

From: [Burger ...](#)
To: warranty@heartlandhomesonline.com;
CC: dromesburg@hotmail.com;
Subject: Follow up... #27 Castle view
Date: Monday, July 19, 2004 9:24:41 AM
Attachments:

Hi Rick,

I can call you, but I am a little busy at work right now. I just wanted to follow up and let you know that we received the survey and I am going to hold off on filling it out, until the following is resolved. This was based on our previous conversation about the survey...

1) Brace flooring (replacing the slate from our 60day). Finally called me over 1 month ago that they would be calling me back to arrange installing the slate and I've still never heard back from them.

2) Painters - basically for the 60 day paint touchups after the 60 day items were completed. They called me 1 time after the other 60 day work was completed to basically find out if they could come over on 1 specific day. I told them that day wasn't any good and they said they had a tight schedule and I've never heard another word back from them. That was well over 1+ month ago. This was not for drywall work, but it was for touching up the things fixed from our 60day walk through.

3) Basement Wall - major issue and I've never heard anything back on this. I've sent numerous pictures many times every time it rained.. Major water in the basement issue that must be addressed. Landscaping did not take care of this problem at all, it basically shifted where the water comes in. See all of the previous emails I've sent and I have all of them if you need me to resend them. I heard back once on this issue prior to the landscaping being completed and the tar touch up did nothing as far as I'm concerned. Because when it rains, the pictures show you many areas where the rain comes in the basement, many, many areas.

Thanks

Dave Romesburg

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