



Dave Romesburg <dromesburg@gmail.com>

Rebuttal from Dave Romesburg Case ID #11006594

5 messages

Bonnie <bdutko@pittsburgh.bbb.org>

Thu, Dec 1, 2005 at 9:56 AM

Reply-To: bdutko@pittsburgh.bbb.org

To: marciew@nauticom.net

Cc: dromesburg@gmail.com

Please respond within 5 business days to rebuttal. Thank you.

Date: 12/01/2005

Hi I filed a complaint against Heartland Homes (HHI) as you can see below on 6/11/2005. The BBB did receive a response back from HHI and forwarded the response to me and since then they have been slowly working on the issue and still to date, water is still coming in our basement, HHI has loaded up the front of our brand new \$200, 000.00 townhouse with layers upon layers of chaulking and they still haven't resolved the issue and now water is coming in from different areas now as well as some of the same places from before. I can't believe this even happened and still continues to happen and hasn't been fully resolved yet.

Is there anything further I can do or do I have to tolerate HHI just loading up the chaulking and never resolving this issue? Water still coming in our basement and even though they replaced the front door water still comes in the front door also. Actually seems like we haven't move forward at all with this...

Sincerely
Dave Romesburg
cell 412-977-9965

Dave J Romesburg <dromesburg@gmail.com>

Thu, Dec 1, 2005 at 10:56 AM

To: bdutko@pittsburgh.bbb.org

Bonnie, thank you very, VERY much!

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Dave J Romesburg <dromesburg@gmail.com>

Mon, Jul 17, 2006 at 8:53 PM

To: bdutko@pittsburgh.bbb.org

Hi Bonnie or whomever picks up this email at the BBB...

My complaint was filed last June 2005 is when this complaint was opened. Today July 17th 2006 (over 1 year later) there are still major issues with water coming into the basement of our new home since 2004..

Now today I find water coming in from outside into our electrical breaker box... What can be done about this as HHI only moves when I contact them and clearly after 1 year filing a complaint with the BBB and 2 1/2

years since we've first moved in and had this problem, the problem still exists??? Who else can I contact to get this issue resolved once and for all? HHI sends contracts out that aren't even foundation experts, but just about anyone they can track down that has free time!

Please see the attached pictures that I am also sending to Craig from HHI, hopefully our home doesn't burn down in the meantime since our breakers are now covered in rain water!!!!!!

Sincerely
Dave Romesburg

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19 attachments



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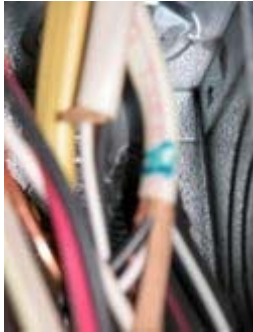


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jmcauliffe@pittsburgh.bbb.org <jmcauliffe@pittsburgh.bbb.org>

Wed, Jul 19, 2006 at 9:15
AM

Reply-To: jmcauliffe@pittsburgh.bbb.org
To: Dave J Romesburg <dromesburg@gmail.com>

Hi Dave,

Bonnie is the one that was working on your case, however, she is out until the 26th on vacation. I am sending your concern to the company today and have a reminder in here for Bonnie to follow up on Wednesday the 26th. I have asked the company to respond before then.

Thank you

Jaime McAuliffe
Better Business Bureau of Western PA, Inc.
Serving 28 Counties
For more info check us out online at:
www.westernpennsylvania.bbb.org

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Dave J Romesburg <dromesburg@gmail.com>
To: jmcauliffe@pittsburgh.bbb.org

Wed, Jul 19, 2006 at 9:38 AM

Hi Jamie

thank you for the update and also asking for a response! I definately appreciate your assistance and after 2+ years of putting up with water coming into our brand new home, I can truly say I am exhausted and can't believe I have to continually follow up on this issue and it is still not resolved. I can honestly say I've put well over 100+ hrs into this since Heartland walked away from this.. I wished something more could be done since they don't seem too much in a hurry to resolve this issue still..

Thanks again!
Dave

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