

From: [REDACTED] <[REDACTED]>
To: Darren Indyke <[REDACTED]>
Subject: Fwd: Flooring Quote
Date: Sat, 10 Mar 2012 12:07:17 +0000

Hi Darren. JE wanted me to get you involved with an issue we are having with some flooring company we used to change and install new linoleum flooring in the basement. There have been nonstop issues with them. It will be easier to explain over the phone, but I'm sending you our email correspondence in the meantime. Basically they need to redo the kitchen part of the basement because it's completely crooked, but they are saying its crooked because the walls are uneven, not because the installers didn't do the job right. Not one wall is straight so that's clearly not the case. I will send photos later as well

Begin forwarded message:

From: MICHAEL LADENHEIM <[REDACTED]>
Date: February 7, 2012 4:55:25 PM GMT-04:00
To: [REDACTED] <[REDACTED]>
Subject: Re: Flooring Quote

[REDACTED]
I tried to contact you earlier today to address these issues that I am fully aware of. All of the pictures shown are due to us not being allowed to finish the job by the building manager. The perimeter is not caulked yet making it look unfinished. As for the piece where the pattern doesn't match, it is a filler put in temporarily so no one would trip over an undone area. It needs to be switched out with an actual matching piece.

Hector, the installer on the job, is one our top installers certified by Armstrong. He advised me that all he was trying to do was finish the job properly, when the building manager yelled at him using obscenities because he was taking too long to finish. There are some finishing details that were not able to perform due to your building managers deadlines. I would like to send my installer back at your earliest convenience to finish the job.

Also, I will adjust your balance accordingly due to the unused material ordered for diagonal installation. Please call me so we can set up a day and time to finish.

Thank you
Mike

On Tue, 07 Feb 2012 11:19:26 -0500, [REDACTED] <[REDACTED]> wrote:

Hello Michael. I have just looked at the job and it is shockingly bad. I think you need to send someone to the location to have a proper look. I have attached photos for your review. I am most bothered my the installation of the kitchen. It is completely skewed as you can see in the photos. Looking into the kitchen from the hallway, you can see how the flooring veers off to the left. If you look at the flooring next to the cabinets, on the near side, you start off with a full black diamond butted up against the cabinet, and when you get to the far end of the cabinet there is only half a black diamond left; it's that crooked. There is one spot that I cannot even comprehend how anyone could install a piece like that no matter how inexperienced you are at installing flooring; I could have done a better job myself.

There are tears in the flooring in some of the corners, uneven cuts around the edges and corners, etc. This is

completely unacceptable. You are wanting to charge me top dollar for amateur work. This is an extremely high end home we are dealing with. Granted, sheet vinyl is not a very high end product, but I still expect a proper installation if you want to charge me almost \$6000 for installation. Your workers came completely unprepared, only one person spoke English who gave the house manager major attitude. Art (whom I heard had quit your company) told me he wanted to have the installer come walk the job beforehand to get a proper grasp of the work involved. I told this to Bernie, who basically ignored that advise. If this had been done, we possibly could have avoided a good amount of the issues encountered with this job, one of those issues being that you said we could install on the diagonal, you even charged me for extra materials in order to do so, only to be told this wasn't possible for the majority of the job on the day of installation. (My client was not happy about this to say the least) Your first installer shows up with no materials, says he has to then go back to the warehouse to cut the material and would be back in a few hours, only to never show up again. We find out 5 hours later he quit the job, quit working for you. He claims it was a difficult job and you didn't want to properly pay him for the work, that this has been an ongoing issue with you in the past. A 2 day job turns into a 3 day job with the house manager staying at the house with the workers until 9pm on Thursday, 8pm on Friday, and had to come in on Saturday until 6:30pm. And we still get an amateur installation. I cannot pay the final balance until these issues are addressed and the kitchen has been properly installed, by proper installers. Please let me know when one of your representatives can come have a look at the job and see for themselves. I hope this can be resolved in a timely manner.

--
Michael Ladenheim
Flooring Liquidators

