



Dave Romesburg

Heartland Homes Inc. - BBB Case ID #11006594

13 messages

bdutko@pittsburgh.bbb.org <bdutko@pittsburgh.bbb.org>**Mon, Jul 24, 2006 at 8:58 AM**Reply-To: bdutko@pittsburgh.bbb.org

To: Dave Romesburg

BBB OF WESTERN PENNSYLVANIA
300 Sixth Avenue Ste. 100-UL, Pittsburgh, PA 15222-2511
412-456-2700 FAX 412-456-2739 info@pittsburgh.bbb.org
www.westernpennsylvania.bbb.org

July 24, 2006

Dave Romesburg
27 Castle View Drive
Mc Kees Rocks, PA 15136

RE: BBB Case #11006594 - Heartland Homes Inc.

Dear Mr Romesburg:

The above referenced company has supplied the Better Business Bureau with the enclosed additional information. We are forwarding it to you so that you will have all the information that has been given to the Bureau.

Sincerely,

Jaime McAuliffe
Dispute Resolution Assistant
jmcauliffe@pittsburgh.bbb.org

BBB of Western Pennsylvania
300 Sixth Avenue
Pittsburgh, PA 15222-2511
(412) 456-2700 FAX: (412) 456-2739
info@pittsburgh.bbb.org

~~SEE NEXT PAGE FOR DETAILS FROM
HEARTLAND HOMES DETAILING
FINDING OUR ELECTRICAL CONDUIT
DISCONNECTED~~

COMPANY INFO CO. NAME: Heartland Homes Inc.

ID#: 53000363 MEM: yes

ADDRESS : 101 Commerce Blvd. Suite 1 Lawrence, PA 15055 CARE: no

PHONE# : (412) 221-7990 FAX#: (412) 221-7901 REPORT CODE: 7

EMAIL : warranty@heartlandonline.com

CONTACT NAME: Ms Michelle Takas, Executive Assistant CASE#: 11006594

CONSUMER INFO

NAME : Dave J Romesburg

DATE OPENED:

06/13/2005

ADDRESS: 27 Castle View Drive Mc Kees Rocks, PA 15136 ENTERED BY: marilyn

PHONE# : (412) xxx-xxxx FAX#:

ASSIGN TO: bonnie

EMAIL : dromesburg@-----

COMPANY'S RESPONSE:

Dear Ms. Dutko and Ms. McAuliffe,

In response to your letter dated July 19, 2006:

Heartland Homes received a call from Mr. Romesburg on Tuesday, 7/18/2006.

Our receptionist who received the call, immediately called Craig Falconer, the production manager, who has been to Mr. Romesburg's house previously concerning issues. Mr Falconer called Augenstein Electric immediately. Augenstein sent an electrician to Mr Romesburg's townhouse.

The electrician found a compromised conduit which housed wiring for the breaker box that was allowing water in. The electrician serviced the breaker box by removing the breakers, cleaning the breaker box and applying silicone before re-installing each breaker.

The apparent moisture problem to the breaker box had been identified and the breaker box was serviced by 1PM, Tuesday, July 18, 2006.

At this time, Mr Falconer is awaiting a reply from Duquesne Light on when they can schedule Mr. Romesburg to perform a disconnect/reconnect (power outage) so that Heartland Homes can repair the compromised exterior conduit.

When this procedure is completed, I will send you an email confirming the process and conclusion to this situation.

Thank you for your time and courtesy.

Michele Takacs

Executive Assistant

Heartland Homes, Inc

101 Commerce Blvd Suite 1

PO Box 535

Lawrence PA 15055

412-221-7990 x126

412-221-7901 FAX

MJT@LoveHeartland.com

CUSTOMER REBUTTAL:

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

Dave J Romesburg

Mon, Jul 24, 2006 at 9:28 AM

To: bdotko@pittsburgh.bbb.org, jmcauliffe@pittsburgh.bbb.org

Hi Jamie,

Thank you for providing me the response from HHI. First I didn't realize HHI or the electrician was waiting to hear from Duquesne Light company? No one ever provided me that information and I've been waiting to hear back regarding what the next steps are at least for resolving the breaker box/electrical water issue.. So I guess that is the update from HHI regarding the breaker box! Its truly a shame no one from HHI can even contact me to prove me an update...

