

R18311 – van der Watt Attend

Adrian

This is the customer I discussed with you that needs a stretch & TLC.

There is a D/Nap to fit in the loft bedroom and a general look with the customer to ensure they are happy with the installation.

There is a complaint that the stairs are loose and the video that they sent to Sally they showed the turn on the Newel post side of the winders. Obviously as it is turned it may look fuller but it has to be turned.

Can you look at the stairs and tighten them as required and re the turned edges of the riser I did explain that if we put extra tacks in there they will be visible and pull in the riser that will look different to the straight stairs. If you can demonstrate this and take the customers instruction as to if they want additional pins put in at this point.

If you can just discuss the fitting and if it doesn't need stretching just take the time to explain to the customer how we normally fit carpet on stairs.

Any problems ring me. I have given you £30 to attend but if you are there longer and feel this isn't enough let me know.

Thanks

DG