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April 8, 2003

Hello,

My name is Sheri Kolbet and I, along with many of my neighbors, have been through the tribulation of a home with construction defects.

On June 10, 1995 we purchased our dream home at 1500 Highland Pines Ct. in Reno. We intended to make this home our last and intended to raise our children in it and pass it down to them. It was to be the home of beautiful memories, a place to think back on with fondness and to return to with joy. Instead the dream became our nightmare...

Our problems became apparent in February 1996 and continue today. The house had many defects; the roof had not been installed properly, two of the three showers leaked, siding had been put up wrong and was bulging, the water barrier under the siding was inside out, a window had been installed upside down, the recommended grading had not been followed, the plumbing to the master tub leaked behind the wall, expansive soils caused the driveway to shift, the garage floor rose 4" which caused cracks in doorframes and walls, and there was standing water under the house. As a result of the bathroom leaks and ground water, toxic mold developed.

The following is just one example of how the contractor handled our home's defects...

It took eighteen months of phone calls and letters to get the job supervisor to actually look under our house and observe the 2" of standing water. His proposed fix was to dig a trench in the crawl space from one end of the house to the other where he would install a drain under the foundation to create an outlet for the water; it was going to daylight on the slope going away from the house. This sounded like a good idea so, expecting an excavation crew, I agreed. The gentleman who arrived the following week was the staff "handyman". He went under the house and carved the trench with his bare hands. No, he did not use a shovel or any other digging device. Then he buried one end of a 4" PVC pipe outside the house as promised. The crawlspace continued to have water and the plastic barrier had been bunched up and left at the trap door. I was unsuccessful in all my attempts to get the contractor to return and examine the ineffectiveness of this "fix". Later, during a soils inspection, the drain pipe was excavated only to find that it had been installed more than twelve inches outside the foundation, not

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lot 2

ASSEMBLY JUDICIARY

DATE: 4/8/03 ROOM: 3138 EXHIBIT U

SUBMITTED BY: Sheri Kolbet

under it as promised and although there was evidence of there once being a shallow path in the crawlspace it had filled in with dirt and was deemed to be completely inadequate.

As time went on mold became an issue. My family suffered numerous ailments; chronic sinus infections, lung infections, allergy symptoms, bronchial infections, pneumonia, ulcers, fatigue and missed many weeks of school and work. Eventually my youngest child, Joshua, had to be hospitalized for respiratory stress. Two and a half years have passed and he still suffers from larynx damage and has occasional breathing "episodes".

As Joshua was discharged from the hospital we were advised by doctors and an environmental specialist to move out of the house. Unable to afford hiring someone to fix the problems we spent the next eight months moving from one friend's home to another eventually landing in a house half the size and in the flight path of the airport. The expenses incurred are incredible, we have been paying for two homes for more than two years but until recently only one was habitable. The cost of maintaining it and the medical expenses drained all of our resources causing considerable debt.

We, the homeowners, called and wrote many letters receiving little or no response to our complaints. Some filed complaints with the contractor's board but the contractor would stall, apply band-aid fixes and shift blame back to the homeowners. The contractor's board would set deadlines only to have them ignored but no disciplinary action was taken. Finally we hired an attorney and after many delays and a long mediation process we were able to settle the case out of court.

Repairs totaling more than \$90,000.00 have now been made to the house and last week we sold it to pay off our debts, but we still are not completely through the nightmare...our credit has suffered greatly and cannot be easily fixed, our children no longer live in a wonderful neighborhood where they have many friends, the stress effected my husbands productivity at work, and many of our personal and sentimental belongings had to be destroyed because of mold contamination We are literally having to start over.

In all of this we still count ourselves among the lucky ones because we did have the resource of a good attorney and supportive friends. Please do not make the process more complicated or take away the only resource many homeowners have when a builder has been irresponsible.

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