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Consumer Suggestion

BBB in our area does not make complaints publicly available either

When we checked out a home builder at the BBB in 2000 we were told there were 'no complaints' by the BBB in the area the builder built in. We also did other research and found nothing, so we bought. The house started to fall apart and it was discovered it was missing code required materials. The builder refused to honor the warranty. I filed a complaint with the BBB among other places. In networking with other home owners I discovered that both the BBB and our state's attorney general's office DID have complaints on file about this builder BEFORE we bought. I pursued this matter and now have letters from both our BBB, and our state's attorney general, stating they do not make consumer complaints publicly available. The BBB's rating system eventually changed the builder's rating to unsatisfactory, but in the three years it took for them to do that, a lot of people were lied to and harmed, and are now fighting to save their homes and their finances. The BBB probably only changed this builder's rating because he left the state and is no longer a member of the local BBB. In areas where he's paying his membership the BBB's still rate him satisfactory but I know of many complaints filed in all areas he builds now.