

From: [raynesbranch@mr-carpet.co.uk](mailto:raynesbranch@mr-carpet.co.uk)  
Sent: 28 June 2025 10:58  
To: '[james.peterkin@btinternet.com](mailto:james.peterkin@btinternet.com)'  
Subject: RE: Bath - Finishing off the carpet

Dear Vanessa / James,

Thank you for your email & apologies for my delayed reply. (Colin & I lost of dear Mum recently & we have the funeral fast approaching on Tuesday week, so things are little hectic ATM)

Thank you for sending the photos of the basement stairs, however the images aren't that clear & I'm concerned that there appears to be timber battens fitted which look higher than the stone steps & this could be a big problem if that's the case, so I wonder if you could take a video of the stairs & WhatsApp it to me along with lots of photos as hopefully that will be much clearer. My mobile number is 07454 318618. I'm keen to see the stairs before Mark comes to fit so we can make sure he has everything he requires to complete the job as getting him back again will prove difficult & costly

Also, would it be possible to take photos of each of the doorways that require thresholds & measure the height of the tiles / timber flooring in the bathrooms / hallway, so I can make sure he has the correct shim sizes (to raise the bars up if required) The measurement I need is from the top of the tile (or wood) to the sub-floor in the adjacent room where the Sisal is fitted (I need the measurement down to the floor, not to the top of the sisal or the underlay, thank you)

Regarding the fire hearths, do you just want Mark to cut out the visible section of Sisal on the fireplace side or would you prefer him to trim the sisal around the hearth & remove the sisal completely from underneath the hearth? (The hearths look like they're just sat on top of the sisal so I'm assuming the former, but this may be a fire hazard if these are working fireplaces?)

I've attached a photo below showing all of the materials that Mark left on site when he'd completed Phase 2 back in December 23 & I'd be grateful if you could confirm these are all still on site (and send photos if possible so I can see what's there)

Unfortunately, all of the adhesives that we left on site back in 2023 will now be out of date as they only have a 12 month shelf life, so we will need to order new adhesive & charge additional for these items I'm afraid, otherwise if we use the adhesives you have the Sisal might come unstuck & start to ruckle

I also need to check the exact type / size of Brass trims that have been left on site, so perhaps you could measure those & send photos too

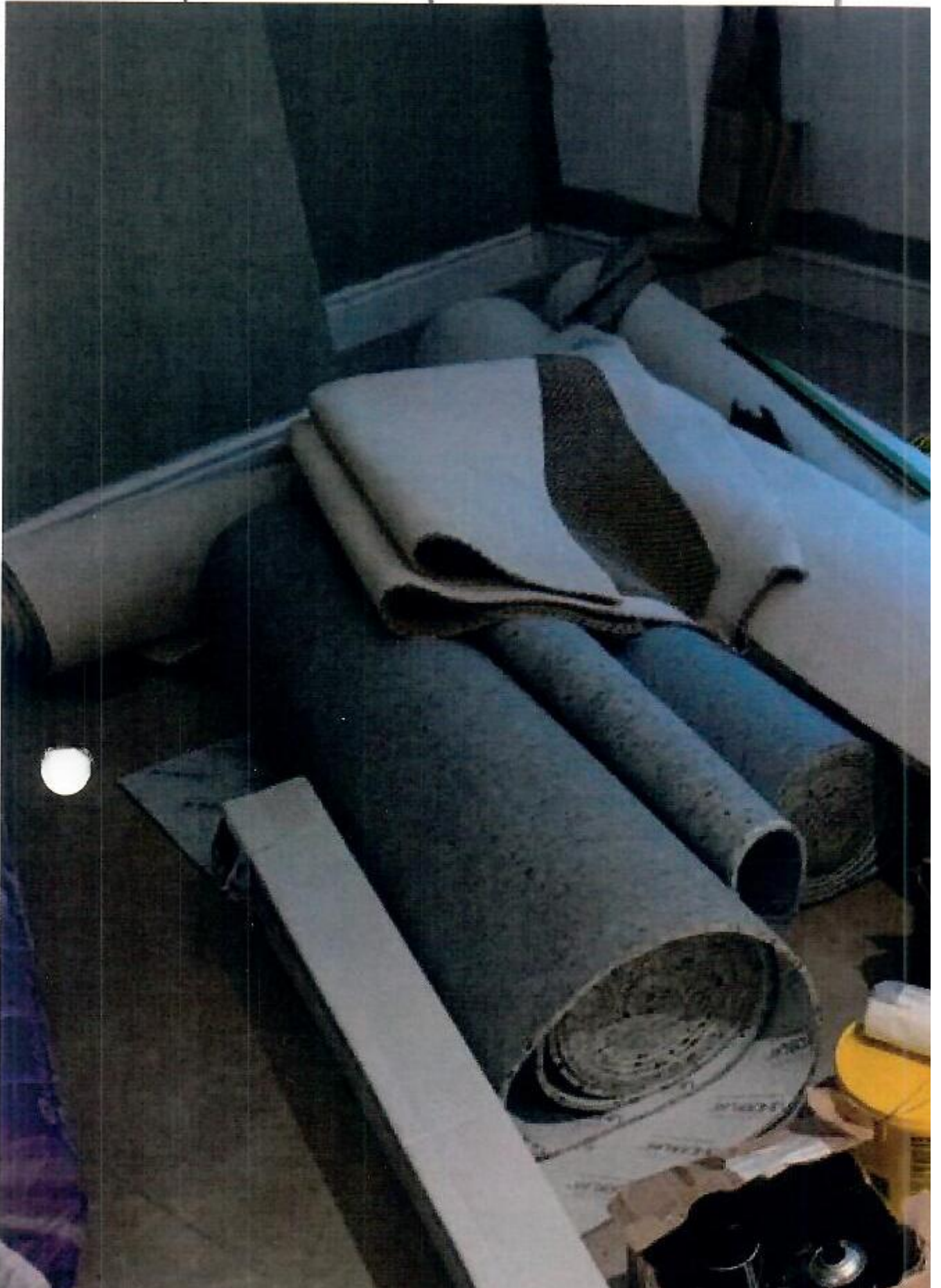
I'm in the showroom until 4pm today & here from late morning on Monday. Feel free to call me if you're unsure of anything

