

Credential View Screen [update]



<p>BAYBROOK REMODELERS INC Address: <input checked="" type="radio"/> Public <input type="radio"/> Mail [change public address] BAYBROOK REMODELERS INC 824 ORANGE AVENUE WEST HAVEN, CT 06516</p>	<p>ID 21286 Warnings SSN/FEIN Contact Standing Contact Type CORPORATION Birth Date Public File YES Mailing List US Citizen Other License: Email: baybrookremodelers@yahoo.com</p>	<p>Contact Audit Public Cases Cont. Edu Documents Owners Owned By/Key Mgmt Exams Experience Notes Schools Librarian Other State License Background Check Online Information</p>
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Comments:

HOME IMPROVEMENT CONTRACTOR [update] [form letter]

<p>Credential # HIC.0554001 Application Date 11/08/1996 Effective Date 12/01/2010 Expiration Date 11/30/2011 First Issuance Date 12/01/2005</p>	<p>Credential Status ACTIVE (10/27/2010) Status Reason NONE Amount Due \$0.00 Date Last Activity 10/27/2010 10:33:54 AM Last Updated by McMahanE Certificate Sent Date 10/27/2010</p>	<p>Audit Documents Verification Workflow Key Mgmt Fees Notes Print Docs Comp. Audit Renewal License Status History</p>
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Comments:

- Supervises
- User Defined License Data
- Workflow

Supervises [update] [Show All]

Contact Name	Credential	Credential Definition	Board	Supervision Type	Supervision Status	Credential Expiration	Credential Status
JOHN M CALLANAN	HIS.0552999	HIS-HOME IMPROVEMENT SALESPERSON	HOME IMPRV AND NEW HOME CNSTR	Contractor-Salesperson	Active	11/30/2011	ACTIVE
EARL H CORNELIUS	HIS.0548968	HIS-HOME IMPROVEMENT SALESPERSON	HOME IMPRV AND NEW HOME CNSTR	Contractor-Salesperson	Active	11/30/2008	INACTIVE
RONALD J DEGREGORY	HIS.0551383	HIS-HOME IMPROVEMENT SALESPERSON	HOME IMPRV AND NEW HOME CNSTR	Contractor-Salesperson	Active	11/30/2009	LAPSED
AUGUSTUS J FRANZONI	HIS.0552318	HIS-HOME IMPROVEMENT SALESPERSON	HOME IMPRV AND NEW HOME CNSTR	Contractor-Salesperson	Active	11/30/2009	LAPSED
MICHAEL K KENNEDY	HIS.0552016	HIS-HOME IMPROVEMENT SALESPERSON	HOME IMPRV AND NEW HOME CNSTR	Contractor-Salesperson	Active	11/30/2007	INACTIVE
RUSSELL K MATHIEU	HIS.0551384	HIS-HOME IMPROVEMENT SALESPERSON	HOME IMPRV AND NEW HOME CNSTR	Contractor-Salesperson	Active	11/30/2006	INACTIVE
ROBERT M MISLOW	HIS.0552619	HIS-HOME IMPROVEMENT SALESPERSON	HOME IMPRV AND NEW HOME CNSTR	Contractor-Salesperson	Active	11/30/2008	INACTIVE
WILLIAM MULKERIN	HIS.0554504	HIS-HOME IMPROVEMENT SALESPERSON	HOME IMPRV AND NEW HOME CNSTR	Contractor-Salesperson	Active	11/30/2010	ACTIVE IN RENEWAL
THOMAS NICOLETTI	HIS.0551740	HIS-HOME IMPROVEMENT SALESPERSON	HOME IMPRV AND NEW HOME CNSTR	Contractor-Salesperson	Active	11/30/2011	ACTIVE

Case View Screen [update]



Case Status	2001-401 (PUBLIC) CLOSED	Date Created Date Received How Received Receiving Board Receiving Profession Receiving Department Received By Incident Date	04/23/2004 01/17/2001 Mail TRADE PRACTICES Trade Practices Mary Jaglowski 01/09/2001	Audit Entry Items Documents Notes Master Cases Participants Add Master Case Timeline History Related Cases
Respondent ID Respondent Address	21286 BAYBROOK REMODELERS INC <input checked="" type="radio"/> Public <input type="radio"/> Mail BAYBROOK REMODELERS INC 824 ORANGE AVENUE WEST HAVEN, CT 06516	Alleged Issues Case Nature	Home Improvement Incomplete	
Complainant ID Complainant	429185 [REDACTED]	Comments: SEE SCANNED COMPLAINT. (MIRANDA)		

- Resolution
- Action Items
- Participants
- Respondent History

Resolution [update]

Field	Value	Field	Value
Department:	Trade Practices	Found Issues:	
Worker:	Ramona Miranda	Resolution:	• Unresolved (Dispute of Facts)

Date Closed: 05/17/2001

Resolution Notes:

Dept. of Consumer Protection

01/04/01
Complaint Against
Baybrook Remodelers
824 Orange ave.
West Haven CT 06516 (203) 937-6400

On June 1st 2000 Baybrook Remodelers and I entered into contract to remodel my basement, the job was to be completed on or before 08/30/2000 the job did not start till the end of August I tried working with this company, till this day the job is still not complete. The company has been paid in full and I have been trying to get the owner to complete this job. One section of the basement is still not painted also we had a screen enclosure put under our deck and the screens were cut too short and are falling out. the owner will not return any phones calls. I want our screens replaced and our job finished. This company has caused a fire at our house which there is and incident report at the West shore fire dept.

They also tried carpeting our floor with out leveling it and I had to spend another \$1060.00 for and outside mason to come in and fix our floor Please see if you can help us in this situation.

Thankyou

West Haven Connecticut 06516

2001 JUN -9 2 10 4

Notes for Case Number: 2001-401 [add]

Action	Date	User	Note
[Modify]	02/08/2001	MirandaR	14D LETTER MAILED 1/25/01 GENERAL LETTER WITH COPY OF RESPONDENT'S CORRESPONDENCE MAILED 2/8/2001 REQUESTING A PHONE CALL FROM CONSUMER. (MIRANDA)
[Modify]	05/17/2001	MirandaR	CLOSURE - DISPUTE OF FACTS ADVISED CONSUMER - LETTER. (MIRANDA)
[Modify]	01/14/2002	SylvesterM	Cc Dmv Letter Processed

Case View Contact Participants

Case: 2001-401

Field	Value
Status:	CLOSED

Respondent ID: 21286

Field	Value						
Respondent:	BAYBROOK REMODELERS INC						
Credential:	not available						
Address:	<table border="0"> <tr> <td>Public:</td> <td>Mail:</td> </tr> <tr> <td>824 ORANGE AVENUE</td> <td>824 ORANGE AVENUE</td> </tr> <tr> <td>WEST HAVEN, CT 06516</td> <td>WEST HAVEN, CT 06516</td> </tr> </table>	Public:	Mail:	824 ORANGE AVENUE	824 ORANGE AVENUE	WEST HAVEN, CT 06516	WEST HAVEN, CT 06516
Public:	Mail:						
824 ORANGE AVENUE	824 ORANGE AVENUE						
WEST HAVEN, CT 06516	WEST HAVEN, CT 06516						
Telephone:	(203) 937-6400						
Email:	baybrookremodelers@yahoo.com						

Complainant ID: 429185

Field	Value						
Complainant:	[REDACTED]						
Address:	<table border="0"> <tr> <td>Public:</td> <td>Mail:</td> </tr> <tr> <td>[REDACTED]</td> <td>[REDACTED]</td> </tr> <tr> <td>WEST HAVEN, CT 06516</td> <td>WEST HAVEN, CT 06516</td> </tr> </table>	Public:	Mail:	[REDACTED]	[REDACTED]	WEST HAVEN, CT 06516	WEST HAVEN, CT 06516
Public:	Mail:						
[REDACTED]	[REDACTED]						
WEST HAVEN, CT 06516	WEST HAVEN, CT 06516						
Telephone:	not available						
Email:	not available						

Alleged Issues

Field	Value
	Home Improvement

Contacts Affiliated with Respondent

Field	Value
No Other Participants (Respondent) data available...	

Contacts Affiliated with Complainant

Field	Value
No Other Participants (Complainant) data available...	

Contacts Affiliated with Other

Field	Value
No Other Participants (Other) data available...	

Timeline for Case 2001-401

Label	Value
Respondent:	BAYBROOK REMODELERS INC
Created:	04/23/2004
Closed:	05/17/2001
Alleged Issues:	Home Improvement
Case Nature:	Incomplete
Resolutions:	Unresolved (Dispute of Facts)

Timeline Detail	Start	End	Days Used
No Timeline Details available.			

