Dear Sirs,

Thank you very much for your attentiveness on this install.

As per our telephonic conversation, the work was done in a timely manner, and did not fill the house with dust or debris. The plumbing work will be finished on Monday morning. This is what was recommended to me and I concur with this recommendation. I am ok with plumbing not being connected over the weekend, since it will ensure that the glue / binding will have sufficient time to dry and cure, given the current temperature and humidity.

Unfortunately, there are some issues that did crop up the installation. For this reason, I have not signed off on the final paperwork yet, and just tagged it “as work in progress.”

Attached with this email is a photo documentation of the issues. Due the size and number of pictures this email will be sent as multiple emails.

Issue 1: Dishwashing machine was not reattached securely. Prior to the installation, it did not wobble, now it does. Pictures 2589 and 2590, were taking in the evening of 3 December by me, and show that the upper part of the dishwasher was not secured. Picture 2590 is another picture of the same issue from a slightly different angle.

Issue 2: There is a gap, between the counters and drawers and the countertop. The expectation is that the countertop will be flush with the drawers / cabinets. Pictures 2591 and 2592 document that. Although picture 2591 is a bit out of focus, it is still clear enough that documents the gap is approximately 3/8”.

Issue 3: The edge to the left side of the stove is not parallel to the wall. Pictures 2494, 2595, and 2602 document this issue. The length of the countertop at the wall, left of the stove is approximately 50 ¾” in the back, while the front of the 51 ¼”, a difference of about 3/8” to ½”. Picture 2602 uses a right-angle tool, and dollar bill to demonstrate the issue. This is difference in lengths is visible even without any measurements.

Issue 4: Issue number 3 is also replicated in the edge of the counter next to the refrigerator. Although the numbers are different, this is not as pronounced visually since the cubby-hole for the refrigerator is larger than that for the stove. Picture 2604 uses the same right-angle tool, and a one-dollar bill to graphically document this issue.

Issue 5: There are several issues with the windowsill. The first issue is that the front of the window still is not flush with the baseboard. Picture 2609 shows two of the issues. First the window still slightly sticks out, about 1/16” of an inch. This may create an issue of possible mold and mildew buildup. The second issue, show on that picture is that there is a visible difference in the width of the seam between the seam between the windowsill and the wall on the right side if the windowsill. The second issue is that the windowsill is not level. Picture 2611, is a bit blurred but it is clear enough to document the mis-leveling of the window still. In this aspect, the window sill fails the marble test, were the marble placed on the window still will roll off. Picture 2012 shows that to the width of more then a quarter of a deck of common playing cards would be needed to level the window still.

Issue 6: Picture 0067 is from 2007, which shows the old counter top, with approximately a 1 ½ - 2” edge (estimate based off picture from 2007). When the official measurer came by, I observed him measuring, to include the circumference edging the old countertop. This vertical edge / lip was paid for as part of the adjustment payment, and could of covered the gap between the counter top and the drawers / cabinets documented in issue number 2. But this edge / lip with the beveling was never installed. Pictures 2591, and 2592 document the measured edge not being installed. Picture 2591 is clear enough to also document the extent of the edge / lip of the old counter top, via the discoloration of the upper part of the cabinet that was covered by edge / lip.

The I have a dumb phone, i.e., no text messages, but an old answering machine, and email, as preferred ways to communicate.