

Responses from Amtico Flooring installers;

1. "I think you should have the boss of the flooring company to come and inspect this it is a disgrace im afraid and would not be acceptable in a court or with an arbitrator (details attached below of CFJ advised Arbitrator) www.contractflooringjournal.co.uk search the directory for Arbitration.I have studied the pictures and basically every picture has an unacceptable flaw either bad fitting, Wrong adhesives, poorly installed, or silicone that my 5 year old must have installed because it is shocking. It is a shame that this has been your experience of Amtico and also of the flooring industry and especially when you have paid excessive prices for this install I have been installing Amtico for 26 years and this is in the top 5 of worst I have seen."
2. "With reference to your email and pictures I would definatley say you have cause for complaint the over all finish is very poor and the silicone sealant is even worse !! I would suggest you keep on at the developer until you get the result you require"
3. "You need to go through to Amtico and speak to the technical people. Have a you used an approved fitter? If not, then it is a case of you versus them. If they are an approved fitter, amtico will help. In my opinion the floor has been fitted badly."
4. "After looking at your pictures I can see there's multiple issues with the installation and I can see why your unhappy with it."
5. "it's a very untidy installation I carnt believe that they have used so much edging compound a great proportion is just plain poor quality work by someone who lacks experience or know how!"
6. Looks like you were robbed of £7k – the workmanship is appalling! It also appears that the subfloor was not allowed to dry out or a DPM applied before the installation. How long after the floor screed was laid, was the Spacia installed and do you know how thick the floor screed was?
7. This is not up to the standard of work an amtico floors deserves. It is an expensive and stunning floor especially in the colour you have chosen but requires attention to detail when installed. I do think this is what may have happened here, the fitters obviously have knowledge of how to install the floor but the preparation work and awkward fitting is somewhat lacking leaving a poor finish.

Responses from 3 chartered surveyors;

1. "you have adequately identified a plethora of sub-standard workmanship"
2. "My first reaction is that this is an exceptional number of snags for a new dwelling which generally indicates poor workmanship and lack of supervision throughout."
3. "To refuse a retention clause is not unrealistic. What does cause me concern is that your solicitor should have insisted that you were totally happy with the condition of the property prior to purchase and should not have agreed on completion until the snagging inspection was undertaken. There is a legal phrase that says "Caveat emptor", which means "let the buyer beware". This explanation is from Wikipedia and is quite relevant! Under the principle of caveat emptor, the buyer could not recover damages from the seller for defects on the property that rendered the property unfit for ordinary purposes. The only exception was if the seller actively concealed latent defects or otherwise made material misrepresentations amounting to fraud." Before statutory law, the buyer had no express warranty ensuring the quality of goods. Common law requires that goods must be "fit for the particular purpose" and of "merchantable quality" but this implied warranty can be difficult to enforce and may not apply to all products. Hence, buyers are still advised to be cautious.

Responses from Qualified NIC EIC Registered Electricians;

1. "I am sorry you have experienced such poor service from your developers' electrical contractor. Unfortunately it is common with housing developments that low or semi skilled operatives are employed to carry out the installation works with only qualified engineers being responsible for testing and verification of the completed installation.
2. "Having looked at the pictures it is clear there are issues relating to the standard of workmanship and also the installation methods employed by the contractor."
3. "The outside light clearly shows inner insulation exposed to rain and sunlight and even if the outer insulation was also present this cable should not be used externally at all as it is not UV resistant. The light socket to the en-suite shows an exposed wire, this could be just an off cut but if it is in fact connected or part of a cable, and this is a spare core, it is potentially dangerous and even if not live should be terminated to comply with B.S 7671. It is concerning that the down lighters in the en-suite were seen to be flickering and are

now no longer working. Whilst the other items of concern are compliant with B.S 7671 they are extremely badly installed and if the NICEIC visited they would take a very dim view on the quality and would start to look at lot deeper expecting lots of other problems. I can't see in the enclosures especially the external ones where the armoured cables terminate but from what I've seen so far I dread to think what is hidden and would be very surprised if there weren't quite a few issues that you cannot see on the surface. The job is a total bodge I can't put it any other way. If I found out that anyone carried out this work on behalf of our company it would be an immediate disciplinary based on very poor workmanship and lack of care and attention.

Based on this it would not surprise me if the certification that you have (you have to have one by law now as per building regs) is not worth the paper it is written on, though the readings might make sense it could have been copied from the previous property and edited which we wouldn't be able to tell without testing it ourselves. By all means send it over and one of our Q.Ss will take a look when we can. In summary this has either been installed by completely unskilled personnel or personnel that simply don't care about the quality of their work. I would ask for the full qualifications of the personnel that carried the work out and their relevant experience that qualifies them to do so"

Reponse from retired site manager of a large regional housing developer and former owner of a building company.

"I suspect that multiple trades have been working on site simultaneously, rushing in order to meet a deadline for a sales/completion target. This in part, accounts for the evident lack of quality control. You should be deeply concerned about what lies in the cavities and the safety and quality of the workmanship that is not visible. If this is the finish on the surface, god only knows what's hiding behind it. Unless TaylorWimpey has changed its standards recently, this should not have been released for handover by either the sales or site team, of that there is absolutely no doubt. There is clear evidence of serious failings by the contracting and sales team in the management and subsequent release of this plot. Based purely on what is visible and with the number of trades that will be required back on site to make good, this will require careful management and longer than a month to fix"