Timeline Summary	Auth Days	Extend Days	Days Used	Days Remain
No Timeline Summary Available				
Total:			0	

Case View Screen [update]



Case Status	2001-3300 (PUBLIC) CLOSED	Date Created Date Received How Received Receiving Board Receiving Profession Receiving Department Received By Incident Date	04/23/2004 04/19/2001 Mail TRADE PRACTICES Home Improvement Unit Bill Zenga 04/19/2001	Audit Entry Items Documents Notes Master Cases Participants Add Master Case Timeline History Related Cases
Respondent ID Respondent Address	21286 BAYBROOK REMODELERS INC <input checked="" type="radio"/> Public <input type="radio"/> Mail BAYBROOK REMODELERS INC 824 ORANGE AVENUE WEST HAVEN, CT 06516	Alleged Issues Home Improvement Case Nature Contract Incomplete		
Complainant ID Complainant	409628 [REDACTED]			

Comments: see complaint

- Resolution
- Action Items
- Participants
- Respondent History

Resolution [update]

Field	Value	Field	Value
Department:	Home Improvement Unit	Found Issues:	
Worker:	Ian Duncan	Resolution:	• RESOLVED (CONSUMER ACCEPTED)
Date Closed:	10/23/2001		

Resolution Notes: resolved

Notes for Case Number: 2001-3300 [add]

Action	Date	User	Note
[Modify]	04/19/2001	ZengaB	C states she contracted with R to remodel and R has not finished the work. Assigned to I. Duncan - 2 complaints in 12 months, incomplete.
[Modify]	05/08/2001	RobertsonC	C called to check status; unable to advise due to computer problems (no access); advz'd C to call back & hopefully computer would be functioning properly.
[Modify]	05/09/2001	JohnsonN	C called wanting to know status of complaint. I advised her that the file was assigned to Investigator Ian Ducan. It appears that Investigator Ducan has not yet contacted R. I forwarded C to Investigator Duncan's phone, because she is concerned about work that R still owes her on the contract. NJ
[Modify]	06/01/2001	RobertsonC	C desperately checking for status; advz'd B.Zenga; Zenga advz'd I.Duncan w/contact C by phone on 6/4/01 & process ltrs, etc.
[Modify]	06/04/2001	DuncanI	Sent 14 D Letters
[Modify]	06/04/2001	DuncanI	I left C a message to have her call me back
[Modify]	06/20/2001	DuncanI	Sent Copy Of R's Response To C
[Modify]	06/20/2001	DuncanI	R responded to 14d letter. R states that they agreed to complete the porch with C once weather got warmer. R states that C should indicate where she wants R to drill holes for her soffits. R states that C has overhangs and not soffits.
[Modify]	07/06/2001	DuncanI	C called and left a message stating that she is getting together paperwork, and will be forwarding paperwork to me next week. C also stated that she is having the building inspector inspect her property.
[Modify]	08/20/2001	DuncanI	C called and did not leave a return # to call her back
[Modify]	10/23/2001	DuncanI	Case resolved - R has worked with C to resolve issues.

Case View Contact Participants

Case: 2001-3300

Field	Value
Status:	CLOSED

Respondent ID: 21286

Field	Value						
Respondent:	BAYBROOK REMODELERS INC						
Credential:	not available						
Address:	<table border="0"> <tr> <td>Public:</td> <td>Mail:</td> </tr> <tr> <td>824 ORANGE AVENUE</td> <td>824 ORANGE AVENUE</td> </tr> <tr> <td>WEST HAVEN, CT 06516</td> <td>WEST HAVEN, CT 06516</td> </tr> </table>	Public:	Mail:	824 ORANGE AVENUE	824 ORANGE AVENUE	WEST HAVEN, CT 06516	WEST HAVEN, CT 06516
Public:	Mail:						
824 ORANGE AVENUE	824 ORANGE AVENUE						
WEST HAVEN, CT 06516	WEST HAVEN, CT 06516						
Telephone:	(203) 937-6400						
Email:	baybrookremodelers@yahoo.com						

Complainant ID: 409628

Field	Value						
Complainant:	[REDACTED]						
Address:	<table border="0"> <tr> <td>Public:</td> <td>Mail:</td> </tr> <tr> <td>[REDACTED]</td> <td>[REDACTED]</td> </tr> <tr> <td>WEST HAVEN, CT 06516</td> <td>WEST HAVEN, CT 06516</td> </tr> </table>	Public:	Mail:	[REDACTED]	[REDACTED]	WEST HAVEN, CT 06516	WEST HAVEN, CT 06516
Public:	Mail:						
[REDACTED]	[REDACTED]						
WEST HAVEN, CT 06516	WEST HAVEN, CT 06516						
Telephone:	not available						
Email:	not available						

Alleged Issues

Field	Value
	Home Improvement

Contacts Affiliated with Respondent

Field	Value
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No Other Participants (Respondent) data available...

Contacts Affiliated with Complainant

Field	Value
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No Other Participants (Complainant) data available...

Contacts Affiliated with Other

Field	Value
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No Other Participants (Other) data available...

Timeline for Case 2001-3300

Label	Value
Respondent:	BAYBROOK REMODELERS INC
Created:	04/23/2004
Closed:	10/23/2001
Alleged Issues:	Home Improvement
Case Nature:	Contract Incomplete
Resolutions:	RESOLVED (CONSUMER ACCEPTED)

Timeline Detail	Start	End	Days Used
No Timeline Details available.			

Timeline Summary	Auth Days	Extend Days	Days Used	Days Remain
No Timeline Summary Available				
Total:			0	

Case View Screen [update]



Case Status	2004-71369 (PUBLIC) CLOSED	Date Created Date Received	11/18/2004 11/09/2004	Audit Entry Items Documents Notes Master Cases Participants Add Master Case Timeline History Related Cases
Respondent ID	479218	How Received	Fax	
Respondent	BAYBROOK REMODELERS	Receiving Board	TRADE PRACTICES	
Address	<input checked="" type="radio"/> Public <input type="radio"/> Mail BAYBROOK REMODELERS 824 BOSTON POST RD WEST HAVEN, CT 06516	Receiving Profession	Trade Practices	Alleged Issues Home Improvement Case Nature Failure to Complete
Complainant ID	479216	Receiving Department	Linda Brewer	
Complainant	[REDACTED]	Received By	Linda Brewer	

Comments: C claims contract says "start by Nov 1, finish by Nov 14. As R started work 5 days after the date is should have been completed, she feels she is entitled to "financial compensation and R should take \$500 off bill. R states he could not start as originally scheduled because of weather. C writes that her complaint has been resolved to her satisfaction. C continues that even though her complaint has been resolved, she wants to keep this information on file.

- Resolution
- Action Items
- Participants
- Respondent History

Resolution [update]	Field	Value	Field	Value
	Department:	Trade Practices	Found Issues:	• Home Improvement
	Worker:	Jennifer Ponte	Resolution:	• File and Monitor

Date Closed: 01/21/2005

Resolution Notes:

12/6/2004

[REDACTED]
[REDACTED]
NEW HAVEN, CT 06513

File#: 2004-71369

Re:

Dear [REDACTED]

I would like to acknowledge receipt of your complaint concerning the above referenced business. I will be coordinating any action that the Department of Consumer Protection may take on your behalf. The file number shown above has been assigned to your complaint. Please refer to this file number in any further communication with us.

My review of your complaint indicates additional information is required before I can proceed further. Please forward the following information to my attention:

Please return this information as soon as possible so that I may determine the assistance that I will be able to provide. In the event that I do not receive the information within the next 30 days, I will close the case file.

Sincerely,

Jennifer Ponte
Consumer Information Representative
Trade Practices Division

CC: 2x
File

Notes for Case Number: 2004-71369 [add]

Action	Date	User	Note
[Modify]	11/22/2004	BrewerL	C claims contract says "start by Nov 1, finish by Nov 14. As R started work 5 days after the date is should have been completed, she feels she is entitled to "financial compensation and R should take \$500 off bill. R states he could not start as originally scheduled because of weather. C writes that her complaint has been resolved to her satisfaction. C continues that even though her complaint has been resolved, she wants to keep this information on file.
[Modify]	12/06/2004	PonteJ	2X via mail. Requesting a copy of the contract and cancelled checks.
[Modify]	01/21/2005	PonteJ	C did not send a copy of the contract and cancelled checks. 3XG and a copy of C's complaint sent to R via mail.

Case View Contact Participants

Case: 2004-71369

Field	Value
Status:	CLOSED

Respondent ID: 479218

Field	Value								
Respondent:	BAYBROOK REMODELERS								
Credential:	not available								
Address:	<table border="0"> <tr> <td>Public:</td> <td>Mail:</td> </tr> <tr> <td>BAYBROOK REMODELERS</td> <td>BAYBROOK REMODELERS</td> </tr> <tr> <td>824 BOSTON POST RD</td> <td>824 BOSTON POST RD</td> </tr> <tr> <td>WEST HAVEN, CT 06516</td> <td>WEST HAVEN, CT 06516</td> </tr> </table>	Public:	Mail:	BAYBROOK REMODELERS	BAYBROOK REMODELERS	824 BOSTON POST RD	824 BOSTON POST RD	WEST HAVEN, CT 06516	WEST HAVEN, CT 06516
Public:	Mail:								
BAYBROOK REMODELERS	BAYBROOK REMODELERS								
824 BOSTON POST RD	824 BOSTON POST RD								
WEST HAVEN, CT 06516	WEST HAVEN, CT 06516								
Telephone:	(203) 937-6400								
Email:	not available								

Complainant ID: 479216

Field	Value						
Complainant:	[REDACTED]						
Address:	<table border="0"> <tr> <td>Public:</td> <td>Mail:</td> </tr> <tr> <td>[REDACTED]</td> <td>[REDACTED]</td> </tr> <tr> <td>NEW HAVEN, CT 06513</td> <td>NEW HAVEN, CT 06513</td> </tr> </table>	Public:	Mail:	[REDACTED]	[REDACTED]	NEW HAVEN, CT 06513	NEW HAVEN, CT 06513
Public:	Mail:						
[REDACTED]	[REDACTED]						
NEW HAVEN, CT 06513	NEW HAVEN, CT 06513						
Telephone:	[REDACTED]						
Email:	not available						

Alleged Issues

Field	Value
	Home Improvement

Contacts Affiliated with Respondent

Field	Value
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No Other Participants (Respondent) data available...

Contacts Affiliated with Complainant

Field	Value
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No Other Participants (Complainant) data available...

Contacts Affiliated with Other

Field	Value
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No Other Participants (Other) data available...

Label	Value
Respondent:	BAYBROOK REMODELERS
Created:	11/18/2004
Closed:	01/21/2005
Alleged Issues:	Home Improvement
Case Nature:	Failure to Complete
Found Issues:	Home Improvement
Resolutions:	File and Monitor

Timeline Detail	Start	End	Days Used
No Timeline Details available.			

