

## IMPORTANT INFORMATION ABOUT YOUR FLOOR REPAIR



Please take time to read the following information carefully.

### BEFORE YOUR FLOOR REPAIR BEGINS

- **Accommodation**  
If necessary, JP Flynn will communicate with your insurer about the requirement for you to be accommodated offsite during the floor repair process. The terms, conditions and payment arrangements for offsite accommodation payment shall be negotiated between yourself and your insurer.
- **Contents Items and Personal Effects**  
It is your responsibility to advise JP Flynn, in writing, of contents items or personal effects requiring expert handling or specialist relocation techniques prior to commencement of works.  
Relocation of items will be limited to removal of the items from the area of repair (for the purpose of access to the area of repair) and storage onsite. If you require further or offsite relocation, this must be communicated in writing and agreed to by your insurer, prior to the floor works commencing.
- **Dust and Floor Repairs**  
JP Flynn advises that replacing, repairing or refinishing floors **will** create dust.  
JP Flynn will take reasonable steps to provide dust protection to contents items and personal effects prior to commencing floor repairs.



**JP Flynn cannot guarantee that our reasonable steps to provide dust protection will provide a completely dust free environment. We advise you to safely store items that are sensitive to timber, masonry or general dust exposure away from the area of repair.**

### DURING YOUR FLOOR REPAIRS

- **JP Flynn's Site Access and Use of Facilities**  
You must give JP Flynn uninterrupted access to and possession of the site to carry out the floor repair.  
You must provide JP Flynn adequate access to available water and electricity, at your cost.
- **Owner's Access and Site Visits**  
Whilst the repair works are under way, the dwelling is deemed to be a building site.  
If you are accommodated offsite and wish to visit the site whilst works are in progress, you must arrange a mutually agreeable time with JP Flynn to gain access to your property.  
You must not enter the site without a JP Flynn representative present and, if directed by the JP Flynn representative, you must wear any required personal protective equipment (PPE).  
You must not access the site after hours and you must not disturb any dust protection measures installed by JP Flynn (i.e. drop sheets etc.).



**JP Flynn will not accept responsibility for any damage you create by disturbing our dust protection measures or if you have accessed the site without our consent, at any stage of the repair.**

### APPROVAL OF FLOOR REPAIRS

- You are required to inspect and approve the floor repair prior to the reinstatement of the contents items.  
Any claim for issues relating to unsatisfactory finish must be made at this stage of repair.

### AFTER YOUR FLOOR REPAIRS ARE COMPLETE

- **The Newly Finished Floor**  
Although a floor may be walked on 24 hours after initial curing, some precautions are necessary with a newly finished floor until the coating system has fully hardened. This process may take up to two weeks.  
While light furniture can be reinstated and used during this period, it should be ensured that furniture protection felt pads are attached to the feet of tables and chairs etc. and furniture such as chairs should be lifted.  
The installation of these pads is your responsibility.  
We recommend that rugs are not laid until after the floor finish has fully hardened.  
It should also be ensured that heavy items (such as fridges etc.), are moved carefully into position and at no time should they be dragged over either newly finished or fully cured floors.  
Consideration should also be given to chairs with castors and these should not be used until the finish is hardened.
- **Natural Variation**  
Timber is a natural product and this will result in variances of colour and grade. It should always be expected that there will be colour and grade variation with natural timber products, even if derived from the same batch lot.
- **Finishes**  
A finish similar to that of fine furniture should not be expected.  
Timber strip floors are not finished in a factory environment and different pieces of flooring will sand differently.  
The home environment is also not dust free. As such, a continuous and consistent finish cannot be expected from floor finishes.
- **Shrinkage**  
Localised shrinkage may also occur when areas of flooring are exposed to heat sources such as fireplaces or sunlight through large doors or windows. The overall movement and rate of movement of timber varies depending on the timber species and cutting pattern of individual boards. Small moisture content variations in boards at the time of installation and differing conditions within the house (i.e. from sun exposure or fireplaces) will also cause variation in board movement.  
Consequently, gapping across a floor can be expected and may be relatively even, depending on individual circumstances, but actual gap size between individual boards will vary. For the same changes in moisture content wider boards will move more than narrower boards.  
Your finished floor can be expected to have an even appearance free from heavy sanding marks, or frequent air bubbles in the surface.