Many thanks  
Nigel

Nigel Symonds  
Mr Carpet (Raynes Park)

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308 Worple Road  
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SW20 8QU  
020 8947 7522  
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Goods left on site after



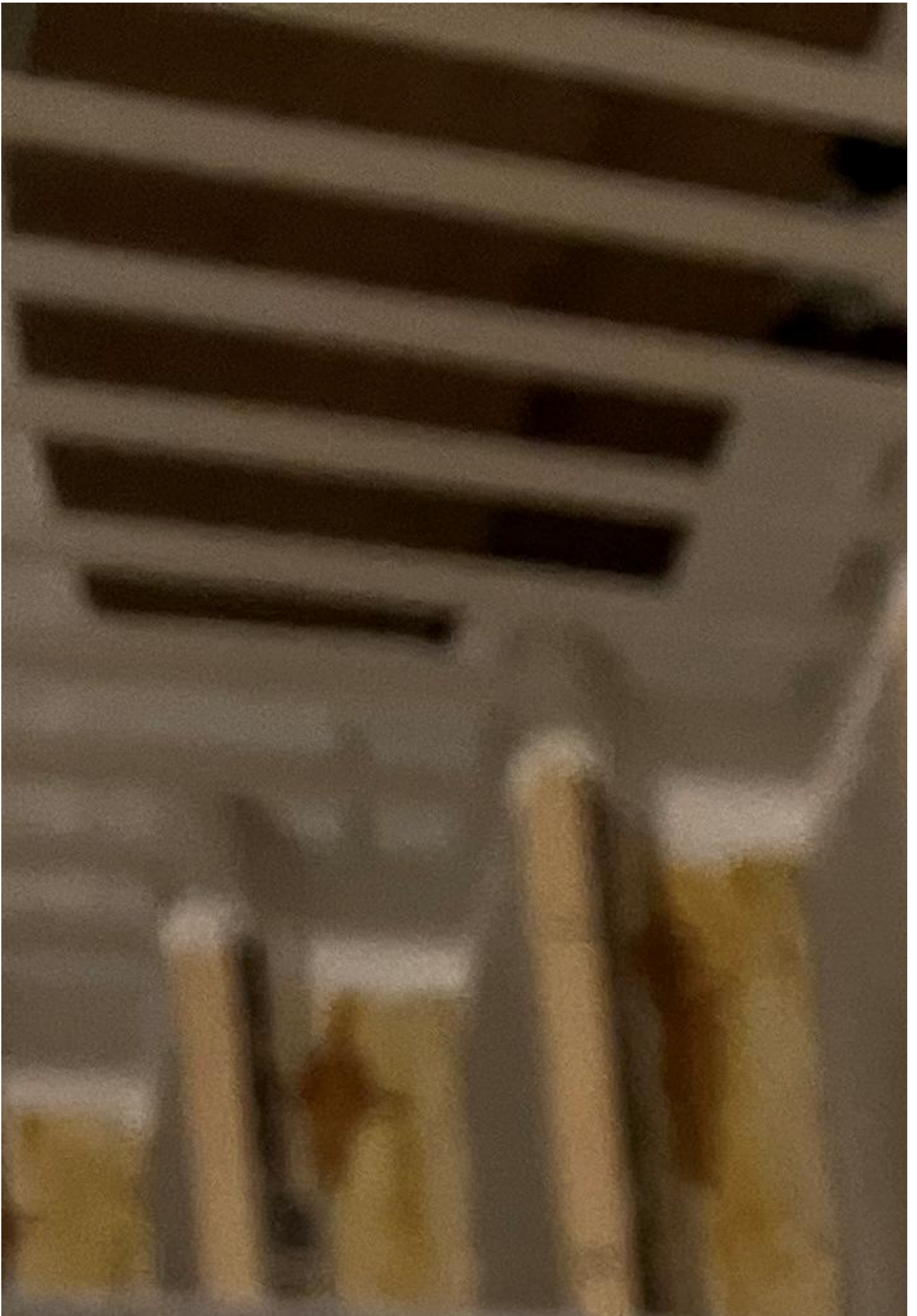
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From: [james.peterkin@btinternet.com](mailto:james.peterkin@btinternet.com)  
Sent: 25 June 2025 14:41  
To: [raynesbranch@mr-carpet.co.uk](mailto:raynesbranch@mr-carpet.co.uk)  
Subject: Re: Bath - Finishing off the carpet