Timeline Summary	Auth Days	Extend Days	Days Used	Days Remain
No Timeline Summary Available				
Total:			0	

Case View Screen [update]



Case	2006-2313 (PUBLIC)	Date Created	04/10/2006	Audit Entry Items Documents Notes Master Cases Participants Add Master Case Timeline History Related Cases
Status	CLOSED	Date Received	03/18/2009	
Respondent ID	21286	How Received	Mail	
Respondent	BAYBROOK REMODELERS INC	Receiving Board	TRADE PRACTICES	
Address	<input checked="" type="radio"/> Public <input type="radio"/> Mail BAYBROOK REMODELERS INC 824 ORANGE AVENUE WEST HAVEN, CT 06516	Receiving Profession		
		Receiving Department	Home Improvement Unit	
Complainant ID	353130	Received By	Ramona Miranda	
Complainant	[REDACTED]	Alleged Issues	Home Improvement	
		Case Nature	Workmanship	
Comments: CONSUMER ALLEGES IS GOING TO COST THEM \$800 TO REINSTALL OR REPLACE INCORRECT DRIP CAP INSTALLED BY CONTRACTOR				

- Resolution
- Action Items
- Participants
- Respondent History

Resolution [update]	Field	Value	Field	Value
	Department:	Trade Practices	Found Issues:	• Home Improvement
	Worker:	Ramona Miranda	Resolution:	• File and Monitor

Date Closed: 04/12/2006

Resolution Notes: CLOSED COMPLAINT/SENT CONTRACTOR A COPY OF THE COMPLAINT AND COSUMER GUARANTY FUND INFORMATION

Notes for Case Number: 2006-2313 [add]

Action	Date	User	Note
[Modify]	04/10/2006	MirandaR	REVIEWED DOCUMENTS AND ASSIGNED NUMBER
[Modify]	04/12/2006	MirandaR	CONSUMER ALLEGES IS GOING TO COST THEM \$800TO REINSTALL OR REPLACE INCORRECT DRIP CAP INSTALLED BY CONTRACTOR
[Modify]	05/05/2006	MirandaR	PER WZENGA, CLOSED COMPLAINT/3XG/B MAIL MERGED LETTERS AND GUARANTY FUND INFORMATION SENT RECEIVED LETTER FROM CONTRACTOR STATING THE FOLLOWING: "I HAVE RETURNED EVERY ONE OF CONSUMER'S PHONE CALLS, I HAVE MET HER AT HER HOUSE, TOOK THE TIME TO INVESTIGATE ALL OF HER FALSE ACCUSATIONS. I HAVE INSTALLED NEW GUTTERS FREE OF CHARGE,EVEN THOUGH I DID NOT DAMAGER HER GUTTERS".
[Modify]	05/09/2006	MirandaR	PLACED ORIGINAL DOCUMENTS IN THE FILING BOX RECEIVED LETTER FROM CONSUMER WHO STATES CONTRACTORS ALLEGATIONS ARE NOT TRUE; CONSUMER DID NOT ENTER INTO A CONTRACT WITH THIS COMPANY BECAUSE THER WAS A LEAKY ROOF BEFORE THEY HAD ANY PROBLEMS WITH THE ROOF, NOR THEY REPLACED INTERIOR SHEETROCK; CONSUMER ALSO STATES THE ISSUE WITH DRIP CAP IS THAT IT WAS INSTALLED INCORRECTLY AND THE PARTICLE BOARD WAS LEFT EXPOSED; UPDATED FILE AND PLACED LETTER IN FILING BASKET

Case View Contact Participants

Case: 2006-2313

Field	Value
Status:	CLOSED

Respondent ID: 21286

Field	Value						
Respondent:	BAYBROOK REMODELERS INC						
Credential:	not available						
Address:	<table border="0"> <tr> <td>Public:</td> <td>Mail:</td> </tr> <tr> <td>824 ORANGE AVENUE</td> <td>824 ORANGE AVENUE</td> </tr> <tr> <td>WEST HAVEN, CT 06516</td> <td>WEST HAVEN, CT 06516</td> </tr> </table>	Public:	Mail:	824 ORANGE AVENUE	824 ORANGE AVENUE	WEST HAVEN, CT 06516	WEST HAVEN, CT 06516
Public:	Mail:						
824 ORANGE AVENUE	824 ORANGE AVENUE						
WEST HAVEN, CT 06516	WEST HAVEN, CT 06516						
Telephone:	(203) 937-6400						
Email:	baybrookremodelers@yahoo.com						

Complainant ID: 353130

Field	Value						
Complainant:	[REDACTED]						
Address:	<table border="0"> <tr> <td>Public:</td> <td>Mail:</td> </tr> <tr> <td>[REDACTED]</td> <td>[REDACTED]</td> </tr> <tr> <td>MILFORD, CT 06460</td> <td>MILFORD, CT 06460</td> </tr> </table>	Public:	Mail:	[REDACTED]	[REDACTED]	MILFORD, CT 06460	MILFORD, CT 06460
Public:	Mail:						
[REDACTED]	[REDACTED]						
MILFORD, CT 06460	MILFORD, CT 06460						
Telephone:	not available						
Email:	not available						

Alleged Issues

Field	Value
	Home Improvement

Contacts Affiliated with Respondent

Field	Value
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No Other Participants (Respondent) data available...

Contacts Affiliated with Complainant

Field	Value
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No Other Participants (Complainant) data available...

Contacts Affiliated with Other

Field	Value
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No Other Participants (Other) data available...

Timeline for Case 2006-2313

Label	Value
Respondent:	BAYBROOK REMODELERS INC
Created:	04/10/2006
Closed:	04/12/2006
Alleged Issues:	Home Improvement
Case Nature:	Workmanship
Found Issues:	Home Improvement
Resolutions:	File and Monitor

Timeline Detail	Start	End	Days Used
No Timeline Details available.			

Timeline Summary	Auth Days	Extend Days	Days Used	Days Remain
No Timeline Summary Available				
Total:			0	

Case View Screen [update]



Case	2007-758 (PUBLIC)	Date Created	01/24/2007	Audit Entry Items Documents Notes Master Cases Participants Add Master Case Timeline History Related Cases
Status	CLOSED	Date Received	01/18/2007	
Respondent ID	21286	How Received	Mail	
Respondent	BAYBROOK REMODELERS INC	Receiving Board	TRADE PRACTICES	
Address	<input checked="" type="radio"/> Public <input type="radio"/> Mail BAYBROOK REMODELERS INC 824 ORANGE AVENUE WEST HAVEN, CT 06516	Receiving Profession		
		Receiving Department	Home Improvement Unit	
Complainant ID	548030	Received By	Ramona Miranda	
Complainant	[REDACTED]	Alleged Issues	Home Improvement	
		Case Nature	Workmanship	

Comments:

- Resolution
- Action Items
- Participants
- Respondent History

Resolution [update]

Field	Value	Field	Value
Department:	Trade Practices	Found Issues:	• Home Improvement
Worker:	Ramona Miranda	Resolution:	• File and Monitor

Date Closed: 01/25/2007

Resolution Notes: 1/25/07: CLOSED COMPLAINT 1/24/07: SENT CONTRACTOR A COPY OF THE COMPLAINT AND SENT CONSUMER A GUARANTY FUND APPLICATION



CONSUMER STATEMENT
 STATE OF CONNECTICUT
 DEPARTMENT OF CONSUMER PROTECTION
 165 Capitol Avenue Hartford CT 06106
 E-Mail: trade.practices@ct.gov
 Fax No. (860) 713-7239

For Official Use Only

W

RECEIVED

2007 JAN -9 P 3:42

1. Complete this form. Type or print CLEARLY.
2. Return form to Agency at address shown above.

YOUR NAME ██████████		HOME PHONE (Include Area Code) ██████████		BUSINESS PHONE (Include Area Code) ██████████		ARE YOU 65 OR OLDER? <input type="checkbox"/> YES <input type="checkbox"/> NO	
STREET ADDRESS ██████████		CITY Shelton		STATE CT	ZIP CODE 06484	E-MAIL ██████████	
PARTY/COMPANY COMPLAINED AGAINST Baybrook Remodelers, Inc		PERSON DEALT WITH / TELEPHONE NUMBER (Include Area Code) Ken Carney 203 937 6400				POSITION Owner	
STREET ADDRESS 824 Boston Post Road		CITY West Haven		STATE CT	ZIP CODE 06516	E-MAIL	
INFORMATION: WAS A CONTRACT INVOLVED <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		IF "YES", ENTER DATE 12/05/05		TYPE OF CONTRACT: <input type="checkbox"/> ORAL <input checked="" type="checkbox"/> WRITTEN		PRODUCT OR SERVICE INVOLVED Home Improvement	
DATE PURCHASED 12/7/05		COST \$94,760		HOW PAID (CIRCLE ONE) CASH CREDIT CARD <input checked="" type="checkbox"/> INSTALLMENT CONTRACT LAW-AWAY			
WAS THE PRODUCT OR SERVICE ADVERTISED <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		HOW?		DATE & PLACE OF AD (PLEASE ATTACH COPY IF POSSIBLE)			
HAVE YOU CONTACTED THE COMPANY REGARDING YOUR COMPLAINT? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		IF "YES" ENTER DATE 12/28/06		PERSON CONTACTED Ken Carney		POSITION Owner	
HAVE YOU HIRED AN ATTORNEY <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF "YES", NAME		IS COURT ACTION PENDING? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF "YES", IN WHAT COURT?	

NOTE: For Home Improvement and New Home Contractor complaints, we request a copy of your contract and copies of the back and front of the cancelled checks. Otherwise, **DO NOT** send any other paperwork or documentation with your complaint at this time. If further documentation is needed you will be notified. We will not be able to return or forward any material sent to this department. Please provide a detailed statement regarding the facts of your complaint below. We encourage consumers to try and resolve their issues with the company involved. More information can be obtained from our website: www.ct.gov/dcp. You may also find information on the Small Claims Court and Superior Court process at www.jud.state.ct.us.

This complaint, to be filed against Baybrook Remodelers, Inc, is for substandard quality and workmanship, failure to utilize materials specifically described in a contract, and for failure to consult the homeowner with changes in design.

