



TECHNICAL BULLETIN #11

Minister Gabrielle Upton M.P.
NSW Civil & Administrative Tribunal
State Government Offices
86-90 Goulburn Street
Sydney NSW 2000

Email: ncat.nsw.gov.au

Phone: 1300 006 228

Re: The Proliferation of Wood Floor Failures

Dear Minister, having inspected and reported upon the failure of hundreds of **Wood Floor Installations** over recent years, I believe that it would be useful that your Members are aware of the published advice to Consumers, Contractors and Specifiers which bear upon many of these failures.

The National wood Flooring Association of Australia has a continual updating of pertinent information to our Members and such information is also published in various Editions of the **Timber Trader News**, the most significant publication in the Wood Flooring Industry.

NWFAA representatives are regularly engaged by the Insurance Industry to inform loss assessors and others of "**best trade practice**" methods of installing the plethora of wood floor systems, that are now present in this market.

We are of the view, that if your Members are informed of our dedication to both maintaining and indeed raising the "standards" of workmanship that exists within the market place, then we can hopefully stem the flow of misery that attends far too many installations, which end up in the **NCAT** backlog of disputes.

This information is also published on the NWFAA Website:-

www.nwfaa.org.au.

Should you or your people, wish to discuss any of these matters further, I would be only too pleased meet with you on a suitable occasion.