Hi Nigel

Thanks for your email. All is well with us, thank you, hope the same goes for you.

So sorry about the photos. I thought Marc James (our former builder) had sent them on to you. Please find attached photos as requested.





Today

14:23

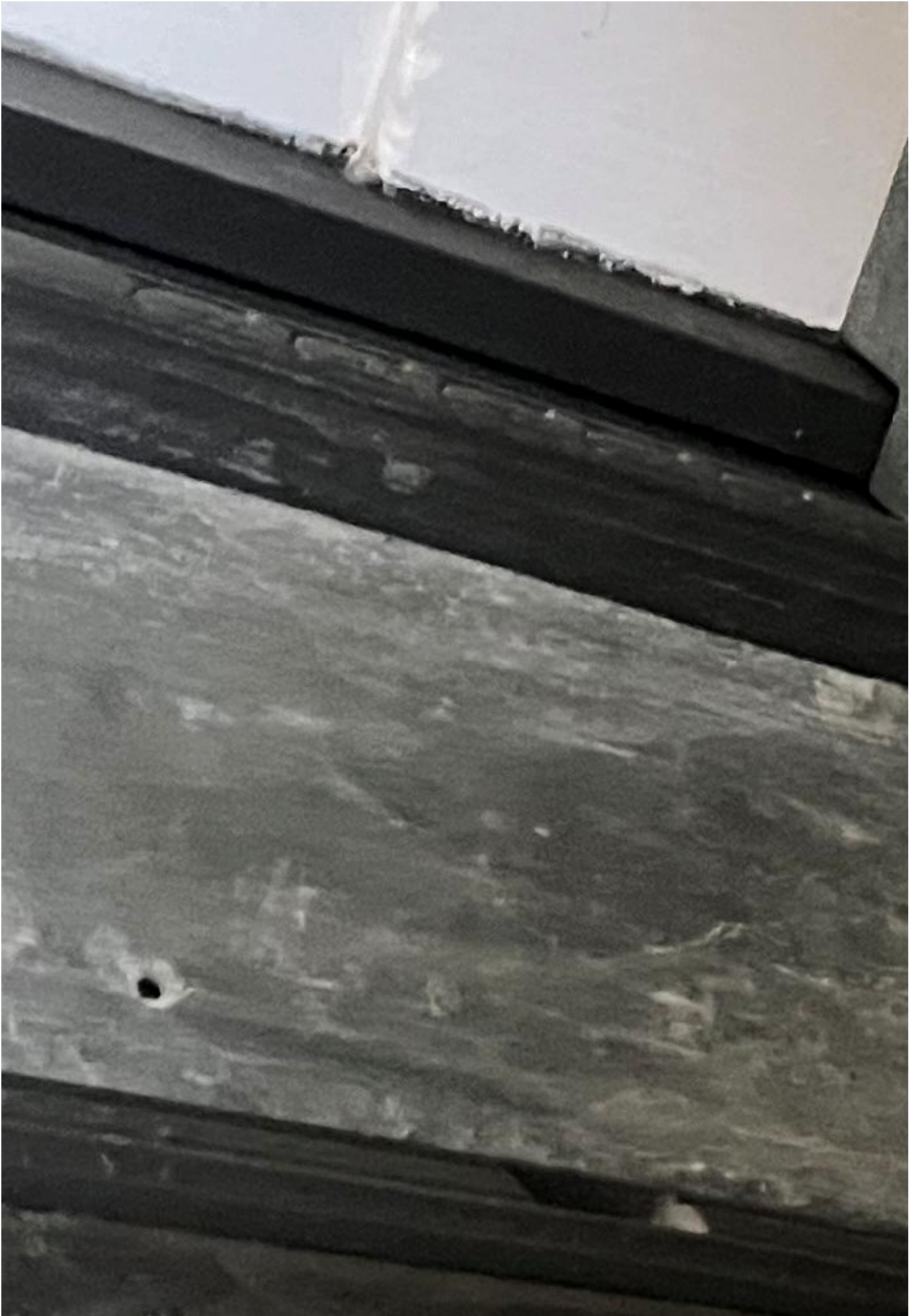


HDR



Re hearths: the builders put the stone hearth on top of the carpet so given the fire risk I'm assuming we will need the carpet to be cut out to accommodate the hearth and such that it doesn't extend to the back of the grate as it does currently. See pics.

