



## Summary of disputed items

This report contains our assessment of the reported items, based on the information available at the time of writing this report. Our assessment may have been completed by reviewing information and photographs supplied by the homeowner or other parties, or we may have arranged a resolution meeting at the home.

We may amend our findings if we later become aware of other relevant information.

If we need more information or need to carry out further investigations before we can make a decision, we'll write 'Pending' against the relevant item(s). Once we have the information and have made a decision, we'll send the policy holder and the builder an updated report.

If repair work is needed, the report will explain where the builder didn't meet NHBC's requirements and will detail the action they need to take. The builder must repair the items and carry out any other works that are necessary to ensure they comply with our Technical Requirements.

If items comply with our Technical Requirements, the builder won't need to carry out any further action.

There's more guidance on the last page of this report.

### Reported items

Item number	Policy holder's description of item	Action required
1	Amtico flooring laid uneven.	Yes.

Full details are in the next section of this report.

### Action required

If action is required, a date will be shown in the box below.

The builder must finish the required action by

05 October 2018

Item 1.

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Details of item

Amtico flooring laid uneven.

Photograph(s)



*Amtico floor finish to kitchen. Excessive dip in floor to area below spirit level.*



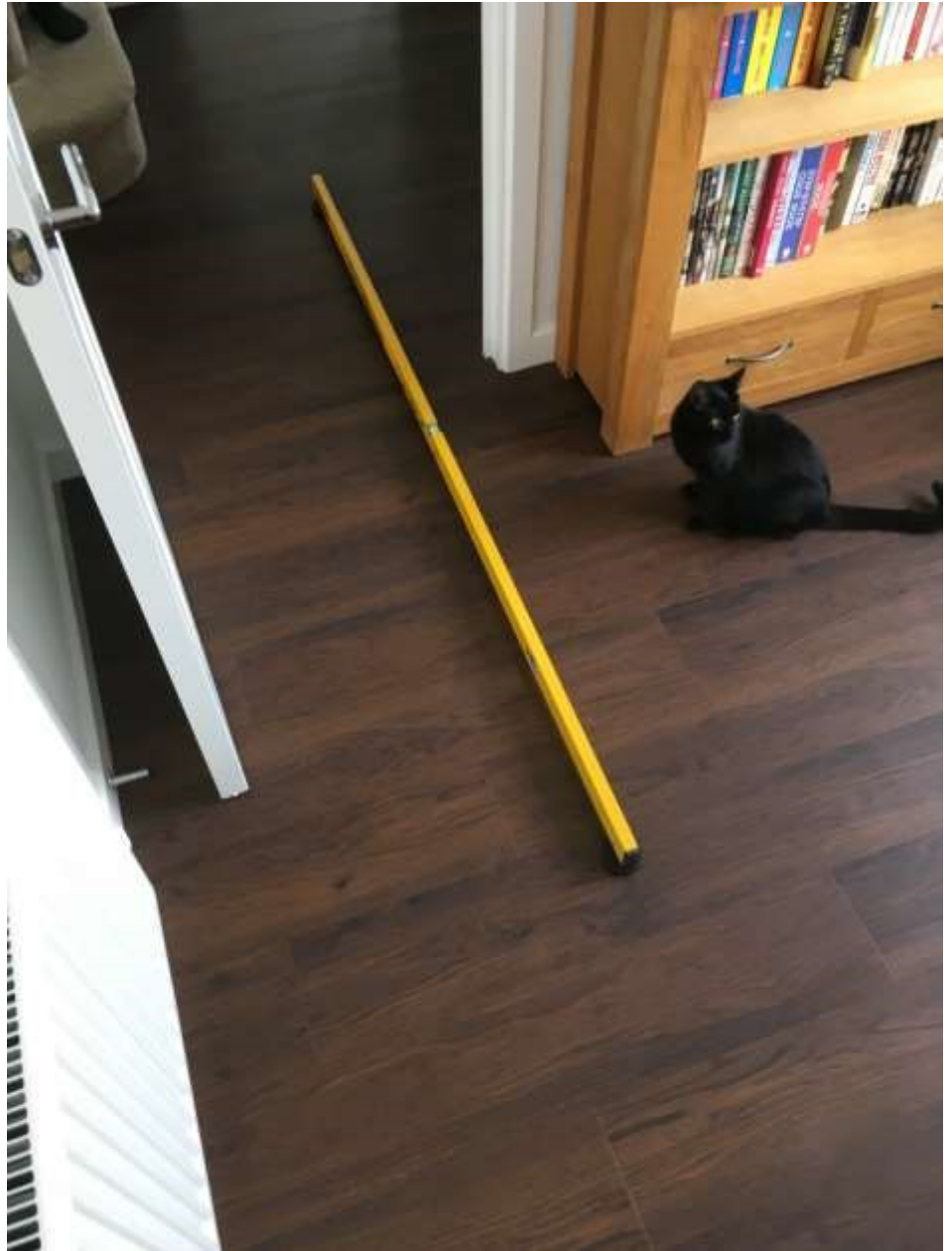
*Dip measured at 20mm. 10mm offsets used below ends of 2m straight edge.  
NHBC tolerance is +/- 5mm using a 2 metre straight edge with equal offsets.  
Dip therefore 5mm over allowable tolerance and considered excessive.*



