

## DISCLAIMER

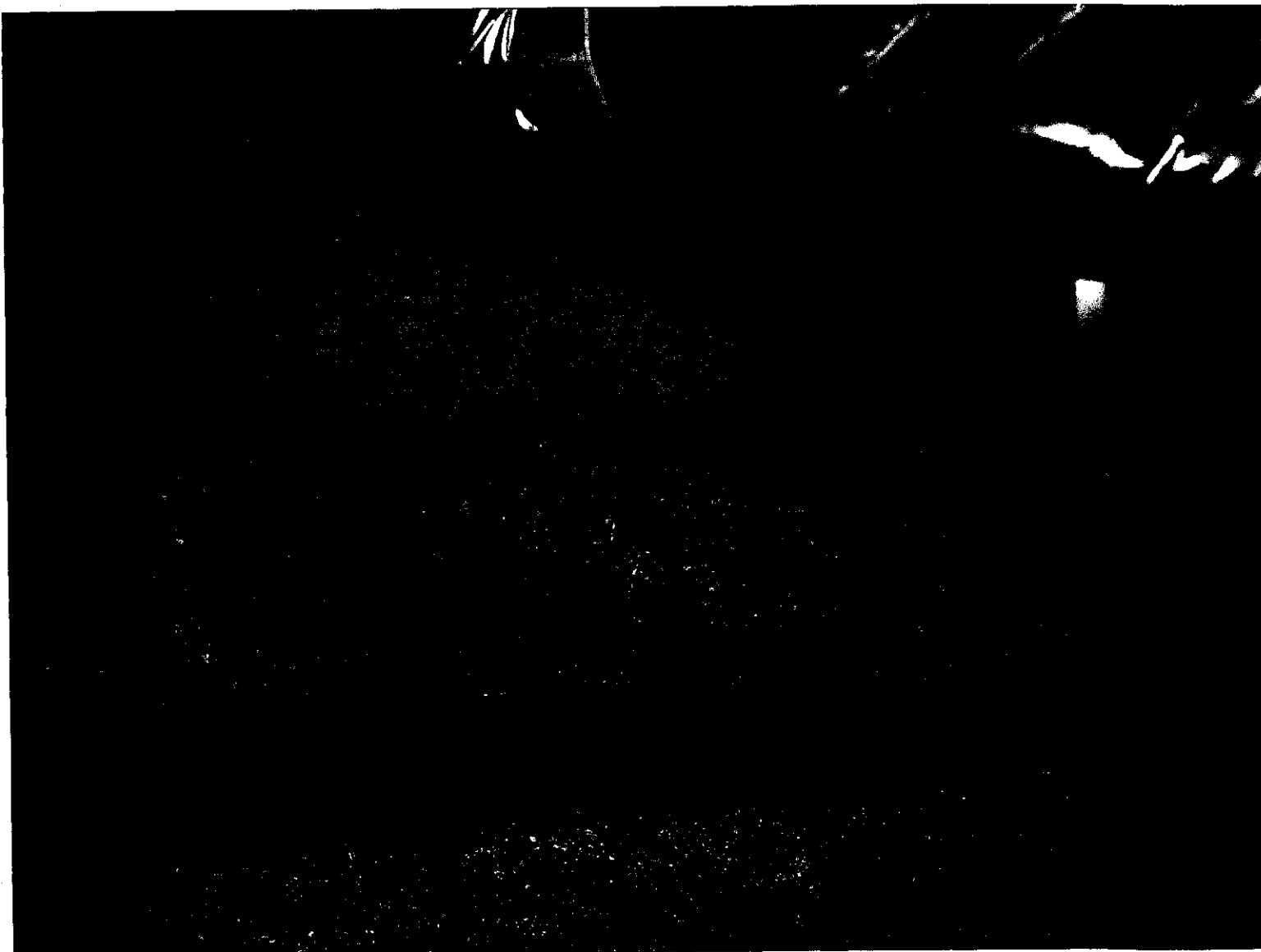
Electronic versions of the exhibits in these minutes may not be complete.

This information is supplied as an informational service only and should not be relied upon as an official record.

Original exhibits are on file at the Legislative Counsel Bureau Research Library in Carson City.

Contact the Library at (775) 684-6827 or [library@lcb.state.nv.us](mailto:library@lcb.state.nv.us).

My name is Paul Hulett, in April of 2002 my wife and I put money down on a new house that was to be built in west Reno. We closed escrow on December 28<sup>th</sup> 2002. We invested a lot of our hard earned money and time into this house, in hopes that this would be our dream home. Every thing was going along ok until the first week of November 2003 when our dream turned into our worst nightmare. Our home started to fall apart. Our foundation was sinking, windows won't close, stucco cracking, doors won't close, large bulges in exterior stucco and under the house, I now have a 7" void between soil and foundation and 3/4" wide cracks in the interior walls. I contacted the builder and their customer service representative came to our house to take a look. His eyes got as big as silver dollars and said that they need to find out what was going on. The builder had their soils engineer come out and did some testing, next they turned in the claim to the 2-10 warranty company, which is a joke because the customer service people from the builder said that the warranty company would refuse the claim because of the cost of the repair. The warranty company has sent out their engineer and their insurance adjuster and still no answer to why and what is happening to our house. The builder has had no one to my house nor has anyone from the builder contacted me since the visit from the engineer for the insurance company. It is now March 19<sup>th</sup>, 2003 and I still have had no contact or call from the builder about our problems. They are avoiding me like the plague. We wake up two or three time a night and all that you can hear is the creaking and popping of the house and the wind blowing thru the 1" gaps in the windows. Every day we can see the new cracks and the old ones getting bigger. Where are we to go to get this resolved? It sure isn't the contractor's board. We have already been told that it will come down to money and by money I mean the builder will try to pay as little as possible. We want our new house back. When you pay this much money for a house you expect it to be built correctly the first time.



\\rno-server\reno\Digital Photos\Lakemont\159 River Flow 2-6-03

Paul Hulett  
159 River Flow Drive  
Soil has settled leaving no support  
for foundation