

[REDACTED]

September 22, 2009

Attorney General
Department Of Justice
33 Capitol Street
Concord, NH 03301-6397

Dear Mrs. Rachel Scott

[REDACTED] And I purchased our new 28X60 Titan Modular home on August 15, 2007. The dealership is [REDACTED]. We are inclosing documents of what was then going on with our house. We are also enclosing documents of what is currently happening now.

[REDACTED] and I have had nothing but problems with this company from the beginning. We have problems having them remove our old home away from the property. We had at that time a single wide mobile home. My mother then owned the property for which we now reside on. They were supposed to remove the home in the fall of 2007. Our old home was not removed until December 5, 2007.

[REDACTED] and I feel because of their negligence we now have to pay our contractor and additional twenty thousand dollars for work that should have been completed in the summer months and early fall of that year. Our contractor had to remove snow, ice, and work in the inclement weather. Our new house was put on the foundation in January 2008.

We would like to file a formal complaint with [REDACTED] in regards to the finances. They put us in contact with Financial Resources National Inc. They are at 15 Northview Drive P.O. Box Meredith, NH 03253. Their phone number is (603) 279-1133. Their manager of this office is Jared King [REDACTED]. [REDACTED] felt that [REDACTED] and I were at a high risk for our loan. Which this was not discussed with either one of us.

We are currently paying \$2,240 monthly for our mortgage payment. They also charged us 13% interest rate. They also charge us \$18,000 dollars for closing costs. I just found out that this loan is a "interest only loan". They promised us after the construction loan was over they would us into a conventional loan. We ask for a thirty year loan.

[REDACTED] and I have called [REDACTED] numerous time since we purchased our home. We were then always put through there voice mails. I have called Sandy who was the production person for handling all of there site work for [REDACTED]. I have told her what problems were are having with our house. They never return are calls.

We complained since dry rot about the hole in our new kitchen floor. This has not been addressed. Our front main door of the house doesn't seal or close properly. The molding was also removed by our contractor and it states that the front door has no seal or insulation. He feels that this door should be totally replaced.

We now have problems with the joist columns down in the basement of our house they are not securely fastened to the center of the house. We also have mold in our master bedroom. We also have mold in our son's bedroom where his window leaked.

We also have mold in our main master bathroom ceiling. We had a leak on the roof vent. We had no idea that this was causing any leakage through our ceiling area. We also have a water leak in our master bathroom area. When we got out of the shower I noticed water on the floor area. I thought it was from the shower. Come to find out the water valve had manufacture defect. I called [REDACTED] we were told to call a plumber, and they would pay for the plumber costs. We had to pay the plumber \$125.00 dollars. We have to this day not receive our money back from [REDACTED]

They said to us that they would reimburse our money back to [REDACTED] and me. This has not been the case. I have been trying to contacting the owner of [REDACTED] but will not return our calls. This is not acceptable practice for me. We are only asking for these problems for our house to be fixed.

We have to have our master bathrooms walls replaced, sheet rock, molding, hot tub facing, maybe the floor area, wall insulation.

We also have problems with the fire place the chimney is not the correct. Piping. If [REDACTED] and I were to burn a fire last winter, we might have lost the house due to their negligence of improperly installing the fire place chimney.

We also have problems with all the window leaking water. They sent out a company, and they said their was nothings wrong. Well I beg to differ. There is only one window that is properly installed, and that is the one window in the living room next to the main door way. This is a manufacturer defect problem with the windows.

We also have problems with the insulation up in the attic area. There is not enough insulation. They also didn't use firewall insulation on the piping in the basement area

We want you to know we feel this company, [REDACTED] & the manufacturer should be liable for all cost and repairs to our home. We would like for your office to take immediate action.

Sincerely:

[REDACTED]
[REDACTED]