Key areas of complaint are:

- walls and door frames out of plumb
- subfloor installed other than as contracted
- sound-deadening materials not installed as detailed in contract
- bathtub not installed properly
- design changes for stair work.

The resolution sought – withhold final payment

The following is a revision of the Scope of Work document. Baybrook is responsible for all structural work. Painting, doors, trim, and flooring are finish steps to be completed by the homeowner. Entries indented and in italics follow their proposed tasks noted in the original document and detail the experience from the homeowner's perspective.

ATTACHMENT A
 Scope of Work
 25' x 33' Second Floor Addition

DIVISION 1: GENERAL CONDITIONS

Baybrook Remodelers proposes to furnish all labor and materials, to secure all permits, and pay all taxes and fees necessary to complete the work described below.

All work shall conform to current building codes, and Baybrook will arrange for all inspections and secure all approvals required by the local municipality. A-2 surveys, property line location, and variances, if needed, are not considered part of the standard approval process and may be arranged for under separate agreement, or secured independently by the Owner.

Dumpsters and/or material removal, and portable toilets, when required, shall be the responsibility of Baybrook. Dumpsters are for the exclusive use of Baybrook Remodelers and are only intended for waste material generated during construction. At the conclusion of the job, the work area will be swept with a magnet and the dumpster and all construction related debris will be removed.

No apparent effort by the work crew to police the project site at the end of the day to leave the yard somewhat safe. Daily cleanup was required by the homeowner to collect nails, wood, and occasionally shards of aluminum.

of plans and build the framed opening. The original estimate includes cost of framing, sheetrock, tape/mud of this deleted framework.

Subflooring shall be 3/4" tongue and groove CDX plywood.

(3/22/06) 1/2" butt-edged plywood subfloor is installed and not secured properly with many soft areas and raised joints. Baybrook is notified of the subpar flooring. The framers comment that 'the floorwork's done.' The walls dividing the bathroom and the 3rd BR, the bathroom and the MBR, and the MBR closet float between joists with no blocking.

(3/24/06) Notified Baybrook about the subfloor. There is a surprising amount of give in the floor in the bathroom and there's a spot in the attic floor soft enough to step through.

(3/30/06) Again notified Baybrook about the subfloor.

(4/3/06) Plumber requests the bathtub, comments on the bad subfloor, and wonders aloud when the floating wall dividing the bath and the 3rd BR will be corrected to support the concentrated weight of the bathtub.

(4/6/06) Again contacted Baybrook about the flooring.

(4/10/06) By chance, met Baybrook at the site. One rep declares 'the town will pass it' during inspection. Another justifies the shortfall explaining 'we were just trying to match the existing subfloor.'

Pictures showing exposed floor joists across the entire 2nd floor, front and back, and side-to-side will verify that all existing subfloor was in the dumpster. The existing subfloor was a combination of 5/8" composite board in the main traffic areas and 3/4" x 4" pine tongue-and-groove in the crawlspaces.

Baybrook recommends another 1/2" layer of plywood. Adding a thin layer to an existing thin layer will not replace the foundation the appropriate thickness would have provided.

(4/11/06) Since the walls have been framed and the damage is done, the homeowner submitted a revised Scope Document to Baybrook with this request:

Since this structural design step was not implemented as planned and as priced, an alternative subfloor approach is required. Each wall erected in parallel with, but not fully-supported by, a floor joist will be supported by 2X6 blocking spaced along its entire length. The 1/2" plywood subfloor will be fastened to each floor joist by a bead of construction adhesive and 1 3/4" deck screws. All plywood grain will run perpendicular to the floor joists and a 1/8" gap will be left between mating edges of each panel to allow for expansion. A second layer of 1/2" plywood will be fastened to the base panels using construction adhesive and 1 3/4" deck screws through both panels into the floor joists. No end seams should share the same floor joist as the base layer. Since the cost for 3/4" tongue and groove is a full 100% higher than 1/2" plywood sheathing, there will be a credit applied to our account for the greater of 1/2 of the amount allocated for subflooring on the 2nd floor, or \$735.00, which represents your approximate savings for opting to use 1/2" smooth edge sheathing over 3/4" tongue and groove panels.

(4/17/06) Baybrook returns the Scope Doc agreeing to add 1/2" layer and to block the bathroom and MBR closet walls, declining the request to glue down the 1st layer opting to glue the layers together, screwing both to the floor joists, and offers a credit of \$180.00. The homeowner pulls up the flooring around the bathtub wall to encourage Baybrook to follow through with the blocking and the rest of their band-aid.

(7/12/06) Since the patched-in 2nd layer has been installed, Baybrook has returned to the site multiple times to alleviate the creaks in the softer areas. There is no confidence that the blocking has been added. The landing in front of the stairway drops at least 3/4" and shims are required to solidify the footing in this area. The floor between the bath and MBR is soft and continues to creak.

Studs are to be 2 x 4 unless noted otherwise.

(8/11/06) Notified Baybrook that 3 walls are out of plumb by 1/2" or more, and 2 others are off enough to stand out aesthetically.

(8/14/06) Notified Baybrook, requesting a meeting at the house to review and walk through alternatives. Baybrook shows unannounced and brings a 4' level, agreeing 'yes, they're out.'

The rough door openings in these walls are far enough out of plumb to require structural modification to hang the doors.

- MBR closet entrance - The bottom inside edge of the opening stands 3/4" deeper in the room than the top edge.
- Entrance to the bath from the MBR - The 24" door needs a min 26" rough opening. It's possible to get by with less if the opening is true. The opening is twisted and laying over to the left. The top is also tilted into the room 3/4". The issue is compounded since this wall was doubled in thickness to accommodate plumbing.
- Closet wall for the 2nd BR - The top of the wall is pitched away 3/4". Also a diminishing gap is easily visible between the closet wall and the adjacent door trim.

(9/9/06) Baybrook inspects the framing issues claiming that the walls needed to be moved to allow for blocking to be added. If this statement is accurate, the problem now had two opportunities to be corrected. There is little confidence that this blocking support was added for any of the affected walls.

This lack of quality should never have been presented as complete and turned over to the customer. The errors are easily visible and demonstrate the lack of quality now expected for each phase of this project. The customer is left to correct the oversights and finish the project.

Wall and roof sheathing shall be 1/2" CDX plywood. Underlayment for ceramic tile shall be 1/2" Durock. Framing shall include all firestopping, blocking and code mandated metal fastener. Where attic flooring is specified the ceiling joists shall be 2x10's with 1/2" CDX plywood flooring. Frame new window openings in the Dining Room. Frame new window opening in rear Study. Frame sound deadening wall between new bath and Bedroom #1 with 2x6 plates and staggered 2x4 studs.

the first floor to the start of the stairwell. Continue a wall mounted handrail on the right side to the top of the stairs. An allowance of \$1500 is included pending final detailing.

(5/22/06) Received a Brosco stair parts catalog. Baybrook fails to plan for the requested stair work within project timeline. No effort to measure, provide design options, or secure an estimate for the original project requirements until late in May when project was due to complete.

(5/23/06) Trying to stay within the design, the homeowner chooses a Hampton post system that appears closely compatible with the style of the existing closed stair box. To avoid a large newel post obstructing the hallway at the top of the stairs, a handrail is requested for the top left side of the stairs to switch back and then secure to top of the stairwell wall.

(5/27/06) Estimate for stairwork is received. (#3540 5/27/06)

Brosco stair parts:

- rails (C-6005),
- 31" balusters(C-5601),
- 47½" newels(C-4004),
- shoes with filets (C-6006)

(6/29/06) Baybrook explains that a rep will soon call with an install plan.

(7/2/06) Called Baybrook for estimated start date-No reply. It is now 1 month beyond the project's completion date.

(7/5/06) Called Baybrook for estimated start date. The reply: 'Waiting for a call from stair company.'

(7/11/06) Called the stair company directly. 'End of this week, possibly start of next.' The stair company arrives and takes measurements after reportedly losing the originals.

(8/9/06) Met Baybrook rep inadvertently at Home Depot and inquired about the stair work. 'The parts should be in at the start of following week. 1 post is in stock, one on order.'

(8/12/06) Called Baybrook to request a confirmation call if a start is expected the following week - No reply.

(8/14/06) Baybrook calls: 'Possibly midweek.'

(8/16/06) Baybrook delivers 2 newel posts explaining that he's waiting for a 3rd. Homeowner specifically requested that no post be installed on the landing at the top of the stairs. Baybrook: 'I'll talk to (the rep you spoke with.) I don't know when the 3rd post was added to the design. I have the same type of wraparound rail system in my house.'

(8/21/06) Called Baybrook to request a return call by 8/25/06 to propose alternatives and establish a drop dead date for original stair rail order-no reply.

(8/23/06) Baybrook explains that their rep claims: 'I didn't know that's what they wanted. I'll have to call the stair company to change the order.'

(8/25/06) The stair company delivers a 3rd post after numerous conflicting reports on the status of the order. The homeowner again explains that there should be no 3rd post. The stair co. rep: 'I know nothing about changing the parts. I'm just the delivery person, unless my boss and Baybrook decided that the type of railing you wanted wouldn't work. The type you want would need to be custom made and would cost more.' Homeowner: 'We heard nothing from them. That wasn't their decision to make.' Stair rep: 'I agree.'

(9/10/06) Installation day arrives.

No communication from Baybrook until 3 months after parts were ordered and delivered that the requested design would not be installed. No mention of alternatives. The decision to order a 3rd newel post was made without involving the homeowner. The shoes and filets were not installed. The newel posts, per the installer were too short and needed to be blocked up. To cover the block supports, the base was wrapped in trim wood.

Awaiting invoice from Baybrook through KB Custom Stairs.

Design change w/o owner's consent for top left handrail system

INTERIOR DOORS: N.I.C.

INTERIOR TRIM: N.I.C.

SHELVING: N.I.C.

CABINETS: N.I.C.

