
Re: 4366 Millstone Dr-Schiel-Year End Service Schedule Update

Colin Schiel <cschiel@gmail.com>

Fri, Jun 18, 2021 at 12:08 PM

To: Olivia Ruby <olivia.ruby@robertthomashomes.com>

Cc: Linds <fiedler.lind@gmail.com>, Jessica Lundsted <jessica.lundsted@robertthomashomes.com>, Shannon Conroy <shannon.conroy@robertthomashomes.com>, Bill Neumann <bill.neumann@robertthomashomes.com>

Good afternoon All,

I would like to follow up on the flooring gap issue, please pardon the lengthy email but with this going on for over a year I wanted to get as much information into the conversation as possible to help us resolve it;

After having a flooring sub-contractor for Contract Interiors come out on 6/14 to look at the floor, Jeff Firkus from Contract Interiors requested that I give him a call.

From the discussion with him, he did not have any explanation for *why* there are **many (near 50% of butt joints)** gaps in our engineered hardwood floor. I do very well understand that *some* gaps may occur and this is what the conversation focused on- however I believe the gaps that we have in our floor are abnormal and unacceptable.

Had a few gaps shown up in the coldest and driest time of the year, that would be understandable. I have not received a satisfactory explanation for why these gaps would have occurred this quickly, in this great of quantity or at this time of year. For the quality that Robert Thomas offers and by and large delivers on- this floor is not up to par.

While Jeff at Contract Interiors maintains that this situation is normal and acceptable, based on the following, I believe there was an abnormality in either the flooring, the installation or environmental conditions of the house surrounding the installation of our floor.

What is the next step from here?

-Gaps appeared nearly immediately after flooring was installed. The slight change in weather and short amount of time should not have caused the flooring to gap. (flooring installed on 3/17/20, that week averaged 33.6 °F at 23.1 °F dew point), photos from 4/11/20 show gaps in the floor already (that week averaged temp 45.5 °F and 29.1 °F dew point)

-Increase in temperature and humidity should cause boards to grow and gaps to close-- yet our floor installed at a relatively cold/dry time of year shows large gaps in even the most humid conditions. How did the gaps appear when the weather was getting *more* humid and *warmer*?

-What is the explanation for how a floor can show multiple gaps in less than 1 month time span (particularly without significant seasonal change)?

-NWFA states normal gaps are, "Gaps between strips/planks that appear between individual boards and open and close with changes in humidity"

-NWFA continues to define abnormal gaps as, "Gaps in the floor that remain with seasonal change" our gaps do persistently maintain with seasonal change

-NWFA states: "In the case of widespread end-gaps throughout the floor, removal and replacement of affected areas may be necessary"

Some questions that might help in determining the root cause of the gaps:

-Is the floor that was installed floating or glued?

-What was the temperature and humidity in the room when the floor was acclimating and when it was installed?

-How long did the floor acclimate before installation?

-Moisture content was measured at 10 for subfloor and 8 for the flooring- how many sample points were collected, what was the range of those? What were the measurements when the flooring was delivered?

Thank you,

Colin

On Mon, May 24, 2021 at 6:17 AM Olivia Ruby <olivia.ruby@robertthomashomes.com> wrote:

Good Morning Colin & Lindsay,

The following vendors are scheduled to complete their year-end service items in your home

Scheduled 6/14, 8AM-12PM

Paint Scheduled 6/15 @ 8 AM

APV

- 1) Year end nail pops need repair will need second day to paint.
- 2) Sand and paint Drywall repairs.
- 3) There are some Casing corners that need caulked.

- 4) Entry door mull strip needs paint.
- 5) Exterior of entry door mull strip may need paint.
- 6) Slat boards need paint touch ups.

ABC Millwork

- 1) Inspect most interior doors. Paint issues.

Anton's

- 1) Master bedroom and second bedroom door frames need adjusted to have even reveal at top and sides. May need to remove casing.
- 2) Bedroom door hinge squeak.
- 3) same bedroom doors strikes are off and need reset.

Contract Interiors

- 1) Still have the main level wood floor gap issues. Can see bare wood at seams. Inspect to determine repairs needed.
- 2) Kitchen backsplash grout cracked and at master shower Missing grout at Curb.
- 3) Bedroom carpet gap by door.
- 4) Master bedroom needs carpet pulled back to fix subfloor.

Elander Plumbing

- 1) Main bath toilet tank runs, may need flap or kit.

Lyman

- 1) Deliver to address cedar decking boards for front porch. 1@20' and 5@12'.

CCC

- 1) Replace 5-6 front porch decking boards that have construction damage. 1 is first board top of steps.
- 2) Replace exterior of wood Try door mull strip.
- 3) Master bedroom subfloor has 2 soft spots that need cut out and replaced. About 2'x2' each.

Manor

- 1) Stone will need caulked to garage bucks after buckets are set plumb.
- 2) All 4 concrete wall ends at sides of garage door need cut to allow door track to be installed plumb.

Action Garage Door

- 1) Garage Door tracks (4) need adjusted after concrete us cut. Try to arrive late am.

Best

- 1) Gutter downspout extensions need adjusted. West side.

Fireside

- 1) Inside of fireplace box has rust spots.

Hartman

- 1) Sod needs repair by city sidewalk that was replaced last fall.
- 2) Trees, plants shrubs to inspect in spring.

RTH

- 1) Clean spray foam at living room window frame.
- 2) Wet back yard corner south/west. Owner said has been looked at prior.

For the health and safety of our staff and vendors, please reach out to reschedule this appointment if you or anyone in your house holds starts experiencing COVID type symptoms or is getting tested 24 hours before the scheduled service.

Let me know if you have any questions.

Thank you,

OLIVIA RUBY, Customer Care Representative

Robert Thomas Homes, Inc.

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