

June 7, 2005

Dave J Romesburg and Chris Rojik
27 Castle View Drive
Mc Kees Rocks, PA 15136

Home – 412-xxx-xxxx
Cell – 412-xxx-xxxx

Castleview Estate Homeowners Assoc.
Attn: Donna xxxxxx
772 Pine Valley Drive
Pittsburgh, PA 15239

Donna,

Thanks for the call today.. Everything within this envelope is what I sent to Alan/Marti Gillespie. I called HHI office and asked them for the address to send a complaint to the owner(s) and the office provided me with the 101 Commerce Blvd address as you'll see with the certified mail receipt.

After numerous emails and voicemails to Michele over a period of over a month with no response, I decided to call Rick the Warranty manager on Thursday May 12th, after I found our foyer flooded for the 2nd or 3rd time. This is the only time my message was returned and Michele called me to tell me Rick was on vacation and she would give him the message. I gave xxx until May 17th to call me or email and he never did, so on May 18th I sent the certified letter to Gillespie's and today is June 7th and xxxxx a word from xxx or xxxxxxx ..

Monday June 13th was the deadline I gave them to at least start work/contact me. Sunday June 12th I will contact the Better Business Bureau online and file my formal complaint. I will need to send them complete documentation for the formal complaint, I'll send you a copy of the same package I sent to them.

Just to give you a rough idea of how many times I've told HHI about the basement and this doesn't include the threshold or the water coming in the front door.

5/21/2004 – first email

6/3/2004

6/14/2004

6/17/2004

6/28/2004 – landscape was actually completed on this date and the rain continued to soak our basement walls.

7/5/2004

7/16/2004

7/19/2004

7/22/2004 – Michele response – wet basement remedy to begin in the next few weeks. We are working with supervisor

8/10/2004

8/21/2004

9/20/2004

9/21/2004 – Michele response – “Castle View is still a work in progress”

01/20/2005

And so on.. I have copies of every email sent and received and I can tell you HHI provided next to nothing about the basement. Even all of the putty they used in the front of our house (which looks bad) is all cracked and that was the xxx xxx-xxx ever... Winter time no water obviously, but as soon as spring started back up that was when HHI quit responding to anything I emailed them or even the voicemails I left.. read the attached 4 page letter and you'll see the history...

Thanks

Dave