*Excessive dip in floor runs through into cloakroom.*

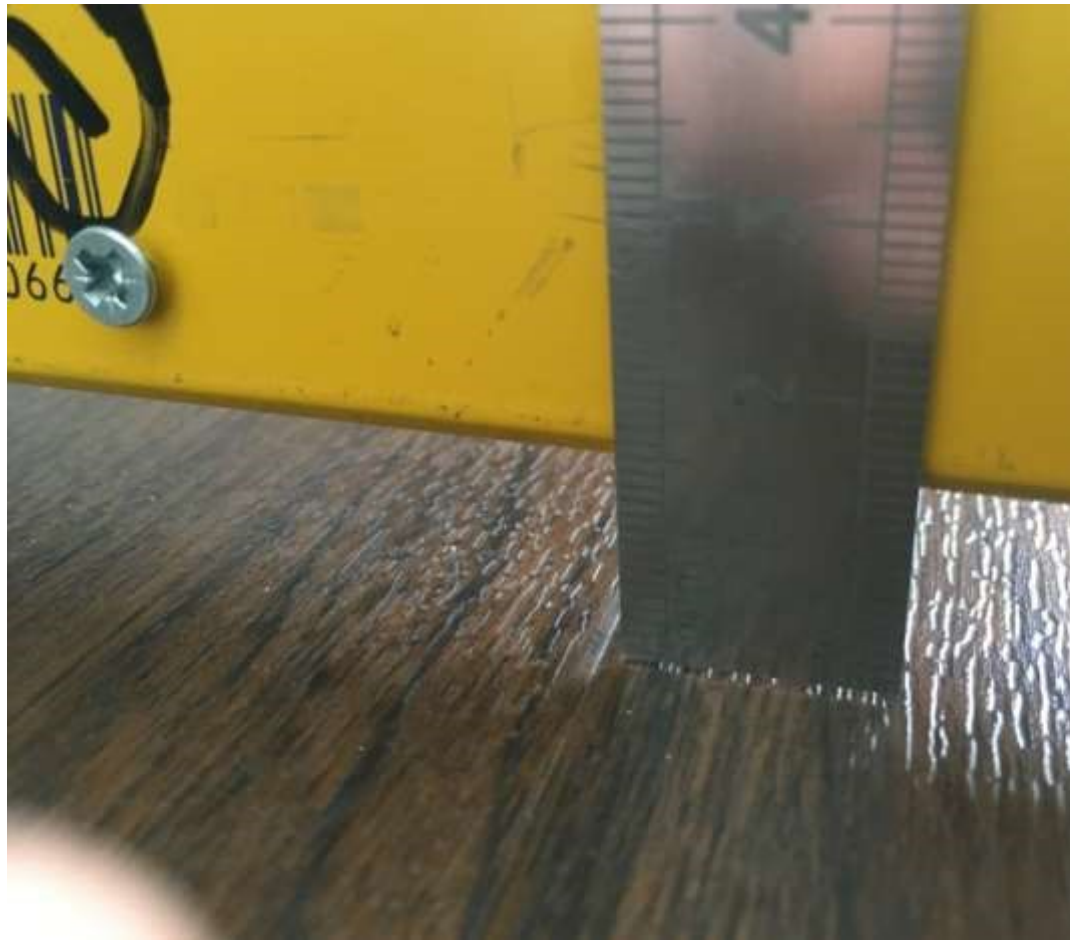


*Dip measured at 19mm. 10mm offsets used below ends of 2m straight edge. NHBC tolerance is +/- 5mm using a 2 metre straight edge with equal offsets. Dip therefore 4mm over allowable tolerance and considered excessive.*



