



Better Business Bureau of Western Pennsylvania
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Submission Agreement
 (Non-Binding Informal Dispute Settlement)

Date: October 17, 2006

Revised #2
 Case No: 11006594

Customer: Dave Romesburg

Business(es): Heartland Homes Inc

Issues in Dispute: Customer states he purchased a townhouse from company. Customer states problems with basement foundation, water is still coming in from outside and there are water stains across top and bottom basement walls, garage walls. Due to the issue of existing water getting into the breaker box, parts were purchased to repair washer/dryer combo, eventually the washer and dryer had to be replaced. The electric box is on the same wall where the water issue exists. Also, landscaping not finished, a lower grade sealant was used on the bricks. The bricks on the side where the garage is located the bricks were not sealed. Customer further states since the home has never been free of this major structural defect and it has taken almost 3 years and these issues still exist; the customer would like a warranty for a minimum of 2 - 3 years for these issues along with a time frame for resolving these issues should they resurface after resolution.

Company states they performed work on customer's townhouse and this work was done as a courtesy. It is stated in customer's warranty that, "Damp spots on foundation walls do not constitute a wet basement." Company further states they are not responsible for damp spots on foundation walls.

Decision Sought: Customer seeks repairs and a warranty and compensation for the replacement washer/dryer in the amount of \$1970.00.

Company seeks to be released from any further responsibility. Company further states they will not provide customer with a warranty and will not compensate for the washer/dryer.

I do do not intend to appear at the hearing.

If you have legal counsel, please give us your lawyer's name and address: _____

I agree to submit the above dispute to a hearing under the *Better Business Bureau Rules for Informal Dispute Settlement*. If all parties accept the hearing officer's decision, judgement upon the decision shall be entered by a court of competent jurisdiction pursuant to applicable law upon application of a party.

Signature 

Printed Name: DAVE ROMESBURG

Representing: _____

Date: OCTOBER 18th 2006