

## Homeowners say builder sold bad homes

03/01/2010 10:57 PM

EAGLE MOUNTAIN, Utah (ABC 4 News) – A group of local homeowners is accusing a national homebuilder of not fixing problems with their homes, and they came to ABC 4 for help.

Richmond American Homes is based in fourteen states and earns millions of dollars each year. In Utah alone, they've built 21 developments. However, a group of residents in two of those subdivisions say they have a long list of repairs that have gone ignored.

Homeowners tell ABC 4 that their problems allegedly began within the first year, and they believe their issues should have been covered by the warranty.

Eagle Mountain homeowner Lori Gilson says her home has several issues: water damage in the roof, a drafty fireplace, no insulation over the garage, the house wired to the bathroom, but her biggest issue is a driveway falling apart.

Nevertheless, Lori isn't the only one complaining. A few doors down from Lori Gilson, Tim Lindsey says he found small cracks beginning on his counter top. And neighbor Jerilynn Phillips says her fence has blown over several times and she's scared for the safety of her four children.

Homeowners ABC 4 spoke to in the Highlands subdivision say the biggest issue is that they believe their warranty hasn't been held. "They don't return phone calls, e-mails and if they do show up they tell you why it's not covered under warranty." Lori told ABC 4, so we decided to take action.

ABC 4 took a certified and independent home inspector, Al Rickard from All-Points Inspections to take a look at the damages. At Lori's home, Al found air leakage around the window, and the possible beginnings of a mold problem in the garage.

ABC 4 went to the Richmond American Homes Utah headquarters. They are promising change and say they will help people. However, homeowners need to go online and fill out a form to let them know about the problems.

Late Monday afternoon, ABC 4 found that the homeowners were getting results. Richmond Homes is responding to neighbors and the Gilson family by promising them they'll fix their home.

Source: <http://www.good4utah.com/content/news/state/story/TAKING-ACTION-Homeowners-say-builder-sold-bad/d/story/rBRt4pZ3x0mmtv1hl9-dkA>