*Floor measured across hall to study to check dip in floor. Cloakroom is to the left behind the study door.*





*Dip measured at 14mm. 10mm offsets used below ends of 2m straight edge. NHBC tolerance is +/- 5mm using a 2 metre straight edge with equal offsets. Dip therefore 1mm within allowable tolerance and considered acceptable.*



*Floor reasonably flat between hall and lounge door threshold.*



*Floor measured across dining room square bay.*

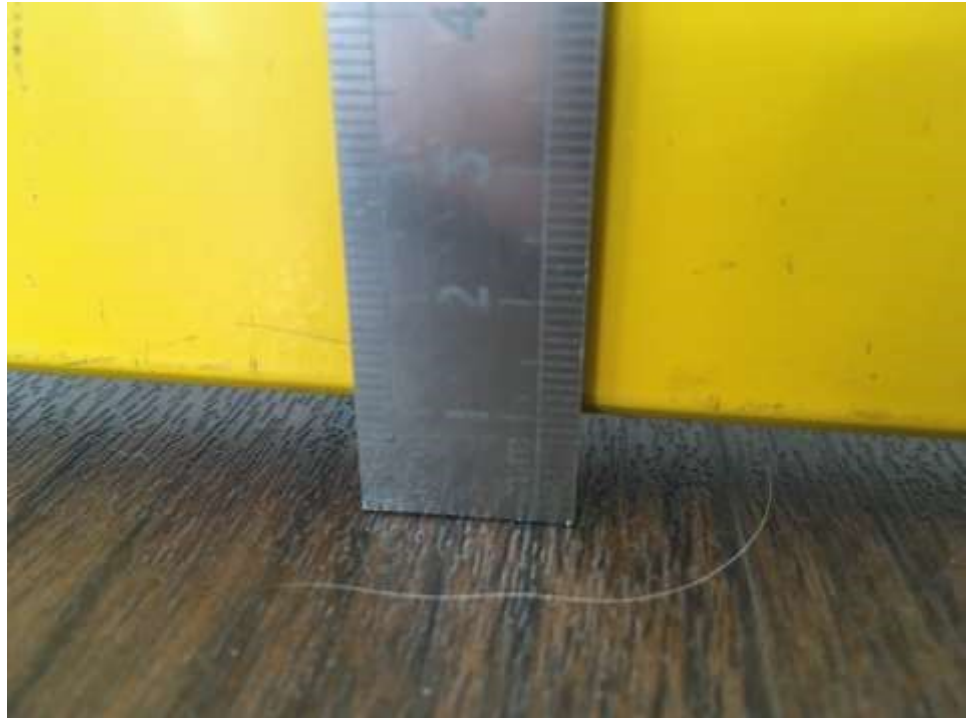




*Dip measured at 12mm. 10mm offsets used below ends of 2m straight edge. NHBC tolerance is +/- 5mm using a 2 metre straight edge with equal offsets. Dip therefore 3mm within allowable tolerance and considered acceptable.*



*Floor measured along dining room floor finish perimeter.*



*Dip measured at 10mm. 10mm offsets used below ends of 2m straight edge. NHBC tolerance is +/- 5mm using a 2 metre straight edge with equal offsets. No dip exists and therefore considered acceptable.*



*Floor measured further along dining room floor finish perimeter.*



*Rise measured at 6mm. 10mm offsets used below ends of 2m straight edge. NHBC tolerance is +/- 5mm using a 2 metre straight edge with equal offsets. Dip therefore 1mm within allowable tolerance and considered acceptable.*



*Floor measured across end of dining room floor finish perimeter.*



*Dip measured at 13mm. 10mm offsets used below ends of 2m straight edge. NHBC tolerance is +/- 5mm using a 2 metre straight edge with equal offsets. Dip therefore 2mm within allowable tolerance and considered acceptable.*