COUNTERTOPS: Install bevel-edge laminate top with 4" backsplash. Style to be selected by Owner.

The allowance for countertops in the original estimate should be credited. The homeowner supplied all fixtures.

DIVISION 7: FINISHES

CARPET: N.I.C.

TILE: Install ceramic tile on the bath floor. An allowance of \$3/sf is included for tile and grout. Does not include specialty tile or stone.

PAINT: N.I.C.

ACCESSORIES/HARDWARE: N.I.C.

DIVISION 8: ENTIRETY

The scope of work above describes all of the work to be done and no work, other than that specifically referred to herein, shall be considered part of this proposal unless specifically agreed to in writing between the Owner and Baybrook Remodelers. Plans accompanying this agreement shall be considered supplemental and are not intended to supercede this scope.



BAYBROOK REMODELERS, INC.

824 BOSTON POST ROAD (RTE. 1)
WEST HAVEN, CONNECTICUT 06516
(203) 937-6400 (203) 261-7977

PHONE#

WORK#

ALT#

Contractor's Registration No. 00554001
Agreement

I/We, the undersigned Homeowner(s) authorize Baybrook Remodelers, Inc., [the "Contractor"], to perform the work described below, subject to the following terms and conditions, on the premises located at:

[Redacted]

SHELTON

CT

06484

Street Address

Town/ City

State

Zip Code

COMPLETE DESCRIPTION OF THE WORK:

PROVIDE ALL MATERIAL AND LABOR TO COMPLETE
ALL WORK AS DETAILED IN ATTACHMENT "A" DATED 12/3/05

"BUILD NEW 35' x 10' CEMENT BLOCK PORCH"
AND ATTACHED DECK TO HOME PERMITS/WEISS

INSURANCE POLICY LISTED AS NAMED INSURER ON CONTRACTING
OR INSURANCE WITHDRAWN BY PROVIDED TO CUSTOMER



BAYBROOK REMODELERS INC.

824 BOSTON POST ROAD
WEST HAVEN, CONNECTICUT 06516
Residential: (203) 937-6400 (203) 261-7977

REG. # 00554001

DATE 12/3/05

PHONE _____

WK # _____

ATTACHMENT "P"

Name:

[Redacted Name]

Address:

[Redacted Address]

SHELTON

CT

Street

City

State

PAYMENT SCHEDULE

• DEPOSIT

9,700

12/6/05 - #1000

• START OF PROJECT

24,000

3/18/06 - #1001

• COMPLETION OF FRAMING / START ROOFING

20,000

5/30/06 - #1002

Baybrook Remodelers, Inc.



██████████
██████████
Shelton, CT
██████████

23 Sept 05
Revised ~~18 Nov 05~~
3 DEC 05

J.C.
d/Am

ATTACHMENT A Scope of Work 25' x 33' Second Floor Addition

DIVISION 1: GENERAL CONDITIONS

Baybrook Remodelers proposes to furnish all labor and materials, to secure all permits, and pay all taxes and fees necessary to complete the work described below.

All work shall conform to current building codes, and Baybrook will arrange for all inspections and secure all approvals required by the local municipality. A-2 surveys, property line location, and variances, if needed, are not considered part of the standard approval process and may be arranged for under separate agreement, or secured independently by the Owner.

Dumpsters and/or material removal, and portable toilets, when required, shall be the responsibility of Baybrook. Dumpsters are for the exclusive use of Baybrook Remodelers and are only intended for waste material generated during construction. At the conclusion of the job, the work area will be swept with a magnet and the dumpster and all construction related debris will be removed.

The Owner shall remove all personal belongings and materials from the work area prior to the start of construction.

PLUMBING FIXTURES, LIGHTING FIXTURES AND HARDWARE:

The Owner shall supply all fixtures. Baybrook will assist in the ordering and selection of fixtures to insure a successful integration with the proposed design.

ALLOWANCES: An allowance is a cost estimate included when a particular item has not been selected or determined. When the cost of the product or service has been determined the contract amount will be debited or credited the difference between the allowance and the actual cost.

UNFORESEEN CONDITIONS: Occasionally, conditions that require correction are uncovered subsequent to the start of construction. The

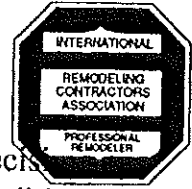
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J.C.
d/Am

Baybrook Remodelers, Inc.



Owner shall be informed of the required solution and a mutual decision will be reached prior to further work being done. Unforeseen conditions are not part of the proposal.

DIVISION 2: SITE WORK

N/A

DIVISION 3: CONCRETE

N/A

DIVISION 4: STRUCTURE

DEMOLITION: Plastic off all work areas and protect the finished floors. Remove entire roof and second floor walls. *Salvage and retain (4) second floor windows. Salvage and retain chimney cap. Cap heat. Cap electrical service to allow continuous service where ever possible to circuits shared with first floor.* Stairs to remain. Remove two windows in Dining Room. Remove (1) window in first floor Study.

FRAMING: Existing floor joists to remain. Frame a complete shell for the proposed second floor addition. All framing members shall be Douglas Fir. All wall studs, ceiling joists, and rafters shall be installed at 16" o.c. Joists and rafters will be sized per the plans. Subflooring shall be 3/4" tongue and groove CDX plywood. Studs are to be 2 x 4 unless noted otherwise. Wall and roof sheathing shall be 1/2" CDX plywood. Underlayment for ceramic tile shall be 1/2" Durock. Framing shall include all firestopping, blocking and code mandated metal fastener. Where attic flooring is specified the ceiling joists shall be 2x10's with 1/2" CDX plywood flooring. Frame new window openings in the Dining Room. *Frame new window opening in rear Study. Frame sound deadening wall between new bath and Bedroom #1 with 2x6 plates and staggered 2x4 studs.*

* FRAME ROOF RETAINS AT SOFFIT / EAVE LOCATIONS. ROOF TO OVERHANG GABLE WALLS APPROX 8". J.C. MAM

MASONRY: Extend the existing chimney and flues 2 ft above a 10 ft horizontal distance from the new roof line. Match the existing masonry as closely as possible. Install lead coated counterflashing at the roof line. Re-install Owner's chimney cap.

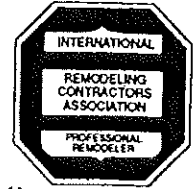
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MAM

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ROOFING: Install a complete roofing system on the new roof including aluminum drip edge, ice barrier at eaves, select paper undercoursing, ridge vent, flashing and Certainteed Woodscape 30 architectural shingles.

GUTTERS AND LEADERS: Install continuous white aluminum gutters and leaders on the new eaves.

WINDOWS: Install (15) Mastic Masterweld white vinyl windows. All windows to have 3/4" insulating glass, lifetime warranty and 5 year accident warranty. Operable windows to have locking screens *and tilt-in sashes*. Grilles to be in-glass with a 6 over 6 pattern. *Install (1) salvaged window in bath; install (2) salvaged windows in attic.*

SIDING: Install Hi-Impact 2000 4 over 4 vinyl siding. Match existing as closely as possible. Wrap new eaves and rakes with white aluminum coil stock.

DIVISION 5: UTILITIES

HVAC: Install hot water baseboard heat in the new rooms. Include separate zone and thermostat. For the purposes of this proposal, it is assumed the existing boiler is of sufficient capacity.

PLUMBING: Install rough and finish plumbing for (1) sink, (1) toilet, and (1) tub/shower. Connect to existing systems in basement. Install Owner's fixtures.

ELECTRICAL: Re-connect service to side of house. Install fixtures and devices as indicated on plans and listed on Schedule Z. Remove discontinued and relocated wiring.
Install a sub-panel in the second floor bedroom closet to supply new second floor circuits.

Present service is of sufficient capacity.

Wire the heating system , *new zone valve and thermostat.*

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Install of lighting fixtures to be provided by Owner.
Vent bath fan to the exterior.

DIVISION 6: INTERIOR

Install R-13 kraft faced batt insulation in the new exterior walls and existing exterior walls that have been exposed to the studs.

Install R-30 kraft faced batt insulation in the new ceilings below unheated spaces.

SHEETROCK: Install ½" sheetrock on the new and exposed walls and ceilings. Install ½" moisture resistant sheetrock on the new and exposed bath room walls and ceilings.

All sheetrock will be taped with (3) coats of compound and sanded for painting.

INTERIOR STAIRS: Install a complete stair system from the second floor to the attic. Treads and handrail to be yellow pine. Stringers and risers to be poplar. Provide solid guard rail in attic at 36" ht. *Install a balustrade, newel post and handrail system from the first floor to the start of the stairwell. Continue a wall mounted handrail on the right side to the top of the stairs. An allowance of \$1500 is included pending final detailing.*

INTERIOR DOORS: N.I.C.

INTERIOR TRIM: N.I.C.

SHELVING: N.I.C.

CABINETS: N.I.C.

COUNTERTOPS: Install square edgelaminate top with 4" backsplash. Style to be selected by Owner.

DIVISION 7: FINISHES

CARPET: N.I.C.

TILE: Install ceramic tile on the bath floor. An allowance of \$3/sf is included for tile and grout. Does not include specialty tile or stone.

PAINT: N.I.C.

