

### The Steps to Take if You Have a Problem with Your Timber Floor

Firstly, **remember timber floors are natural**, timber does move, so expect some expansion and shrinkage effects throughout the year.

We also suggest you **read the other information sheet – 'client expectations'** before you do anything.

If you believe you have a problem – **firstly contact the enterprise your contract of work was/is with**, as they do have a right of rectification in most jurisdictions. Put simply, they may be quite satisfied to address the problem immediately.

If you do not get action and still feel strongly about the problem or if similarly the contractor disagrees, **it can often assist to get a second opinion**.

**Should you be uncertain about the problem** - unsure if it does or doesn't meet industry expectations, you can **contact an ATFA accredited inspector for a 'verbal call out'**. This typically costs \$250 (though may be higher if additional travel and/or time warrants it) and will provide you with verbal comment regarding the floor or practices used but that such comments are not to be used for any further negotiations as only the written report is an acceptable tool (as per the 'Request for Inspection Form' available from ATFA). If you believe the inspector's comments warrant a full inspection with a written report, this may be carried out at the time and will cost an additional \$400 (though may be higher if additional travel and/or time warrants it). Please note, if you choose not to immediately proceed with the full inspection and choose to at a later date, you will be subject to the full fee (\$650).

**Should you be sure a problem exists** with your floor, instead of a call out, you can **contact an ATFA accredited inspector** to undertake a full examination of the problem. This will result in a full written report, usually returned to you within five working days of the visit. The cost is \$650 (though may be higher if additional travel and/or time warrants it). Should the report confirm that workmanship or materials have contributed to the problem, we recommend that you contact the contractor in the first instance to advise them of the outcomes of the independent report and look to use the report to assist in negotiating an acceptable outcome. If no resolution occurs at this stage you can seek assistance with your Consumer Affairs Authority, Licensing Authority or seek legal advice. In all of these circumstances the written report should provide you with an essential tool.

**Inspections conducted by ATFA accredited inspectors are undertaken objectively** analysing all of the available information factually. It could be expected that the outcome of the report would be the same regardless of which party commissioned the report.

**Inspectors accredited by ATFA are available by contacting ATFA** on the home page of our website, click on the button near the bottom titled 'Click Here for an Accredited Timber Floor Inspection', complete the online registration and click submit. You will then be sent a list of inspectors and the Request for Inspection Form. Inspectors accredited by ATFA are independent, are subject to a code of conduct, a conflict of interest policy and carry professional indemnity insurance. They have undergone intensive training and carry an accreditation card to verify their credentials.