From: Priya Castellane
To: Daniel Okehollow
Date: 21 March 2026 19:55
Subject: RE: Leak under new bathroom - still leaking

Dan, the ceiling stain has come back and is now bigger, and there was a drip from the light fitting this evening. We have not used the shower for a week until tonight. The re-seal on the 6th has not fixed it. I think something is wrong behind the tiles. Please can you arrange to open it up and put it right under your guarantee. Priya

From: Daniel Okehollow
To: Priya Castellane
Date: 24 March 2026 12:31
Subject: RE: Leak under new bathroom - still leaking

Priya, the tray and tiling were done properly. The most likely cause is the shower being used before the silicone had cured, which I did say on the day. I'm happy to do one more visit as a goodwill gesture to re-seal but I can't keep coming back. Let me know a date. Dan

From: Priya Castellane

To: Daniel Okehollow

Date: 25 March 2026 07:30

Subject: RE: Leak under new bathroom - still leaking

Dan, nobody used the shower for over 48 hours after you finished on the 6th, as you asked. Re-sealing has already been tried. I am asking you to investigate the cause and fix it properly. I am available any day next week. Priya

From: Priya Castellane

To: Daniel Okehollow

Date: 2 April 2026 18:05

Subject: RE: Leak under new bathroom - still leaking

Dan, I have not heard back from you since the 24th. If I do not hear from you by 9 April I will get an independent plumber to inspect and will look to recover the cost of repairs from you. Priya

[No further reply received.]

[D6] Letter Before Action

[↑ Back to Index \[↑\]](#)

Date: 05 May 2026 **Type:** Letter Before Action

Description: Letter sent to defendant regarding claim

Priya Castellane
14 Larkspur Close
Reading RG2 9ZZ

Okehollow Bathrooms Ltd
Unit 4, Millbrook Trading Estate
Reading RG30 1ZZ

5 May 2026

By email and first-class post

LETTER BEFORE CLAIM

Practice Direction on Pre-Action Conduct and Protocols

Dear Sirs,

Bathroom refit at 14 Larkspur Close, Reading: quotation Q-0117

1. On 15 January 2026 I accepted your quotation Q-0117 dated 12 January 2026 for a full refit of my bathroom at the price of £5,400 including VAT. The scope included waterproof tanking of the shower enclosure, supply and fitting of a shower tray, tiling, and all plumbing tested on completion. I paid £2,700 on 19 January 2026 and £2,700 on 20 February 2026.
2. Because I dealt with you as a consumer, section 49 of the Consumer Rights Act 2015 required you to carry out the work with reasonable care and skill.
3. On 3 March 2026 water came through the kitchen ceiling below the shower. You re-sealed the tray on 6 March 2026. The leak returned on 21 March 2026. I asked you on 21 and 25 March and 2 April 2026 to investigate and put the work right. You have not replied since 24 March 2026.
4. On 14 April 2026 an independent plumbing engineer, J. Bramley

of Bramley Plumbing Services, inspected the bathroom. A copy of the report is enclosed. In summary: no tanking membrane was fitted behind the shower tiling; the tray is not supported along its rear edge; and the shower waste joint was left finger-tight and leaks when the shower runs. The report concludes that none of this is caused by early use of the shower and that re-sealing will not cure it.

5. I have obtained a quotation from Fennimore Tiling & Plumbing dated 22 April 2026 (enclosed) of £3,650 including VAT to strip, tank, re-bed and re-tile the shower area, remake the waste and repair the kitchen ceiling.

6. I therefore claim £3,790, being the £3,650 cost of the remedial works and the £140 cost of the inspection report. I also claim interest under section 69 of the County Courts Act 1984 at 8% per year from 22 April 2026.

7. Please pay £3,790 within 14 days of the date of this letter, that is by 19 May 2026. Alternatively, if you wish to propose carrying out the remedial work yourselves to the specification in the Fennimore quotation, under the supervision of an independent engineer, please say so in writing within the same period.

