

PROJECT 15/02/2019, 10:12

Friday, 15 February 2019

Prepared For S30476 Watts

5 Issues Identified



TOP BULLNOSE

Kevin to look at right hand side of step and see if he can improve finish.

We advised the customer that Kevin will see if there is anything that can be done

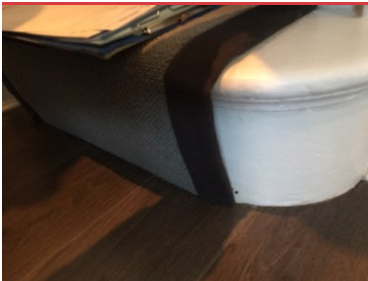
SLIGHT BULGE ON LEFT HAND SIDE OF LANDING RISER

The customer asked why this has happened to which we explained that there is no gripper in the corner to compensate for the turn in the carpet resulting in a more cushioned fell that will not come undone unless it is pulled.



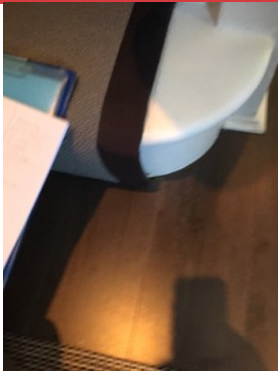
FRAYING TAPE ON WINDER 3

Fitter to pull step off of gripper, re-fit carpet and attend to the end of the tape that is currently exposed.



REMOVE 2X NAILS LEFT IN STAIRS FROM THE PREVIOUS INSTALLATION

Remove the old nails that are left exposed to the tread on winder 2 (right hand side) and the bottom bullnose riser (right hand side). These nails are not required to fit the new carpet and can not be reused so our fitters had no reason to remove them but we have now agreed at the customers request to remove these. This will then leave a small hole where the nails were that will need to be made good by the customer afterwards.



OLD PAINT VISIBLE

The customer pointed out that the old paint is visible and that the decorator had painted to the same width as the existing runner. This is not ideal as with the new runner which is the same width as the previous runner (50cm) now sitting on the new underlay there is now an exposed gap due to the thickness of the underlay that may not have been visible with the old carpet as the sides would have flattened down concealing this gap.

It was also mentioned by the customer that the runner must have not been laid straight but we demonstrated that the gap on each side of the runner are equal proving that the runner has been fitted correctly.