

11 September 2010

Dear Homeowners,

This letter is to inform all the active duty military, Soldiers, veterans, DoD employees and family members who have purchased a home from **ANY builder** (i.e. Caviness and Cates, Caviness Land Development, Inc., H & H Homes, LWS Homes, etc.) in the Ft. Bragg surrounding locality. Who am I? I am an active duty Sergeant Major with 26 years of service who has lived in the Fayetteville area since the early 90s. We, like many military families and veterans, had decided to call Fayetteville home after retirement from the military. What happened? Within the first year of owning the home, we were having some “punch list” repairs completed on our hardwood floors when a substantial amount of “moisture” was discovered in our slab-on-grade (monolithic) foundation. It was at this point that we discovered what “home builders” are all about. Why are we telling you this? We have over 15 North Carolina building code violations and cannot sell our home. This problem has led my wife and me to a horrible situation we have to deal with through legal channels and has consumed all of our retirement money, weekends and holidays. Additionally, we both are in a deployable status and this has caused major disruption to our everyday tempo. To this day, four years later, our builder has not taken ownership of his poor construction and rectified the matters. We have since learned there are many active duty soldiers and veterans that are in our very same situation. Lastly, and most importantly, we have learned there are resources in place which active duty, veterans and DoD civilians can use to assist in matters such as these and these resources are not well known to the military and DoD community. Therefore, we want to inform you about your rights as veterans and active duty military members to use these resources that are free and can hopefully help you get your problems resolved which you have not been able. It is highly recommended that you put all communication in writing and follow up any phone calls with an email to the individual.

The first resource is the Ft. Bragg Dept of Public Works, Housing Division. In writing, over the phone and thru email contact Mr. Donnie Cabral, Housing Manager. Mail: Donald L. Cabral, Housing Manager, DPW Housing Division CHRRS Bldg. 4-2843 Normandy Dr. Room 611 Fort Bragg, NC 28310-5000, **Phone: 910-396-9526 (DSN 236), Fax: 910-396-7705, Email: donald.l.cabral@us.army.mil.**

The second resource is the local Better Business Bureau (BBB). The military has a very close working relationship with the BBB and has measures in place to assist. You can file your complaint online and this will have your matters entered into the channels immediately. Use the following link to file online with the local BBB at **www.myrtlebeach.bbb.org**. On the right side, go to BBB for consumers, File a complaint to submit your complaint.

What will this do? Thru established channels this will get your complaint presented to the Armed Forces Disciplinary Control Board (AFDCB). They are an appointed group on post that is comprised of both military and civilians who receive complaints and will investigate matters that concern Soldiers health, welfare and well being both on and off post. Additionally, they publish the annual “black list” that lists all the businesses and areas that have been voted “off limits” to active duty members stationed at Ft. Bragg. This “black list” is designed to protect the Soldier or veteran from any type of bad business that he/she may endure.

There is no bigger investment that a Soldier, veteran, DoD civilian will make in life other than their home. Protect your asset, let your complaints and concerns be heard and see that local builders stop using the military as “cash cows”.

In closing, it is our service to this country which provides the freedom for our country which affords these builders to build homes. Let's make sure we are getting what we paid for!

File your complaint and concerns today!

www.brac-newhomes.com