The main reason I emailed the BBB again, regarding my original issue I filed with the BBB against HHI is; my original issue is still the issue that after 1 year of filing my BBB complaint and almost 2 1/2 yrs of moving into this brand new townhouse, the water in the basement issue STILL exists! Still exists, water soaking into the cinder blocks of our basement to this day, the original BBB complaint still has not been resolved!

This is the reason why I emailed the BBB again, after this long, since I have to continually call to follow-up almost every week or every few weeks, after 1 year with filing the BBB complaint, how much longer do I have to continue to endure this? When is enough, enough? I have the entire timeline of what has transpired since the day I filed the BBB complaint and if you would like me to send it over I can, please just let me know.. Is over 1 year a reasonable period of time to still have this issue?

Craig was good to respond as he always is, but why do I always have to call to follow-up on this issue? Why do I even still have any of these issues? Why can't this issue just be fixed in a reasonable period of time? A little over 2 years in a brand new house, my first brand new home and what a great experience this still continues to provide me every single day! Truly something can be done about the time, energy and all of the effort this is taken from me and my life?

Michele Takacs was the original person in the HHI warranty department that so easily walked away from this issue 1 year to the date our home warranty was up.. I think I've been a lot more than patient this entire time and I guess my patience is what allows this issue to still continue after 2 years and how the HHI warranty department so easily just walked away from this issue in the first few months.. Michele and Rick were in the warranty department, 2 of the folks from HHI that knew of this issue since the first few months we moved in and always stated it was the landscaping that was the issue and that was not the case, as this still proves it..

Should I hire an Attorney? The BBB has done a lot just to get this moving forward since HHI walked away, but do you think an Attorney would ensure this issue finally gets resolved? Other than responding to the BBB complaint, you surely can see that HHI isn't in a hurry to resolve this issue and had I not continued to follow-up as I HAD to, we probably wouldn't even be this far....

Please advise, as I have know problems with hiring an attorney because this is past ridiculous.. Honestly 2+ years and a brand new home??

Sincerely

Dave Romesburg

ps - I will forward my timeline since my BBB complaint on this issue.. Its very detailed and very specific. When I filed my initial complaint I spent hours upon hours putting a timeline together, this time I wasn't going to go through that again. I've honestly spent well over 100+ hrs on this issue and that is over 100+ hrs I'll never get back. When does being a new home buyer become exciting about buying a new home? I'll email the timeline over... thank you once again so VERY MUCH!!!!

[Quoted text hidden]

Dave J Romesburg

Mon, Jul 24, 2006 at 9:41 AM

To: bdotko@pittsburgh.bbb.org, jmcauliffe@pittsburgh.bbb.org

Hi Jamie

Here is my timeline from when I first opened my BBB complaint... Please NOTE - I'm not sure why there is a new case #assigned to this case? All of this still surrounds my original case #1931227, 100%! This original case has never, ever been resolved and I'm not sure if you or Bonnie or the BBB are even aware of that?? The recent water in the breaker should be part of the same case, because this is still the reason this water in the breaker issue even existed!!!

Here is my timeline with the exception of the recent BBB activity... Please review if you can or if anyone has time just to see the huge gaps in time and exactly how much follow-up I have to do and still continue to do with this issue;

BBB CASE - 1931227

Thursday - August 11th 2005 - left message for Craig wanting to know when the front door will be fixed and the threshold

Saturday August 20th 2005 - rained; water in the front door, water in the basement by breaker and towards end of the house. Sizeable amounts...

Monday August 22nd 2005 - craig returned call that trim carpenter will be out Tuesday August 23rd. I called Craig back to tell him about the water and to find out when the door and threshold would be corrected or perhaps the trim carpenter is who would handle this?

Tuesday August 23rd 2005 - Steve arrived and installed new front door, new frame, new threshold, etc.. Steve also replaced the wood backing in the basement.... SPoke with Craig earlier in the morning about the door and he said Steve would be out. Also told Craig the basement leaked this past Saturday and I emailed pictures to Marti for Craig to pick up...

Sept 1st 2005 - Craig called to tell me Tuesday Sept06 2005 someone would be over to paint front door. Sidewalk and vents still not cleaned as I told Craig....