

## 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 – ‘owner expectations for completed floors’** before you do anything.

If you believe you have a problem – **firstly contact the enterprise your contract of work was/is with**, as they may have a right of rectification for minor repairs under Australian Consumer Laws. 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**. The options for inspection are:

- 1. 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 ‘site inspection - verbal’ (after completing the online registration)**. This typically costs \$350 (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, though 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 of the initial visit and will cost upwards from \$530 (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 do so at a later date, you will be subject to the full fee (fees starting from \$880).
- 2. Should you be sure a problem exists** with your floor, instead of a site visit - verbal, you can **contact an ATFA accredited inspector (after completing the online registration)** to undertake a full examination of the problem. This will result in a full written report, usually returned to you within ten working days of the visit. The \$880 (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 impartial 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.
- 3. Should your situation be complex in nature** and the issue has turned into a legal dispute, or has multiple parties involved or is particularly involved, your situation may require a specialised written report. **On these occasions you will be assigned an ATFA accredited inspector (after completing the online registration)**, as the report will require additional time and involvement for the inspector. The cost for this service will be quoted based on an analysis of the case and discussion with the parties.

**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, from the menu on the left hand side, third item down, complete the online registration and click submit. You will then be sent a list of inspectors (or allocated an inspector) 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.

