

From: [Burger ...](#)
To: Warranty@HeartlandOnline.com;
CC:
Subject: Threshold - 27 Castle View
Date: Thursday, April 21, 2005 7:28:28 AM
Attachments:

Michele

I'll call you today and Tuesday I left a message in the maintenance departments mailbox.. As I stated in my last email that I never heard back from; I don't have an issue with replacing the weatherstrip on the front door, however I am not replacing it until the threshold gets fixed! Since the stripping was on my 60 day and the stripping was replaced then, you would of thought if there was an issue with the threshold that caused this to happen, whenever it was replaced, that would of been indentified and taken care of, which it was not. We've used our front door about 20 times since we've moved in, we go out the garage and I think this should be taken care of, regardless whether our 1 year was up 1 1/2 months ago or not. I am not a contractor or a builder, so how would I know. You folks hire contractors and take care of supervising, this should of been indentified when the stripping was replaced.

Since last May 5 family members have past away including 1 last week. Our house hasn't been our only focus in life and as I stated, whatever caused the stripping issue in the first place should of been handled correctly.

Additionally last night, I got the pleasure of watching rain POUR into my front door onto the \$1,000.00 ceramic floor that was just recently installed.. I also now realize that the rain is coming in through the quarter size cut in the weather stripping and running down the threshold and coming into the house that way, when I thought it was because there is a gap between the door and the frame. Even though you can see light coming through there, that is not how the water is getting in. Its getting in because of the cut in the strip and running down the threshold.

I would hope this would just be handled, no questions asked and no hassles. If I knew construction that would be one thing, but this isn't going to go away until its taken care of and also there is no way to cap the threhold screws because the screws won't receed like they are supposed to because there is something wrong with the threshold...

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I would think you want to retain a potential future customer as well as satisfy the customer...

"Heartland Homes was established in 1984 by Alan Gillespie. His 38 years of building experience, his attention to detail, and his commitment to customer satisfaction have earned Heartland Homes the reputation as one of Pittsburgh's top homebuilders.

Our mission is to satisfy our customers housing desires by building high quality single family homes and communities exceeding our customers' expectations. We at Heartland Homes want to feel confident that our customers will always be treated with honesty and respect."

Thanks and I will call you today..

Dave Romesburg

27 Castle View Drive...