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J.C.
2/10/11

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ACCESSORIES/HARDWARE: *N.I.C.*

DIVISION 8: ENTIRETY

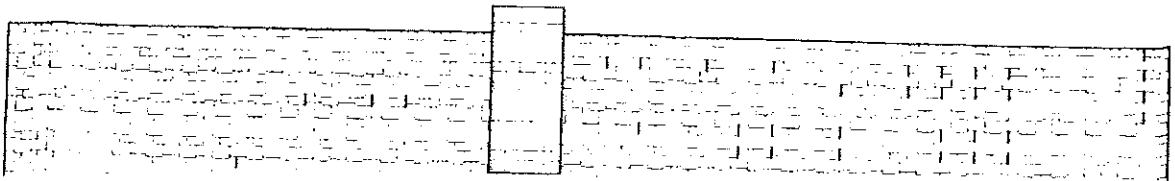
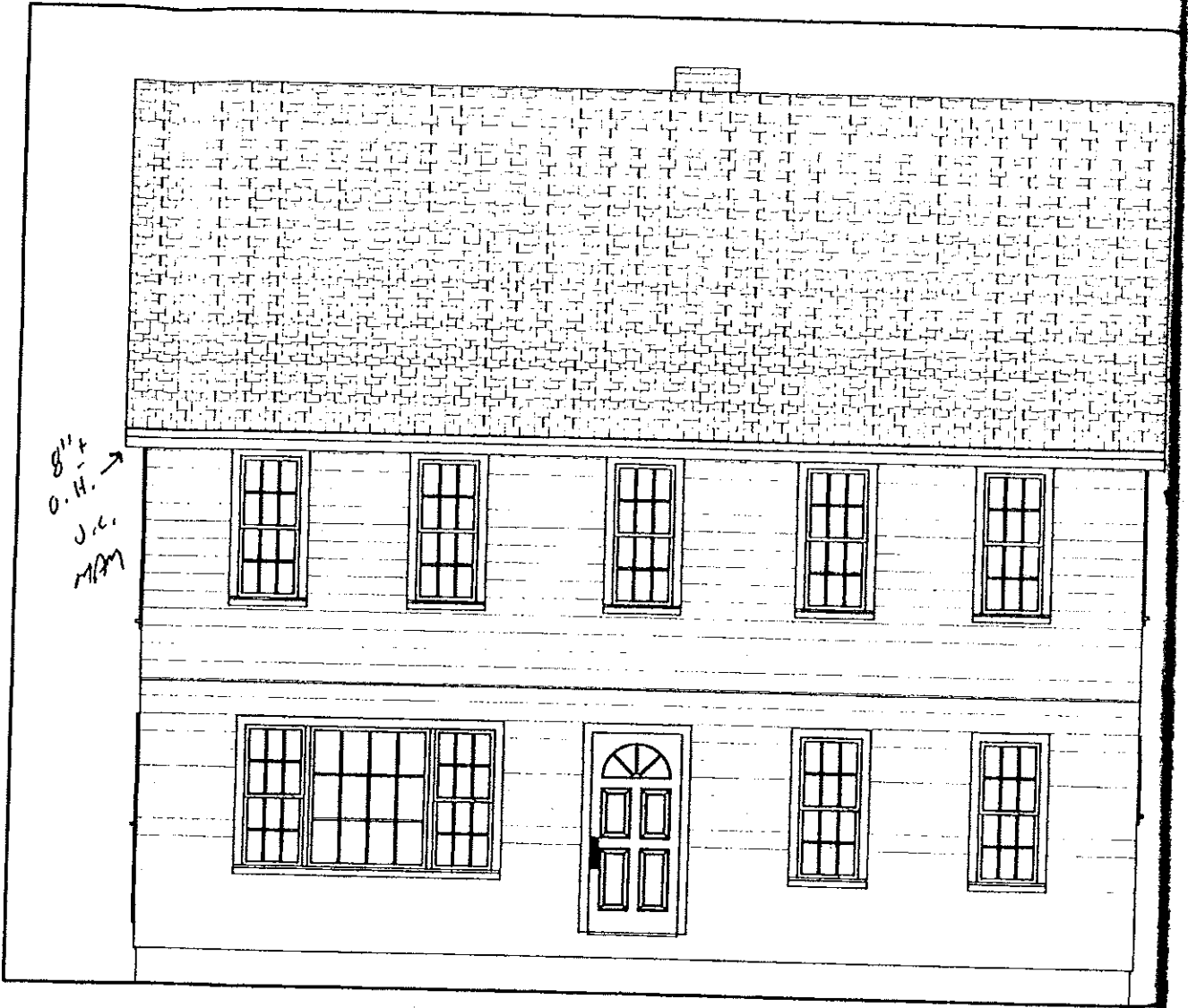
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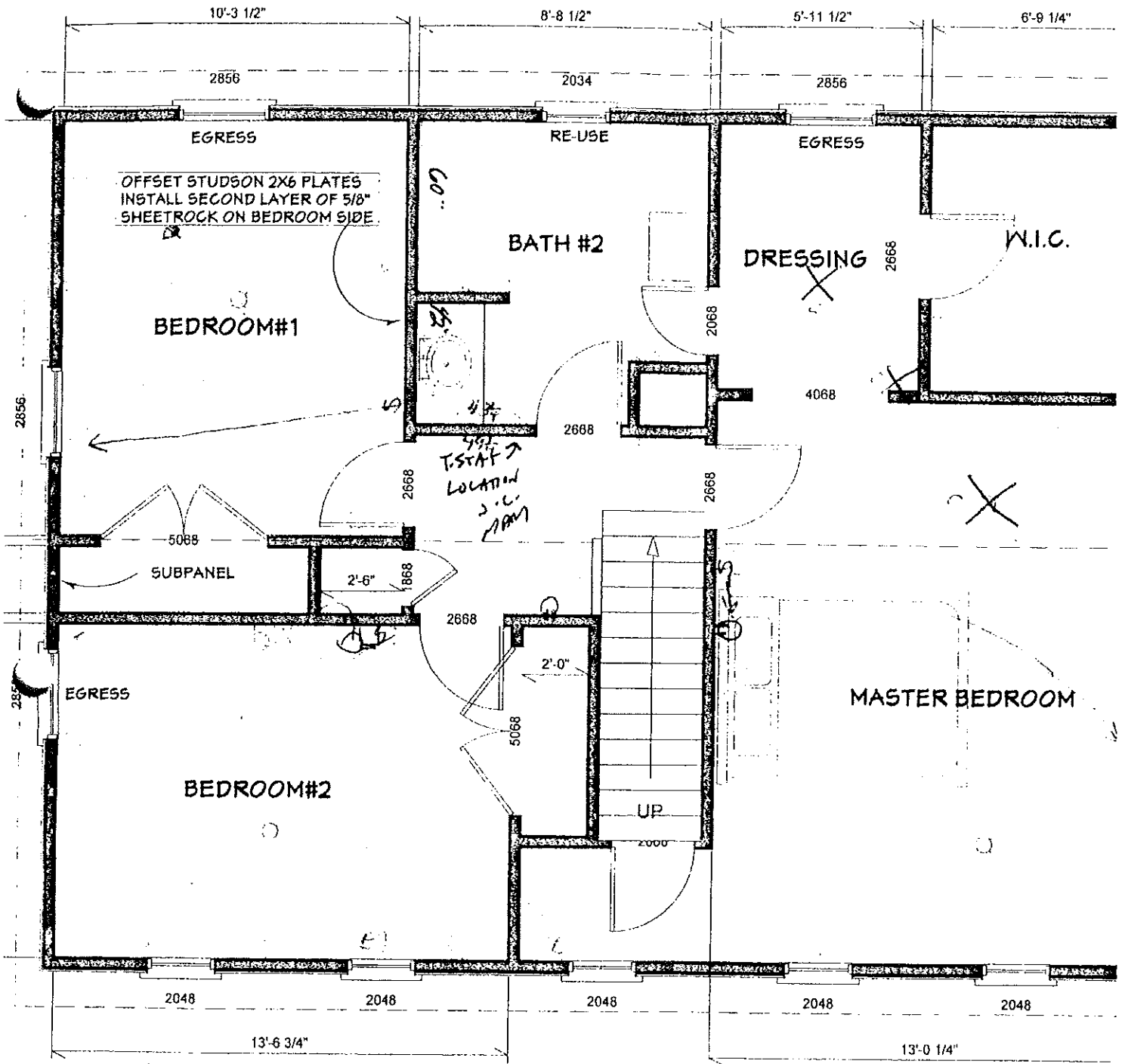
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*J.C.
MAM*





SECOND FLOOR PLAN

(7/19/06) Baybrook asks 'what's left for project?' Explains that an appt is soon necessary to walk through the punch list.
(7/27/06) Baybrook calls to arrange a meeting to walk through the punch list.
(7/29/06) Punch list review meeting at the site.
(9/5/05) Baybrook calls to arrange another meeting for punch list.
(9/6/06) Homeowner explains that no meeting is necessary since, other than the stair rails, there's been no progress since the last meeting.
(9/10/06) Baybrook arrives to work the punch list, apologizes for the delay, saying: 'I had an old list. (Another Rep) said he gave me the updated list, and I never got it.'
(10/?/06) The day after the final inspection, Baybrook returns to restore the original window sash molding. Homeowner requests the lockbox be removed and the house key be returned. Baybrook leaves without notifying the homeowner, and the key is not returned. Homeowner calls soon after he leaves and Baybrook explains: 'You were on the phone and I didn't want to disturb you.' Homeowner: 'Where did you leave the key?' Baybrook: 'The box was empty. I thought you took the key out, or somebody from Baybrook already returned it.' Homeowner: 'How could we have taken it? We don't have the combination for the box.' Baybrook: 'Hold on, let me check again. No, no, it's not here. If it's a security issue, Baybrook will pay a locksmith to change the lock. It's Baybrook's responsibility since they were in possession of your key.'
(11/14/06) The key issue remains unresolved. Baybrook explains: 'The rep didn't panic when he couldn't find the key. We know of no issue.'
(11/28/06) The key issue remains unresolved.

Summary:

Baybrook was selected for a number of reasons, but a key benefit they presented was a team approach, with most specialties under the Baybrook payroll.

We expected this to improve their overall organization, communication, and execution.

What we experienced fell far short.

There was no communication.

Apparently there was enough dissent to influence their work ethic.

There seemed to be no pride in workmanship for this project.

We saw practices, starting early in the project, that led us to believe the worker(s) were either unqualified or greatly dissatisfied performing their current profession on this team.

The issues presented in the early phases caused us to strongly consider stopping this project and eating the results.