8. If I do not receive payment or a satisfactory proposal by 19 May 2026 I intend to issue a claim against you in the County Court without further notice. If I do, I will ask the court to order you to pay the claim, interest, the court fees and my fixed costs.

9. I am willing to consider mediation or any other form of alternative dispute resolution. Please note that the court expects parties to engage with the pre-action process and may penalise a party that does not.

10. Enclosed: Bramley Plumbing Services report dated 14 April 2026; Fennimore Tiling & Plumbing quotation FT-2041 dated 22 April 2026; copies of our emails from 3 March to 2 April 2026.

Yours faithfully,

Priya Castellane

Date: 19 May 2026 **Type:** Defendant Response

Reply from Okehollow Bathrooms Ltd dated 19 May 2026 (by email):

"We do not accept that our work was defective. The tray was bedded properly and the enclosure was sealed with tanking paint before tiling. The leak was caused by the shower being used before the silicone had cured, as Dan explained on the day. We offered a further visit and you went to someone else instead. Your plumber's report was done without us there and we do not agree with it. The quote you have sent is far more than any repair would cost. Without admitting any liability, and purely as a goodwill gesture to close the matter, we will pay £800. This offer is open for 14 days."

SECTION E

EVIDENCE

- Quotation Q-0117 from Okehollow Bathrooms Ltd (signed acceptance)
- Bank statement extract showing payments to the Defendant and for the inspection
- Photograph: water staining to kitchen ceiling below the shower, 21 March 2026
- Inspection report of Bramley Plumbing Services, 14 April 2026
- Invoice 2026-0231 from Bramley Plumbing Services for the inspection, £140

- Photograph: gap at rear edge of shower tray and bare plasterboard behind removed tile, 14 April 2026
- Remedial works quotation FT-2041 from Fennimore Tiling & Plumbing, £3,650

[E8] Quotation Q-0117 from Okehollow Bathrooms Ltd (signed acceptance)

[↑ Back to Index \[↑\]](#)

Date: 12 Jan 2026 Type: Evidence Document

Description: Written quotation from Okehollow Bathrooms Ltd dated 12 January 2026 for a full bathroom refit at £5,400 including VAT, signed as accepted by the Claimant on 15 January 2026. The scope expressly includes waterproof tanking of the shower enclosure walls and floor before tiling, supply and fitting of a low-profile shower tray, all plumbing tested on completion, and a 12-month workmanship guarantee. Payment terms are a 50% deposit and the balance on completion.

Extracted Text (Searchable)

OKEHOLLOW BATHROOMS LTD

Unit 4, Millbrook Trading Estate, Reading, RG30 1ZZ

QUOTATION Q-0117

Date: 12

January 2026

Customer: Ms P Castellane, 14 Larkspur Close, Reading, RG2 9ZZ

Property: as above (first-floor family bathroom)

Scope of works

1. Strip out existing bath, basin, WC, wall and floor tiles. Dispose of waste.
2. Supply and fit 1400 x 900 low-profile shower tray and glass screen (customer-selected, from our supplier range).
3. Waterproof tanking of shower enclosure walls and floor before tiling.
4. Supply and fit new basin, vanity unit and close-coupled WC.
5. Wall tiling to full height in shower area and half height elsewhere; floor tiling throughout. Tiles from our supplier range, customer choice.
6. All plumbing alterations, including new shower valve and waste connections, tested on completion.
7. Making good and decoration of ceiling.

Price: £4,500.00 plus VAT at 20% = £5,400.00 including VAT.
Payment: 50% deposit to secure start date, balance on completion.
Programme: approximately 9 working days, start date to be agreed.
Guarantee: 12 months on our workmanship.

Accepted (signed): P. Castellane Date: 15 January 2026

[E9] Bank statement extract showing payments to the Defendant and for the inspection

[↑ Back to Index \[↑\]](#)

Date: 20 Feb 2026 **Type:** Evidence Document

Description: Bank statement extract showing two faster payments of £2,700 to Okehollow Bathrooms Ltd on 19 January 2026 (ref Q-0117 DEPOSIT) and 20 February 2026 (ref Q-0117 BALANCE), and £140 to Bramley Plumbing Services on 17 April 2026 for the inspection. Balances redacted.

