

Mutual Heights - 2013 Damp survey

For the purposes of our legal arguments and the claim we are making against Old Mutual Properties, we need to gather data about the problems you may be able to see with your WINDOW MULLIONS. Please answer the following questions, and send any photographs of the evidence of corrosion and "patching" to info@www.mutualheights.net. Thank you!

* Required

1. **Your unit number ***

2. **Your name ***

3. **Your email address**

4. **Your cell number or other phone number**

The condition of your windows

Please have a close look at the square steel posts that stand at the apex of your triangular windows, and at the sides, especially at the base. We are looking for ANY evidence that there is corrosion, or that there has been an attempt to repair or cover up corrosion.

First, a simple general question ...

5. **What is the general condition of your windows? ***

(Just a quick, instinctive reaction is needed here please!)

Mark only one oval.

- My windows are just great - no problems at all
- I am concerned about the condition of my windows
- I have been concerned about the condition of my windows for a long time
- The condition of my windows is so bad it keeps me awake at night
- Other: _____

Some details

Now please answer as many of the following questions as carefully as you are able - every little helps!

6. How many windows do you have?

(A window is the complete triangular assembly: two sides, from floor to ceiling - we are not asking about every pane of glass nor about the one side or the other!)

7. Can you see any evidence of corrosion in any or all of the windows?

(Perhaps you could just describe the worst case? You can expand on the nature of problems in the next question)

Check all that apply.

- Yes, a great deal of corrosion, there are even holes right through the steel
- Yes, but there are no actual holes visible
- Not really, but the paint seems to have "bubbled" up
- No, all my mullions seem to be in good condition
- Other: _____

8. How many of your windows are (or seem to be) affected by corrosion?

(Please explain, based on how many windows caused you to answer other than "AOK" in the above question)

9. Do your mullions seem to have any PATCHES that might be covering corrosion (especially at the bottom)?

(Some windows have a steel plate bent over the mullion, and fixed with screws - you may have patches that are different?)

Mark only one oval.

- Yes
- No
- I am not sure, I need someone to look for me

10. Please explain further about this if you are able

11. **What do you consider to be the condition of your windows, in terms of their purpose to keep the wind and rain out?**

Mark only one oval.

- My windows are just great - no problems
- They are generally OK - just occasionally they seem to let in the wind and rain
- When the weather is bad the wind and rain often comes in
- Other: _____

12. **Do they need attention?**

Mark only one oval.

- No, all seems to be ok
- They are in poor condition and they need servicing
- They are in very poor condition and they need replacement
- Other: _____

13. **Do you have any evidence that problems with your windows originate from the conversion of the building, about 10 years ago?**

(You may have been in the building from the start, or there may be a written record that would stand up in court as evidence of poor remedial works by the developer and the construction team)

Mark only one oval.

- No, I have no problems with my windows
- Although I have problems, I have no evidence that goes back to the conversion of the building about 10 years ago
- Yes, I think there is some evidence that the problem goes back to the conversion 10 years ago
- Yes, I have indisputable evidence that the problem goes back to the conversion 10 years ago
- Other: _____

14. **Do you have any other comments about the windows in your apartment that might bear upon our legal proceedings, and the value of the claim that we are making?**

(Anything that you have might be useful, especially written evidence that you inherited some kind of a problem with the windows and that you had to take action to deal with it - please do not hold back on the details!)

Other damp issues

You may wish to report other problems that you have had, with the walls or with some other aspect of your unit affected by damp from the exterior.

15. Problems with the walls or other non-window issues

Mark only one oval.

- I have no other damp problems
- I have problems with the walls that I have already reported
- I have problems with damp that I have not reported - I would like to do so, please tell me how

16. If you have a problem, how serious is it?

Mark only one oval.

- The problem is really serious (possibly affecting health)
- The problem is not really serious (affecting appearance only)
- The problem is minor (we are not concerned about it)
- Other: _____

Anything else?

Please add any other comments that you may have that will help us in formulating our legal arguments and our claim - thank you!

17. Other comments:

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