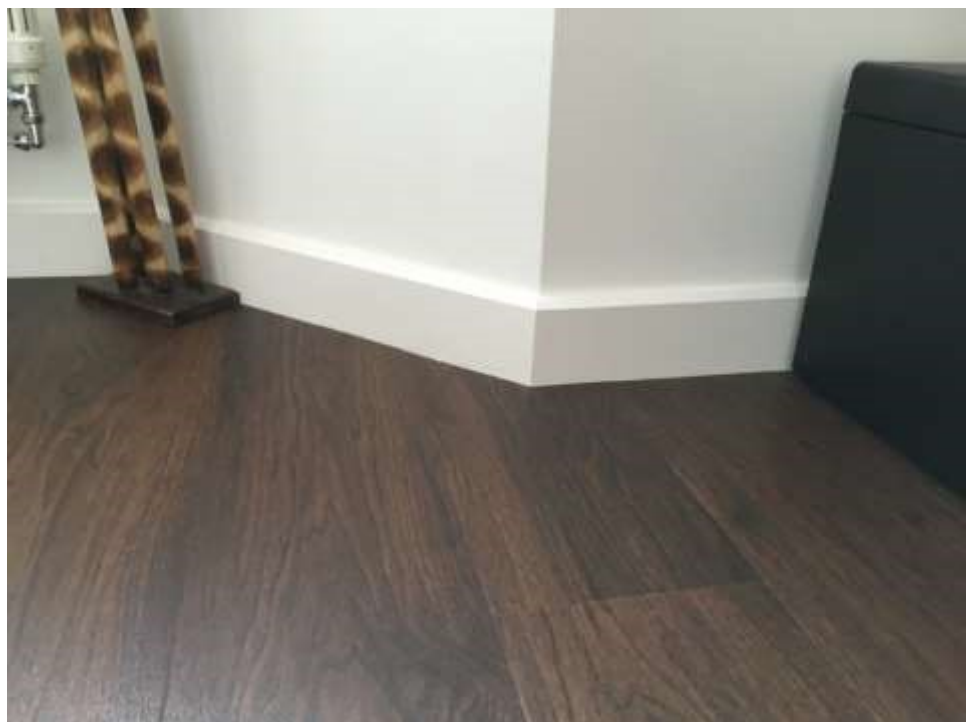


*Visual appearance of Amtico floor finish against skirting lines. Localised hump in floor due to debris below Amtico floor present to area highlighted.*





*Visual appearance of Amtico floor finish against skirting lines.*



*Visual appearance of Amtico floor finish against skirting lines.*



*Visual appearance of Amtico floor finish against skirting lines.*



*Visual appearance of Amtico floor finish against skirting lines.*



*Visual appearance of Amtico floor finish against skirting lines.*

### Findings

Mr Ball expressed concern that the Amtico floor covering to the kitchen and open plan dining room, the hallway, the cloakroom and the front study has been laid uneven and has an unacceptable appearance.

Unevenness of floors are covered under NHBC Standards Chapter 9.1.5, which states that floors should be flat within a +/- 5mm deviation, measured using a 2 metre straight edge with equal offsets.

Flexible sheet and tile floor finishes are covered under NHBC Standards Chapter 9.3.7, which states that the floor coverings should be installed in accordance with the manufacturers recommendations, and generally be fully bonded. It also states that floor finish should be reasonably level and smooth, particularly at doorways and junctions.

The general appearance of the Amtico floor covering was inspected and considered to be acceptable and reasonably level and smooth. Some unevenness was observed between the floor finish perimeters and the white skirtings to the dining room and other areas. The floor around the room perimeters were measured for unevenness against NHBC Standards Chapter 9.1.5 and found to be within NHBC tolerances except for the areas noted in the above photographs and confirmed in 'Next steps' below.

Mr Ball also pointed out a localised bump in the Amtico floor in the dining room, caused by some debris below the surface. This area is highlighted in the above photograph.

When considering the general floor finish appearance and any minor irregularities, the nature and extent of any work necessary to rectify minor variations from the NHBC tolerances and finishes given should be proportionate and appropriate to the circumstances.

It is the Claims Investigators view that the floor finish and appearance is acceptable and complies with the NHBC Standards, and any remedial work to rectify the minor unevenness with the Amtico flooring covering would not be proportionate to the circumstances, except to the areas highlighted.

The builder must carry out works to make sure that this item complies with our Technical Requirement R4. NHBC Standards Chapter 9.1.5.

### Action required

Yes.

### Next steps

The builder is required to carry out works to ensure that NHBC Technical Requirements are met.

I recommend that the builder undertakes work to rectify the highlighted excessive dip in the floor between the kitchen base unit and the tall fridge freezer unit, and also to the cloakroom floor. Re-levelling work should bring the floor to within NHBC tolerances of +/- 5mm, and may require the temporary removal of some kitchen units and cloakroom sanitary ware along with areas of the Amtico floor covering.

In addition, the localised debris below the Amtico floor in the dining room where highlighted in the above photograph should be removed by the builder.