

Fences By Cash

From: Terry Belknap <terry.belknap@gmail.com>
Sent: Sunday, May 5, 2024 6:59 PM
To: fencesbcash@gmail.com
Subject: Hinges Not Installed Properly
Attachments: double gate left side top view bottom hinge.JPG; double gate left side front view bottom hinge.JPG; double gate right side top view bottom hinge.JPG; double gate left side front view top hinge.JPG; double gate right side front view top hinge.JPG; man gate front view bottom hinge.JPG; man gate top view top hinge.JPG; man gate front view top hinge.JPG; man gate top view bottom hinge.JPG

Hi Kathy,

I trusted Fences By Cash to carry out their work with an eye for quality workmanship and I did not have a chance to inspect your completed fence before this weekend, but now that I have, I am not pleased and am truly unnerved by what the crew considers quality workmanship when it comes to the hinges. The hinges at all gates were simply hammered and banged into some misshapen type of hinge not properly fabricated or shaped-with-quality to fit the wood or fence construct. When it comes to the hinge installation, there is no gate security and no structural integrity, the screws are either missing, snapped off, not in contact with the wood, not embedded the full required depth into the wood or not properly seated against the hinge plates - not one hinge is installed right and they are not acceptable to me, and, in my opinion, I cannot believe they would be acceptable to your company in terms of quality standards. Every single one of these hinges is in serious disrepair and they certainly are not installed in compliance with any manufacturer's requirements. I have attached photos for your reference.

Additionally, the double gate needs major adjustment. The leaf (right side) closest to the garage drags the ground at about 45 degrees swing, and even maxing out the hinge range of adjustment, it still cannot full 90 degrees, and when I try to max out the range, not only will the gate not close, but the drop bolt no longer hits the drop pipe, and the barrel on the left side leaf cannot be adjusted enough to engage the right side latch. Something with both gates needs to be changed to make this work long term.

I understand Fences By Cash has been paid in full, but I respectfully request that the Fence By Cash crew return to our property and replace all sets of gate hinges on all 3 gates - ones that are fitted and fabricated to attach to the constructed fence system you built, ones that have proper blocking and materials for proper anchorage; ones that have full-depth screws in every required screw hole; and ones that are installed properly and completely to ensure maximum structural integrity and operation.

I am home all week, so the crew can come by our address anytime this week to carry out the work.

Regards,
Terry Belknap
502 SE Damask Ave
4042345011



















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