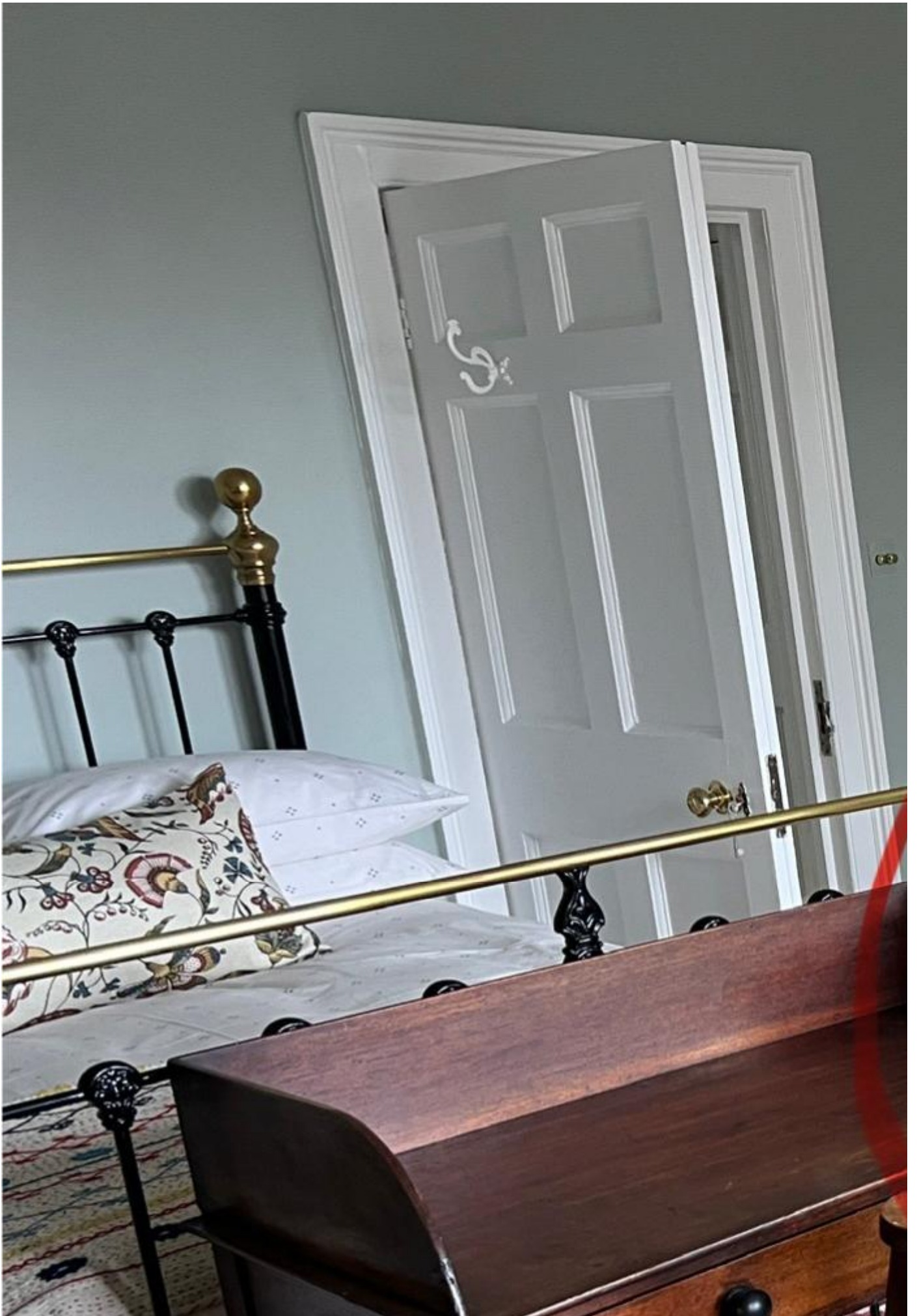






Thresholds: some of these need finishing off as they are currently unfinished. There is excess carpet flapping around at present on entry to the dining room (ground floor), to the master ensuite bathroom (second floor) and the ensuite in bedroom opposite master bedroom (second floor).

I don't have photos of each of these but I have one image which you can hopefully see the excess carpet in the background?



Hopefully that is everything you need? If not please let me know. I'm down there at the weekend so can take more photos if need be.

Many thanks

Kind regards

Vanessa

Sent from my iPhone

On 25 Jun 2025, at 14:07, [raynesbranch@mr-carpet.co.uk](mailto:raynesbranch@mr-carpet.co.uk) wrote:

Dear James & Vanessa,  
I trust you are both well.

Our final visit to complete the sisal fitting for you is fast approaching & I wanted to check that everything is on schedule & in place from your end before I finalise the accommodation arrangements & speak with Mark to run through the list of things left to do as I want to make sure he has everything he needs to complete the installation during this final visit.

I don't appear to have received the photos you were going to send showing the basement staircase after the remedial works that the builders has done to them, so I'd be grateful if you could send those over ASAP.

Also, you mentioned that some work is required around the hearths in the 2 main reception rooms and I'd be grateful if you could send photos & further details of what's required in that respect also

Unfortunately, the adhesive that we left on site during our first visit to complete the basement areas will be long past it's usable date by now, so we will need to order some new adhesive & add the additional cost to your order I'm afraid

I look forward to receiving the photos ASAP so we get everything finalised in advance of our visit

Many thanks & best regards  
Nigel

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From: [james.peterkin@btinternet.com](mailto:james.peterkin@btinternet.com)  
Sent: 07 April 2025 12:21  
To: [raynesbranch@mr-carpet.co.uk](mailto:raynesbranch@mr-carpet.co.uk)  
