

Elizabeth Mi  
Unit 6, 76 Albert Road  
Strathfield NSW 2135

October 4, 2019

M & Y Renovation Pty Ltd

Defect notice for works performed at unit 1, 47 Burlington Road Homebush NSW

Dear Jimmy,

I have sought advice from NSW Fair Trading and they have advised me, that under NSW consumer law, I have purchased a service from you, and you have failed to deliver the requested service. I therefore demand that you rectify the following defects in the timeframes outlined below:

### **Kitchen**

Besides the defects listed below, your workers damaged the pipe behind the wall tiles in the kitchen, requiring a repair from a licensed plumber. I will pass the cost of repairing the damage on to you which is \$550.

The following defects in the kitchen are to be rectified by 8:00 PM Monday, October 7, 2019

- The grouting in the floor tiles is already coming off. You must grout them properly.
- The cord to control the vertical blind in the kitchen is missing after you removed it for painting. It must be replaced.

I will inspect the kitchen at 8:00 PM Monday, October 7. If the works are not done to a professional standard, I will engage other tradespeople to complete the job at your expense.

### **Living room**

The following defects are to be rectified by 8:00 PM Monday, October 7, 2019.

- More than half the tiles have been laid badly with not enough bonding agent, causing a drummy sound. This does not comply with Australian Standard AS-3958.1. You must remove and re-lay the tiles and replace any that you damage with the same colour and same quality tile – rectified full body porcelain tile.  
Note: If this is not possible and given that the work was not performed by you to a professional standard as specified in AS-3958.1, you will need to replace all the tiles and lay them. It will be at your expense with rectified full body porcelain floor tiles. If you are unable to match the colour of the existing tiles, you must obtain my approval before proceeding with a replacement.
- I have been advised that you did not use a commercial grade bonding agent. When you re-lay the tiles, you must use a commercial grade rubber glue for porcelain floor tiles.
- The floor is uneven, and I expect you to rectify that when you re-lay the tiles.
- There is paint on the cupboard doorknob. Remove it. You should have cleaned it as a matter of course.
- There is paint on the bedroom doorknob. Remove it.
- The paint coverage is uneven. It needs another coat at your expense.
- The front door no longer closes since you painted it. Ensure that it closes without the need to push hard on it.

## **Bedroom**

The following defects are to be rectified by 8:00 PM Monday, October 7, 2019.

- There are tiles that were laid without enough bonding agent. This does not comply with Australian Standard AS-3958.1. You must remove and re-lay the tiles and replace any that you damage with the same colour and same quality tile – rectified full body porcelain tile.
- There is paint on the inside doorknob. Remove it.  
Refer to the note regarding the tiles in the lounge for instructions if you are unable to match the existing tiles.
- The paint coverage is uneven throughout the room. It needs another coat at your expense.

**Bathroom** – to fixed by 8:00 PM Monday, October 7, 2019.

Your workers left a mess on the floor (cement or glue) that was not cleaned up. Ensure that the floor is in the same state as when you and your workers first came on site. Ensure that when cleaning the floor, you do not damage the new vanity unit, otherwise you will replace and install it at your expense.

## **Hallway (near bathroom)**

There is a missing tile inside the cupboard – the concrete floor is no longer fully covered. Replace the missing tile.

## **Inspections**

I will inspect the lounge, kitchen, hallway and bathroom at 8:00 PM Monday, October 7, 2019. If not resolved to a professional standard, I will engage other tradespeople to complete the job at your expense.

I have been very disappointed with the standard of your work and I am giving you a chance to put it right. If you are unwilling to do this in the timeframes specified above, I will get the work done by tradespeople of my choosing at your expense. I have sought advice from a variety of trade and legal people, and I will not hesitate to exercise my rights under NSW consumer law. Failure to comply with the time frames specified will result in me taking action against you for loss of rent.

You said to me that the entire job would take about three and a half days, so I think that by giving three days to rectify these defects is more than generous on my part.

Yours sincerely

Elizabeth Mi