

Re: Cracks in new cement apron

External

Inbox



Aurora Asphalt & Concrete

Mon, Sep 19,
5:28 PM (3 days
ago)

to me

Steve,

I first want to apologize for the delay in communication in regards to this project. Our team has looked over every aspect of this project to evaluate any cause for the cracking that we are seeing.

We spoke with the operator who prepared the driveway and there was nothing that impacted the removal or preparation of the project. The subgrade was re-established as contracted with 4-6 inches. The material compacted well with no signs of sinking.

As for the pave, there was nothing that our paver operator recalled or reported back to us on the day of the pave.

It is our understanding that the asphalt cracked due to a factor outside of Aurora's control. At this time we will not be offering a replacement as it does not fall under our warranty. We would advise you to seek another crack fill/sealing next season as this is a part of asphalt maintenance. We would offer to re-crackfill at no cost to you this season.

Again, we apologize for the delay in communication and wish you the best moving forward.

PAVING THE WAY WITH CONCRETE RESULTS!

Minnesota

763-493-2976 | aurora-asphalt.com

MN # BC6982780

Florida

239-202-2076 | aurora-concrete.com

FL # PF20-00001

On Fri, Sep 16, 2022 at 10:59 AM Aurora Asphalt & Concrete <sales@aurora-asphalt.com> wrote:

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----- Forwarded message -----

From: **Steve Sands** <ssands@outputtechnology.com>

Date: Fri, Sep 16, 2022 at 10:34 AM

Subject: Re: Cracks in new cement apron

To: Aurora Asphalt & Concrete <sales@aurora-asphalt.com>

Starting with emails from July 27th, I have not heard back from anyone at Aurora regarding the deteriorating condition of our "new" driveway and cement apron. I did receive a voicemail that someone was supposed to come out sometime on August 24, 2022 to inspect the driveway and apron. I was there all day and no one came, or if they came they, did not announce that they were there as I requested. But either way no communication from Aurora.

Is this how you define 100% customer satisfaction?

I need to hear from someone by Monday.

Steven G. Sands

On Thu, Sep 1, 2022 at 9:26 AM Steve Sands <ssands@outputtechnology.com> wrote:
I have not heard back from anyone at Aurora regarding the cracks in the cement apron or the 20+ new cracks in the driveway. When will I hear from someone and from who?

Sincerely,
Steve

Steven G. Sands
Output Technology, Inc.
763.546.9078 Main

OUR NEW ADDRESS EFFECTIVE APRIL 25, 2022
7145 Boone Avenue N., Suite 180
Brooklyn Park, MN 55428

On Wed, Aug 17, 2022 at 11:12 AM Steve Sands <ssands@outputtechnology.com> wrote:
Hello:

FYI, I have not heard back from anyone at Aurora regarding the cement apron cracks.

In addition, our driveway is falling apart. We now have over 20 non-surface, deep cracks in the driveway and the number is growing. I will meet someone from Aurora at our location to review the unacceptable condition of the driveway and apron, and determine the action plan to install a quality driveway and apron.

The best way to contact me is via email to schedule a date and time for a meeting at our home.

Sincerely,
Steve Sands

On Wed, Jul 27, 2022 at 1:10 PM Aurora Asphalt & Concrete <sales@aurora-asphalt.com> wrote:
HI Steve,

I got those photos added to your profile we have for you, I'll have a project manager follow up with you as soon as possible.

Thank you,
Faith

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Minnesota

763-493-2976 | aurora-asphalt.com

MN # BC6982780

Florida

239-202-2076 | aurora-concrete.com

FL # PF20-00001

On Wed, Jul 27, 2022 at 12:07 PM Steve Sands <ssands@outputtechnology.com> wrote:

Attached are 2 pics of 2 large full width cracks in our new cement apron. Please let us know the plan to correct this.

Sincerely,
Steve

Steven G. Sands
Output Technology, Inc.
763.546.9078 Main
[OUR NEW ADDRESS EFFECTIVE APRIL 25, 2022](#)
7145 Boone Avenue N., Suite 180
Brooklyn Park, MN 55428