For each request we made to rectify an issue, we were given the 'Sure, we can do that' reply, but then the connection dropped, and Baybrook moved on without taking action.

Each time, we conceded to continue, convincing ourselves that this was an isolated incident and that the results for the next phase would be better.

Since living on the new floor for a week, the poor quality of workmanship has become more apparent.

By the point we fully experienced the state of the walls, doorframes, and bathroom, the project, from Baybrook's perspective, was finished, and the damage was done. The addition looks as if it was applied to a house with 100 years of settling.

While the project does improve the use of the existing floor space, the framing and subfloor issues potentially impact the resale value of the house. Anyone willing to inquire will learn that the addition was new in 2006.

We had the misfortune of watching three neighbors replace their roofs during the project and each was a full day affair with a crew of 6-10. Magically, we received a 'complete' roof, installed by 2 people, and 1 on the ground, in a little over 3hrs, with most of the work done in the dark. We saw the results during the first rain. It will be at least a year, even with the steps that have been taken to resolve it, before we'll risk finishing any part of the attic.

With each issue, we received the same response, attitude, and remediation plan throughout the project. Baybrook found no fault with their actions or decisions, and the homeowner now lives with the result. Each time, the issue was preventable.

This was a complete build of a second floor from scratch, an open canvas.

There's no excuse that could support the lack of quality. The thin subfloor started a weak foundation to build on, with the second layer reducing each ripple and wave a little but it should have been avoided. The door frames and walls have no excuse. A group of friends and a few cases of beer would have done a better job.

This team had no cohesion. That's the missing ingredient for which we expected to pay wisely, and generously.

The decision to elect Baybrook for this project was a mistake.

SIGNATURE

DATE

Attach as many additional pages as needed to complete your statement.

Note: All complaints are public information. By submitting this complaint, you give the Department of Consumer Protection your permission to release a copy of this Consumer Statement.

(3/30/06) A portable compressor used by the project crew blows an electrical circuit killing power throughout the day. Calls to Baybrook sound encouraging, but no one is sent to the site to diagnose or restore service. Power mysteriously returns 8:30P that night.

(3/31/06) Baybrook responds explaining 'we'll have an electrician there Saturday or Sunday at the latest. He lives too far away to send today.'

(4/3/06) No follow through from Baybrook. The request for diagnosis, which includes the replacement of the GFI outlet is left unheeded and Baybrook's response is that if 'it's not duplicate-able, no action is necessary.'

(4/21/06) Baybrook notifies the homeowner of a crack in the main circuit breaker and meter socket.

(4/21/06) Invoice #14632 from Baybrook to reconnect electrical service, replace the meter, conduit, and main breaker. Itemized charges include:

7.5 hrs of labor - This is physically impossible to justify.

The sequence of events:

2:40PM - Baybrook calls to explain conditions found (cracked breaker and meter socket) while reconnecting the service to the house, which is part of the original scope of work.

2:45PM Baybrook calls to explain that it may be difficult to locate the parts. The homeowner requests a return call by 4:30PM if he's unable to obtain and install the parts by the end of the day.

4:15PM - Baybrook calls saying 'I'm done.'

Start-to-finish: 1hr and 35min elapse. Even with 2 people working, no more than 1 person can install each of the 2 damaged parts. Once complete, 2 could likely work together to connect the service.

Install fixtures and devices as indicated on plans and listed on Schedule Z.

(3/29/06) Baybrook shows the homeowner outdated drawings that show deleted fan and light box locations in the MBR, and do not include a thermostat location for the 2nd floor.

(4/3/06) Schedule Z is revised (#3477) to add outlets in the BRs and the hall landing.

The Extra Work Agreement includes these inconsistencies:

a) Add 1 light in the Attic (for total of 2) - The original Schedule Z(12/3/05) already included charges for installing/wiring 2 lights.

b) MBR fan boxes - Homeowner originally quoted \$90.00 each to install and wire 2 fan boxes in MBR. When we opted to delete one location, the credit was limited to \$75.00.

c) BR overhead lighting - Remove the overhead lighting included with each ceiling fan in the bedrooms. Charged for a switch and wiring in each room to run a switch-able outlet. Original schedule Z(12/3/05) already included 3 switches and 2 lights in MBR. Revision leaves 2 switches and 0 lights.

(4/29/06) No smoke alarm installed in 2nd BR. Baybrook sheetrocks over the box in the ceiling.

(5/17/06) Missing smoke alarm is uncovered and installed. Outlets are relocated in the MBR and front BR and blanks are left in the original locations. No explanation from Baybrook. If the outlets were plotted correctly, this change was not necessary.

(5/19/06) Baybrook takes pics of blanks.

Remove discontinued and relocated wiring.

Install a sub-panel in the second floor bedroom closet to supply new second floor circuits.

Present service is of sufficient capacity.

Wire the heating system, new zone valve, and thermostat.

Install of lighting fixtures to be provided by Owner.

Vent bath fan to the exterior.

(4/27/06) exhaust vents are routed through attic and through the roof, promoting another leak opportunity. The sound of the rain hitting this vent cover is prominent in the baby's room at night. Although relatively insignificant in the scope of the entire list of issues, a cleaner approach would have been to vent both fans directly out the back wall. An insignificant increase in moisture under the soffit, a shorter run, and greatly reduced exposure to the elements.

DIVISION 6: INTERIOR

Install R-13 kraft faced batt insulation in the new exterior walls and existing exterior walls that have been exposed to the studs.

(4/27/06) Shower surround is installed with no insulation on the exterior wall. It is pieced in after prompting by homeowner but since the sheathing nails poke through everywhere, complete coverage is unlikely.

Install R-30 kraft faced batt insulation in the new ceilings below unheated spaces.

SHEETROCK: Install ½" sheetrock on the new and exposed walls and ceilings. Install ½" moisture resistant sheetrock on the new and exposed bath room walls and ceilings.

All sheetrock will be taped with (3) coats of compound and sanded for painting.

Throughout the project, where taping was necessary, the homeowner witnesses a maximum of 2 coats of compound.

The sheetrock work around the switches and outlets is sloppy. A few areas were touched up after prompting from the homeowner, but more areas were exposed once the outlet and switch covers were set.

INTERIOR STAIRS: Install a complete stair system from the second floor to the attic. Treads and handrail to be yellow pine.

Stringers and risers to be poplar. Provide solid guard rail in attic at 36" ht. Install a balustrade, newel post and handrail system from

(5/28/06) To improve the soundproofing quality between the 3rd BR from the Bath, the original estimate and the signed 2nd floor drawing include charges for '...second layer of 5/8" sheetrock on bedroom side.' Neither the 2nd layer in the BR, nor the 1st layer of sheetrock on the Bathroom side was installed. See the shower/tub issues below.

*Frame roof returns at soffit eave locations. Roof to overhang gable walls approx 8".

The overhang and roof returns, noted on the signed drawings, are not built. They are added later at owner's request.

MASONRY: Extend the existing chimney and flues 2 ft above a 10 ft horizontal distance from the new roof line. Match the existing masonry as closely as possible. Install lead coated counterflashing at the roof line. Re-install Owner's chimney cap.

The salvaged chimney cap is placed on top of the flue with no fasteners and blows off the first night, mangling the cap and denting window trim on the way down for the first floor bathroom.

(5/19/06) Baybrook explains that the chimney cap was not fastened because the bolts weren't available. Then the rep says 'he's too old to reinstall it.'

(11/28/06) As part of the remediation of the roof leak detailed later, Baybrook explains that the masonry around the chimney cap is cracked and promotes water between the flue and brick exterior. The rep believes the cement was left to cure improperly when installed initially.

(12/4/06) No effort to date to correct.

(12/14/06) Roofing team replaces the concrete cap.

(12/20/06) Forms removed.

ROOFING: Install a complete roofing system on the new roof including aluminum drip edge, ice barrier at eaves, select paper undercoursing, ridge vent, flashing and Certainteed Woodscape 30 architectural shingles.

(5/12/06) 3 Baybrook reps begin work at approx 4:30 and work well into the dark, completing the papering/shingling in about 4hrs. The first rain produces leaks around the chimney and the SW gable. Called Baybrook who said they'd look into it, offering to recreate the issue by saturating the areas with water.

(5/16/06) No response to date for leaks. Left a msg for Baybrook. No reply.

(5/17/06) Left a msg with no reply.

(5/19/06) Left a msg with no reply. Baybrook then shows late afternoon. Response from Baybrook: 'We knew the roof would leak. The mason broke shingles around chimney. When we were here 3 wks ago to fix the flashing, they didn't leave us any shingles.' The homeowner directs the roofers to the driveway where a package of shingles is waiting. Baybrook blames the corner leak on the siding near the roof returns. They caulk around the SW roof return, and reshingle the area around the chimney. They take pictures of the attic. Due to the amount of leakage, the homeowner requests that the subfloor around the leak areas be pulled to ensure that the insulation is not saturated, and to replace it if necessary. Baybrook replies: 'Sure. we can have that done.'

(10/28/06) No effort to pull the attic floor to date to inspect for water damage. The roof leaks again around the chimney and the SW gable. The homeowner reaches Baybrook who explains that they're making rounds throughout the weekend to manage roof issues. Baybrook arrives later to inspect and explain that the flashing requires resetting around the chimney, and that a taller ladder is needed to reach the SW side. They will return Monday 10/30/06.

(11/2/06) No response to date from Baybrook.

(11/3/06) Msg left by Baybrook.

(11/6/06) Baybrook again offers to recreate the issue by saturating the areas with water.

(11/7/06) Homeowner calls twice to request a reschedule hoping to capitalize on the expected rain earlier in the week, and to avoid the excessive wasted water that may be required to duplicate the leak conditions. No response from Baybrook.

(11/8/06) Baybrook returns the request to reschedule saying 'we won't come sooner because it's raining.'

(11/14/06) Baybrook sprays the area around the chimney reproducing the leak and explains that the flashing will need to be resealed. No luck recreating the leak on the SW side.

