

David Guyan

From: Alvin Mangalum [Alvin_Mangalum@cargill.com]
Sent: 03 January 2019 14:16
To: raynesbranch@mr-carpet.co.uk
Cc: alvin mangalum; Radcliffe Eloise
Subject: Att: Anthony - Ref Order: R17788

Dear Anthony,

Per our recent discussion I wanted to make you aware of the recent feedback we have received based upon further investigation to the leak in our underfloor heating that has caused damage to the current flooring. As you are aware we have recently experienced a leak in our underfloor heating. We had in addition to this experienced a regular drop in pressure from our megaflo for the last ~4-5 months (since turning the heating on during the colder periods).

We originally appointed Mr Carpet (~April 18th – you had instructed Roy and his son to do the job) to come and fix the previous flooring and lay down the new Amtico as well as new ply wood to extend continuously from a proportion of the living area and into the hallway (so the floor was all level).

This new flooring that Roy and his son laid required new ply wood (the amount of the ply wood laid (along with the thicknesses) can be referenced on your invoice) indicates that this was applied in the kitchen area and the hallway. In addition to the new screeding that was applied and new amtico then laid.

On the 13th December we called our original builders to come and investigate the leak to the underfloor heating. I was originally under the impression that possibly the original builders may not have used a continuous pipe for the underfloor heating...but this was not the case.

As part of the original builders further investigation they had taken up the damaged area of the amtico floor and investigated the leak.

They have highlighted that they had:

- 1) not laid that ply wood,
- 2) they use completely different screws/nails to the ones used by Roy and his Son
- 3) a different screeding had been applied to the one they used when they laid the original flooring.

In short they had concluded that a new nail/screw that was used to lay the new ply wood had gone into one of the underfloor heating pipes and this had caused the leak. This would coincide with the recent regular drop in pressure from the megaflo over the past ~4-5months since Roy and his son carried out the work.

They have provided evidence (pictures further below) that can prove they had not caused the damage but have also indicated that if we were to check the other non-touched areas (original existing plywood used on the other parts of the kitchen – the area where Roy did not have to put new plywood and new screeding down (closer to fridge and bifolds)) we would be able to see completely different screws and screeding was used. They have also sought advice from their insurance company and have been told not to repair the recent damage.

If we were to send this report to our insurance company it is possible they may make a separate claim to Mr Carpet directly to cover the total cost of the entire insurance claim. This will be far larger than the cost of the repair to the pipes and replacement of the affected amtico area.

Based on this and per our discussion (I know you wanted to relay this on to your MD) can I recommend that Mr Carpet arrange and cover the costs for the full repair of the underfloor pipe, replacement of new plywood and amtico flooring to the affected area (to ensure the area is completely made good) as soon as possible. Our Insurance company will also probably charge the original £500 excess for the claim that will also need to be covered by yourselves/Mr Carpet.

03/01/2019

Please also note that we have 2 very young children and have not had heating in that area for nearly 1.5months so prompt resolution is required.

Feel free to call me to discuss further but im hoping we can resolve the issue as amicably and as quickly as possible.

Kind Regards,
Alvin Mangalum / Eloise Radcliffe
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