

## David Guyan

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**From:** Anthony Rickard [[anthonyrickard@mr-carpet.co.uk](mailto:anthonyrickard@mr-carpet.co.uk)]  
**Sent:** 18 February 2019 09:31  
**To:** [ogalsworthy@yahoo.co.uk](mailto:ogalsworthy@yahoo.co.uk)  
**Cc:** [raynesbranch@mr-carpet.co.uk](mailto:raynesbranch@mr-carpet.co.uk)  
**Subject:** RE: Ref R17795 34 Algarve Road

Dear Olivia

Thank you for your patience in awaiting our response.

To confirm Colin's finding from his site inspection with you last Wednesday;

- The main landing has been laid slanted, so a replacement piece will be ordered and that carpet will be replaced for you and laid correctly (please note, dye batch variance can occur)
- The pad paper has not been laid in on the landings and bedrooms as it was supposed to have been done, so the installer will pull up the carpeting and underlay, and lay the pad paper.
- At this point, you have the potential to change your underlay in the rooms and landings to the 10mm Luxury PU Foam as discussed with Colin on site. To do so, we can offer this service at the £104.00 additional cost as priced up on your accepted quotation.
- The turned carpet along the banister railing will be adhered into place to stop it lifting
- The bottom step carpeting has some slack in it, which it will be tightened and the looks improved.
- We will attempt to improve the aesthetics on one of the stairs where there is a gap showing on the left hand side between the edge of the carpet and the skirting board.

I trust the outlined above meets your approval and I look forward to hearing from you.

We at Mr Carpet apologise for the inconvenience this has and will cause to rectify.

If you have any questions, please do not hesitate to get in touch!

Regards,

Anthony Oguzhan Rickard  
Mr Carpet Ltd

308 Worple Road  
London  
SW20 8QU  
T: 020-8947-7522  
E: [anthonyrickard@mr-carpet.co.uk](mailto:anthonyrickard@mr-carpet.co.uk)  
W: [www.mr-carpet.co.uk](http://www.mr-carpet.co.uk)

-----Original Message-----

From: [ogalsworthy@yahoo.co.uk](mailto:ogalsworthy@yahoo.co.uk) [<mailto:ogalsworthy@yahoo.co.uk>]  
Sent: 09 February 2019 14:05  
To: [raynesbranch@mr-carpet.co.uk](mailto:raynesbranch@mr-carpet.co.uk); [anthonyrickard@mr-carpet.co.uk](mailto:anthonyrickard@mr-carpet.co.uk)  
Cc: [matt\\_mowlam@yahoo.co.uk](mailto:matt_mowlam@yahoo.co.uk)  
Subject: Ref R17795 34 Algarve Road

Dear Anthony,

Thank you very much for your time earlier, it is much appreciated.

Following on from our conversation earlier today, please see below a list of the concerns I have about the carpet and the photos to substantiate them:

1. The carpet on the first landing has not been laid in line with the line of the top step. Given that the loop carpet has a clear line, the ill fitting of the carpet is very obvious: