



THE Hon STUART AYRES MP

Minister For Fair Trading

PO Box 972

Parramatta NSW 2124

TECHNICAL BULLETIN # 10

Dear Minister

Re: WOOD FLOOR INDUSTRY

During the past 5 years, I have observed a significant increase in Wood Floor **Failures** and in **disputes** over Wood Floors.

For the past 49 years, I and my family have owned and operated “**specialised**” Wood Floor **Manufacturing** and **Installation** businesses throughout Australia and Asia, (my credentials are attached).

Since the withdrawal of “**Licencing**” from our industry in NSW by the former Government, I have seen many proud home owners reduced to tears by both **incompetent** and / or **unscrupulous** operators.

As President of the **National Wood Flooring Association** for the past **14** years, and Chairman – Technical Committee (16 years), we seek the betterment of our industry through education.

As you may know, in 1999 some 600 Australian Standards were “withdrawn” including those affecting much of our industry. After 15 years of attempting to have Standards Australia finalise new Australian Standards, **NWFAA** now publishes all relevant trade data on-line to guide the Industry, in “**best practice**” installation techniques

Enclosed with this communique is a copy of the **Technical Information** and advice which we publish on-line, to guide **Architects / Specifiers / Contractors** and **Home Owners** on wise decision making regarding their selection of a timber floor system and the specific “**warnings**” that are appropriate to those types of systems, with a view to **disputes** being avoided, and **quality of products** and **competency of labour enhanced**.

Our executive is of the view that these documents will be of value to your **Members** in guiding their deliberations, over wood floor disputes.

I would also advise, that it is our intention to establish a **data base**, of “sanitised” wood floor failures that relate to the types of “typical” matters that your Officers deal with every day of the week, in anticipation, that this resource will lead to more “**just**” and “**swifter**” outcomes for all concerned.

I trust that you might see fit to disseminate this information to Officers throughout your Department in the hope of betterment of the **Wood Floor Industry**, and the reduction in disputed matters.

Should you wish to discuss any of these matters, I am pleased to make myself available at your convenience.