Subject: Re: Bath - Finishing off the carpet

Hi Nigel

Thanks very much for your email.

I know they've done some preliminary work and they are finishing them off this week. Will send you some photos at that point. Naturally we want them to be completed properly before any carpet goes down.

Will be in touch!

Kind regards

Vanessa

Sent from my iPhone

On 7 Apr 2025, at 10:54, [raynesbranch@mr-carpet.co.uk](mailto:raynesbranch@mr-carpet.co.uk) wrote:

Good morning Vanessa & James,  
Thank you for your email & yes, all good here thank you & we hope you are too

Please allow me to check availability with the fitters & I will revert with the earliest available dates as soon as possible

Did the builders manage to sort the issues with the crumbling screed on the basement staircase? I wouldn't want to send the fitters back without receiving confirmation that this has been sorted & won't present an issue with the sisal installation on that staircase

If they've sorted it already, some photos of that staircase would be useful  
Many thanks  
Nigel

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

From: [james.peterkin@btinternet.com](mailto:james.peterkin@btinternet.com)  
Sent: 06 April 2025 16:31  
To: Mr Carpet <[raynesbranch@mr-carpet.co.uk](mailto:raynesbranch@mr-carpet.co.uk)>  
Subject: Bath - Finishing off the carpet

Hi Nigel,

Hope this email finds you well?

Just wanted to check what the earliest would be to finish off the carpeting at our Bath property. I'm embarrassed to say that after 2 years the builders are still there (don't ask...) and not finished, albeit the bulk of the internal work has been done.

Anyway in a rather desperate bid to get this house completed (!) we wanted to get a steer, from your perspective, when we could get someone in to complete the works? As a reminder it includes the following:

- basement room
- the downstairs cloakroom

- stairs down to basement
- room thresholds
- a bit of work around the two hearths in the two main reception rooms.

Looking forward to hearing from you.

Many thanks

Kind regards

Vanessa and James Peterkin

Sent from my iPhone