Extracted Text (Searchable)

STATEMENT OF ACCOUNT (extract)

Account holder: Ms P Castellane

Date	Description
Paid out	Balance
19 Jan 2026	FASTER PAYMENT OKEHOLLOW BATHROOMS LTD
£2,700.00	[redacted] Ref: Q-0117 DEPOSIT
20 Feb 2026	FASTER PAYMENT OKEHOLLOW BATHROOMS LTD
£2,700.00	[redacted] Ref: Q-0117 BALANCE
17 Apr 2026	FASTER PAYMENT BRAMLEY PLUMBING SERVICES
£140.00	[redacted] Ref: INSPECTION 14 APR

[E10] Photograph: water staining to kitchen ceiling below the shower, 21 March 2026

[↑ Back to Index \[↑\]](#)

Date: 21 Mar 2026 **Type:** Evidence Document **Pages:** 1

Description: Photograph of a kitchen ceiling showing two overlapping brown water stains around a pendant light fitting, with visible sagging of the plasterboard. Timestamped 21 March 2026 in the image metadata.



[E11] Inspection report of Bramley Plumbing Services, 14 April 2026

Date: 14 Apr 2026 Type: Evidence Document

[↑ Back to Index \[↑\]](#)

Description: Inspection report by J. Bramley, a plumbing and heating engineer, following an inspection on 14 April 2026. Finds damp, soft plasterboard on the kitchen ceiling (28% moisture), a 4 to 6mm gap and 2 to 3mm movement at the rear edge of the shower tray, bare damp plasterboard with no tanking membrane behind a removed tile, dab-applied adhesive with voids, and a finger-tight shower waste joint dripping when the shower was run. Concludes there are two sources of water, both installation defects, neither caused by early use of the shower, and that re-sealing will not cure them. Fee £140.

Extracted Text (Searchable)

BRAMLEY PLUMBING SERVICES

Inspection report

Property: 14 Larkspur Close, Reading, RG2 9ZZ

Instructed by: Ms P Castellane

Date of inspection: 14 April 2026

Inspector: J. Bramley, plumbing and heating engineer (Gas Safe registered, 18 years' experience)

Instruction

To identify the cause of water penetration to the kitchen ceiling below the first-floor bathroom, refitted in February 2026 by a third party.

Observations

1. Kitchen ceiling: two overlapping water stains, the larger approximately 60cm across, plasterboard soft to the touch over an area of roughly 30cm x 20cm around the light fitting. Moisture meter reading 28% (dry plasterboard would read below 16%).
2. Shower tray: a visible gap of 4 to 6mm between the rear edge of the tray and the wall tiles, bridged only by silicone. Pressing on the tray produced movement of 2 to 3mm at the rear

corner, indicating the tray is not fully bedded or supported along that edge.

3. Tiling: I removed one tile from the lower rear course of the shower enclosure, with the owner's consent. Behind it the plasterboard was bare and damp. There was no tanking membrane, tanking paint or waterproof board. The tile adhesive was applied in dabs rather than a solid bed, leaving voids.

4. Waste: the shower waste trap beneath the tray was accessible through the ceiling opening I made. The compression joint between the trap and the waste pipe was finger-tight and showed water tracking. Running the shower for three minutes produced a steady drip from this joint.

Conclusions

5. In my opinion there are two separate sources of water: (a) water passing behind the tiles at the rear of the tray because the enclosure was not tanked and the tray is not properly supported, and (b) the unsealed waste trap joint. Neither would be caused by using the shower before silicone has cured. Both are, in my opinion, defects in the installation.

6. Re-sealing the tray edge will not cure either defect. The shower area needs to be stripped back, the tray re-bedded on a level, supported base, the enclosure tanked, and the walls re-tiled. The waste joint needs to be remade. The ceiling plasterboard around the light fitting should be replaced once dry.

Fee for inspection and this report: £140.00 including VAT (invoice attached).

J. Bramley
14 April 2026

[E12] Invoice 2026-0231 from Bramley Plumbing Services for the inspection, £140

[↑ Back to Index \[↑\]](#)

Date: 14 Apr 2026 Type: Evidence Document

Description: Invoice from Bramley Plumbing Services dated 14 April 2026 for the inspection and report, £140 including VAT, marked paid 17 April 2026.

Extracted Text (Searchable)

BRAMLEY PLUMBING SERVICES

INVOICE 2026-0231

Date: 14

April 2026

To: Ms P Castellane, 14 Larkspur Close, Reading, RG2 9ZZ

Inspection of water penetration, first-floor bathroom, including moisture readings, removal and refitting of one tile, inspection of waste through ceiling opening, and written report.

£116.67

VAT at 20%

£23.33

Total due

£140.00

Paid 17 April 2026 by bank transfer. Thank you.

[E13] Photograph: gap at rear edge of shower tray and bare plasterboard behind removed tile, 14 April 2026

[↑ Back to Index \[↑\]](#)

Date: 14 Apr 2026 **Type:** Evidence Document **Pages:** 1

Description: Photograph taken during the 14 April 2026 inspection showing the rear edge of the shower tray with a gap to the wall tiles bridged by silicone, and a removed tile revealing bare, darkened plasterboard with no membrane behind it.



[E14] Remedial works quotation FT-2041 from Fennimore Tiling & Plumbing, £3,650

[↑ Back to Index \[1\]](#)

Date: 22 Apr 2026 Type: Evidence Document

Description: Itemised quotation dated 22 April 2026 from Fennimore Tiling & Plumbing for £3,650 including VAT to strip the shower enclosure, replace damp plasterboard with tile backer board, re-bed the tray, tank the enclosure, re-tile, remake the waste connection, refit the screen and replace the damaged kitchen ceiling plasterboard. Eight itemised lines.

Extracted Text (Searchable)

FENNIMORE TILING & PLUMBING

Quotation FT-2041

April 2026

Date: 22

Customer: Ms P Castellane, 14 Larkspur Close, Reading, RG2 9ZZ

Remedial works to shower enclosure, first-floor bathroom, following Bramley Plumbing Services report dated 14 April 2026:

1. Remove glass screen, wall tiles to full height within the shower enclosure, and the shower tray. Dispose of waste.
£520.00
2. Replace damp plasterboard to enclosure walls with cement-based tile backer board.
£480.00
3. Level floor and re-bed the existing tray on a solid mortar base with support along all edges.
£310.00
4. Tank enclosure walls and floor with a liquid membrane system, including corner tapes and tray-to-wall seal.
£390.00
5. Re-tile enclosure walls with customer-supplied matching tiles (allowance for 2.5 sq m of new tiles if not available).
£760.00

6. Remake shower waste connection with new trap, pressure-test on completion.

£180.00

7. Refit glass screen, re-seal, and supply new silicone throughout.

£120.00

8. Replace water-damaged kitchen ceiling plasterboard (approximately 1 sq m), skim and paint.

£281.67

Subtotal

£3,041.67

VAT at 20%

£608.33

Total

£3,650.00

Valid for 60 days. Approximately 5 working days on site.

Pre-Action Protocol Compliance

This bundle has been prepared in accordance with CPR Part 27 (Small Claims Track).

Letter Before Action sent	Yes
Response time given (14 days)	Yes
Pre-action protocol followed	Yes
Documents organised chronologically	Yes (27 documents)
Bundle index provided	Yes

Declaration: I believe that the facts stated in these documents are true. I understand that proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

STATEMENT OF TRUTH

I believe that the facts stated in this bundle and in any document verified by this statement of truth are true.

I understand that proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

(CPR Part 22.1 — Practice Direction 22)

Signed:

Full Name (PRINT):

Priya Castellane

Date:

10/10/2026



Description:

The Claimant (Priya Castellane) in person

Important: You must sign this statement of truth either digitally before printing, or by hand on the printed copy. An unsigned statement of truth may not be accepted by the court.