(11/20/06) Baybrook reseals the flashing and the SW gable.

(11/23/06) Leaks reappear around chimney flashing.

(11/28/06) Baybrook seals the brick exterior of the exposed chimney and takes pictures of the cracked masonry cap as noted in the MASONRY section above.

GUTTERS AND LEADERS: Install continuous white aluminum gutters and leaders on the new eaves.

WINDOWS: Install (15) Mastic Masterweld white vinyl windows.

(3/22/06) After taking 'laser-guided' measurements during the design stage, the architect incorrectly plots the front door and first floor picture window openings as if they're centered in the front of the house. The door and stairwell are actually off-center toward the Dining Room. The second floor windows are drawn, then framed and installed justified across the front span, dramatically disconnecting their placement with the first floor. Baybrook explains: 'I thought you planned to move the front openings to line up with the 2nd floor.'

(3/23/06) Called Baybrook early next AM to stop work until resolution is reached. Work continues, regardless.

(3/24/06) No recommendation from Baybrook to correct the layout, resetting the 2nd floor windows and align with the existing 1st floor. Requested estimates to punch the front door forward or to adjust the front door & picture window to improve their alignment with the 2nd floor windows.

(3/29/06) Received estimates to relocate door & window and to push the front door out 4' to compensate for off-center stairwell.

(3/30/06) Homeowner requests that Baybrook correct the original plan which will reset 4 of the 5 2nd floor windows.

After explaining that they would regularly run a magnet around the house, Baybrook twice offered to leave a magnet for the homeowner to sweep the area, and neglected to follow through.

Once the dumpsters were removed from the property, cleanup efforts stopped altogether and disposal of the remaining and subsequent debris was the responsibility of homeowner.

The Owner shall remove all personal belongings and materials from the work area prior to the start of construction.

PLUMBING FIXTURES, LIGHTING FIXTURES AND HARDWARE:

The Owner shall supply all fixtures. Baybrook will assist in the ordering and selection of fixtures to insure a successful integration with the proposed design.

ALLOWANCES: An allowance is a cost estimate included when a particular item has not been selected or determined. When the cost of the product or service has been determined the contract amount will be debited or credited the difference between the allowance and the actual cost.

UNFORESEEN CONDITIONS: Occasionally, conditions that require correction are uncovered subsequent to the start of construction. The Owner shall be informed of the required solution and a mutual decision will be reached prior to further work being done. Unforeseen conditions are not part of the proposal.

DIVISION 2: SITE WORK

N/A

DIVISION 3: CONCRETE

N/A

DIVISION 4: STRUCTURE

DEMOLITION:

Plastic off all work areas and protect the finished floors.

(3/22/06) No effort was made to protect the existing floors or stairs. Heavy traffic leaves scuffs, gouges, and excessive wear on the dining room floor, stair treads, and front entry.

(9/2/06) No apparent effort to protect the floors/stairs throughout the project to this point. With the punch list items near completion, paper is now taped down on the first floor in high traffic areas.

Remove entire roof and second floor walls.

(5/27/06) No effort to protect existing 1st floor structure. A few nail pops and cracks were expected, but this was much more damage than considered reasonable. Holes and cracks in the ceilings and walls result from the stress of removing the 2nd floor walls and twisting the floor joists. We've received comments on the excessive damage from more than one Baybrook employee and subcontractor.

(9/12/06) Baybrook's effort to patch up the area now prove temporary as many cracks have already returned.

Salvage and retain (4) second floor windows.

(3/22/06) One of the four salvaged windows was either discarded or taken from property.

(4/19/06) A salvaged window's tilting sash is broken during re-install in attic.

(8/21/06) Baybrook installs the parts to repair the tilting sash, but fails to return the parts used as examples that were taken from the bathroom window. The bathroom window now falls out when tilted.

Salvage and retain chimney cap. Cap heat. Cap electrical service to allow continuous service where ever possible to circuits shared with first floor.

(3/22/06) The electrical lead controlling the driveway flood light is severed at the second floor and forgotten.

(7/24/06) To rectify the flood light, Baybrook offers a battery-operated motion sensor light, which has no manual control. The homeowner declined the suggestion. To restore the service, an access hole in the finished painted area on the second floor is required to snake through a replacement.

Stairs to remain.

(7/16/06) Stair company rep condemns the current state of the existing stairwell. Homeowner places order through Baybrook for new box stairs.

(9/21/06) The finish carpentry work of the new set of stairs is considerably lower in quality when compared to the set of stairs leading to the attic. The bottom tread is gouged in two places and there are numerous gaps between tread and riser and tread and stringer. The top of the stairs is not square, which adds some excitement for the homeowner while installing the hardwood floors. The stair rep explains: 'The walls were off. Hard time making things line up.' It was apparent that treads were cut too short in some places and that little effort was made to keep joined pieces tight before nailing. Even the decorative trim has many unnecessary gaps.

(11/24/06) The lack of quality begins to show. Top stair now creaks and flexes. The top (sealed) handrail mounting is loose.

Remove two windows in Dining Room. Remove (1) window in first floor Study.

(5/24/06) Dining room windows are misaligned during installation and need to be reset.

(5/25/06) Baybrook attempts to correct, but the reset is also not square. Since the homeowner is finishing the project, custom trim work is now left to hide the errors.

FRAMING: Existing floor joists to remain. Frame a complete shell for the proposed second floor addition. All framing members shall be Douglas fir. All wall studs, ceiling joists, and rafters shall be installed at 16" o.c. Joists and rafters will be sized per the plans.

(3/22/06) The signed drawings and original estimate include a framed opening for the dressing area in the MBR. These walls are crossed off at the homeowner's request during document review and final signing. The framers are given an outdated set

Notes for Case Number: 2007-758 [add]

Action	Date	User	Note
[Modify]	01/24/2007	MirandaR	REVIEWED DOCUMENTS AND ASSIGNED A NUMBER TO COMPLAINT RECEIVED 1/18/07. PER WZENGA, I SHOULD CLOSE THIS COMPLAINT AND SEND CONSUMER A GUARANTY FUND APPLICATION. CONSUMER ALLEGES THE COMPLAINT AGAINST THIS CONTRACTOR IS SUBSTANDARD QUALITY AND WORKMANSHIP, FAILURE TO USE MATERIALS SPECIFICALLY DESCRIBED IN A CONTRACT, AND FOR FAILURE TO CONSULT THE HOMEOWNER WITH CHANGES IN DESIGN.
[Modify]	02/27/2007	MirandaR	RECEIVED CORRESPONDENCE FROM THIS CONTRACTOR ADDRESSING THIS CONSUMER'S ALLEGATIONS. ACCORDING TO THIS CONTRACTOR, HIS CONSTRUCTED A SECOND FLOOR ON AN EXISTING, OUT OF PLUMB HOUSE; THREE COATS OF COMPOUND WERE APPLIED TO WALLS; THE ROOF DID NOT LEAK UNTIL SOME TIME AFTER THE CHIMNEY AND SIDING WAS COMPLETED; FINISHING THIS HOME'S ATTIC IS AGAINST CONSUMER'S TOWN PLANNING AND ZONING CODES; MANY OF THE PROBLEMS WERE CORRECTED IN A TIMELY MANNER; WORK PASSED EVERY INSPECTION, INCLUDING FRAMING, ALL MECHANICALS AND INSULATION; ITEMS PURCHASED BY CONSUMER WILL BE CREDITED; THE PUNCH LIST SUBMITTED BY THIS CONSUMER IS 95% COMPLETED.

Case View Contact Participants

Case: 2007-758

Field	Value
Status:	CLOSED

Respondent ID: 21286

Field	Value						
Respondent:	BAYBROOK REMODELERS INC						
Credential:	not available						
Address:	<table border="0"> <tr> <td>Public:</td> <td>Mail:</td> </tr> <tr> <td>824 ORANGE AVENUE</td> <td>824 ORANGE AVENUE</td> </tr> <tr> <td>WEST HAVEN, CT 06516</td> <td>WEST HAVEN, CT 06516</td> </tr> </table>	Public:	Mail:	824 ORANGE AVENUE	824 ORANGE AVENUE	WEST HAVEN, CT 06516	WEST HAVEN, CT 06516
Public:	Mail:						
824 ORANGE AVENUE	824 ORANGE AVENUE						
WEST HAVEN, CT 06516	WEST HAVEN, CT 06516						
Telephone:	(203) 937-6400						
Email:	baybrookremodelers@yahoo.com						

Complainant ID: 548030

Field	Value						
Complainant:	[REDACTED]						
Address:	<table border="0"> <tr> <td>Public:</td> <td>Mail:</td> </tr> <tr> <td>[REDACTED]</td> <td>[REDACTED]</td> </tr> <tr> <td>SHELTON, CT 06484</td> <td>SHELTON, CT 06484</td> </tr> </table>	Public:	Mail:	[REDACTED]	[REDACTED]	SHELTON, CT 06484	SHELTON, CT 06484
Public:	Mail:						
[REDACTED]	[REDACTED]						
SHELTON, CT 06484	SHELTON, CT 06484						
Telephone:	not available						
Email:	not available						

Alleged Issues

Field	Value
	Home Improvement

Contacts Affiliated with Respondent

Field	Value
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No Other Participants (Respondent) data available...

Contacts Affiliated with Complainant

Field	Value
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No Other Participants (Complainant) data available...

Contacts Affiliated with Other

Field	Value
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No Other Participants (Other) data available...

Timeline for Case 2007-758

Label	Value
Respondent:	BAYBROOK REMODELERS INC
Created:	01/24/2007
Closed:	01/25/2007
Alleged Issues:	Home Improvement
Case Nature:	Workmanship
Found Issues:	Home Improvement
Resolutions:	File and Monitor

Timeline Detail	Start	End	Days Used
No Timeline Details available.			

Timeline Summary	Auth Days	Extend Days	Days Used	Days Remain
No Timeline Summary Available				
Total:			0	