



Need to communicate with AquaGuard Waterproofing about tar removal efforts and plans following that work

1 message

Russell Rzemien <russell.rzemien@gmail.com>

Fri, Dec 16, 2011 at 5:37 AM

To: fspain@aquaguardwaterproofing.com, jbuchanan@aquaguardwaterproofing.com, info@aquaguardwaterproofing.com

Cc: Mom <kathleen.rzemien@gmail.com>, June Allen <aahome@verizon.net>

Jack, Frank,

I've called Frank a couple of times this week and left messages but have not heard back from him or anyone else at AquaGuard Waterproofing. The last communication I've had with anyone at AquaGuard was the phone conversation I had with Jack Buchanan on Monday, December 12th. I assume workers will still be coming out to my house this Saturday, December 17th to remove the tar material from my basement. I'd like to talk to someone prior to their arrival but if that doesn't happen I will be here that day to discuss their plans for removing the tar material from my basement and what AquaGuard Waterproofing plans to do after that to fulfill the terms of the contract and honor the warranty.

Please understand that communication is very important to all concerned. It was a failure in communication that led to the need for this Saturday's tar removal effort. I want to be sure we are in agreement on what is to be done this Saturday and how we are to proceed after the tar material is removed. As expressed in my previous emails, I am concerned with the adequacy of the contracted repair work that has been done to date on the three cracks in the wall, especially given the significant water seepage that occurred directly below one of those cracks.

I am also concerned about the water seepage seen in other areas of the basement where there are no apparent cracks. In my opinion, it would be unwise to place on the Aquafin coating on walls that have water seeping through them even after the sump pump system was installed and fully functional. I believe it is best, once the tar material is removed and we have a clear view of the walls, to assess the areas and extent of the seepage.

I am out of the office this morning and will try to call Frank Spain early this afternoon. Failing to reach Frank, I will try calling you, Jack, to verify the workers are coming to my house tomorrow and to learn what AquaGuard Waterproofing plans to do beyond the removal of the tar material.

Regards,
Russ Rzemien

On Tue, Dec 13, 2011 at 6:30 AM, Russell Rzemien <russell.rzemien@gmail.com> wrote:

AquaGuard Waterproofing, Mr. Jack Buchanan, Mr. Frank Spain,

I spoke by telephone with Mr. Jack Buchanan on December 12, 2011. He informed me that workers would be at my house on Saturday, December 17 to begin removing the tar material from the basement walls. I understand there are two methods for removing the tar material and I was asked by Mr. Buchanan if I had a preference. The first method described involved sand blasting. The second method involved a washing or detergent scrubbing of the surface. I told Mr. Buchanan that I had no preference regarding the method used to remove the tar material so long as it did not prevent surface preparation necessary for the proper application of the Aquafin wall coatings as called for in the contract. For your information and reference I have attached documentation titled "Technical Documentation 201" from the Schomburg Group. I have included only portions of the document as the entire document (available on the web at www.schomburg.com) is several hundred pages long and might be a problem sending to you via email. The sections included in this email provide surface preparation guidelines as an aide to project engineers, owners, and contractors.

In my email on December 9, 2011 to AquaGuard Waterproofing I stated that I specifically wanted:

- 1). Removal of all tar material from my basement.
- 2). The contract fulfilled as written including the application of the Aquafin wall coating and the repair of the three vertical cracks.
- 3). The water seepage issues addressed that exist in my basement as documented to you in my recent email and as shown in the photographs attached to that email.
- 4). Issuance of the FHA/VA Dry Basement Certification.

It is my understanding that the work to be performed on Saturday is meant to address the removal of all tar material as a step in preparing for the installation of the Aquafin wall coatings. Upon removal of the tar material I urge AquaGuard Waterproofing to conduct a careful inspection of the three cracks contracted for repair. I am concerned that the repairs were not performed properly but it is difficult to determine this with the existing covering of tar material. Note that during the rain fall last week there was significant water seepage on the floor in the immediate area of one of the cracks. See attached photograph taken the morning after the rainfall. I request that following the removal of the tar material, and prior to the installation of the Aquafin wall coatings, an inspection of the walls be conducted by both your inspector and one of the Home Inspectors that I am consulting. I further request that these inspections occur at the same time. I will gladly work with your inspector to coordinate such an inspection.

I thank you for your attention and I look forward to working with you as the above issues are addressed.

Sincerely,
Russ Rzemien