











Anthony Rickard

From: Anthony Rickard [anthonyrickard@mr-carpet.co.uk]
Sent: 09 February 2019 14:58
To: 'colinsymonds@mr-carpet.co.uk'
Cc: 'raynesbranch@mr-carpet.co.uk'
Subject: FW: Ref R17795 34 Algarve Road

      
image1.jpeg (140 KB) ATT00090.txt (187 B) image2.jpeg (112 KB) ATT00093.txt (159 B) image3.jpeg (112 KB) ATT00096.txt (208 B) image4.jpeg (128 KB)
  
ATT00099.txt (313 B) image5.jpeg (66 KB) ATT00102.txt (945 B)

Hi Colin

Can you give me a call on Monday when you can please. I would like to discuss the attached photos (and also the ATT files, please read them)

It is a job you've measured and would like to ask if I could send you back to discuss with her the above concerns. She's had twins I think I remember her saying hence the delay in getting back to us.

From my eyes I can see the following

Image 1: the rib along the riser appears to run out. If Billy has skirted the carpet on that left hand wall, and it carpet is dead straight, then if her riser is at an angle, this would cause the ribs to run in a way they have. If the carpet along that left wall hasn't been skirted straight then its more than likely laid at a wonky angle.

Image 2: She is complaining about the neatness of the finish. Unless Billy has wrapped the underlay around the riser when he's pinned the carpet in (why would he!) to create that bulging affect, then I can't see any way that could be improved, unless you have any ideas?

Image 3: The runner was incorrectly cut down the 57cm by Billy, when it should have been 51cm, so it appears two things could of caused this bulge in the runner. The gripper appears short (maybe its cut down to 51cm) so isn't securing the carpet as well, and maybe the bottom step is a couple of millimetres too long, so the pressure of fitting it against the wooden flooring is causing it to bulge out because its too big. This can definitely be improved.

Image 4: Image 4 is a classic case of following the rib and the carpet having a gap. Could be proven by measuring left to right at the back of the stringer and then the front of the stringer and explaining the theory of 100 year old staircases being sanded over and over when decoration works are done can cause the skirting towards to back of the stringer drop back a couple of mm as this is the area that gets sanded, causing the stairs to not finish flush against the wall.

Image 5: shes complaining about how this area was not fitting with a S/Nap (at her request, no pins here either) but as well she has been 'informed' it should of at least have been spray glued down and is complaining its flapping up.

She is dissatisfied about her felt underlay. She had a local shop come round (didn't say who) to pull back some carpet to fix a floorboard for her, and they went round condemning our fitting and underlay choices. I re-assured her on the quality and durability of the 42oz felt underlay, but she expressed the concern of going for the foam if she understood that the foam would of felt better. The quote did have the upgrade to foam, but at no point did she ask what the upgrade cost was there for. I did also notice on your measure sheet that you highlighted Luxury PU Foam for everywhere and Low Tog Underlay for the runner, so I am unsure what the whole deal with the underlays is as I didn't have the discussion with her (and to be honest mate, it was a long time a go so I can't expect you to remember either, but then again your memory does amaze me some times)

When she had the landing pulled up, she noticed no pad paper was put down, and she has concerns that there is no pad paper anywhere, so if that is the case then Billy will obviously have to go back and pull everything back and do what he was paid to do and what we sold to her. Maybe at this point we can discuss with her the foam underlays.

I personally do not see a huge amount of problems with the fitting, sure there are things that can be improved, but I feel that the fact Billy cut the runner to the wrong size (which she accepted in the end), the loft bedroom had a seam in it as it was planned up by JC incorrectly, this 3rd party coming in and slugging our underlays and fitting (In my eyes quite unfairly, as any decent carpet firm that knows anything about loop pile carpets would understand why most of it looks like it does), I think is compounding these minor issues into once huge issue.

Give me a buzz on Monday mate, Ill be at Raynes

Regards,

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

From: ogalsworthy@yahoo.co.uk [mailto:ogalsworthy@yahoo.co.uk]
Sent: 09 February 2019 14:05
To: raynesbranch@mr-carpet.co.uk; anthonyrickard@mr-carpet.co.uk
Cc: 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: