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VIA EMAIL fred@atlanta.bbb.org
VIA FAX @ 404-768-1085

December 11, 2007

Better Business Bureau of Metro Atlanta, Inc.
Attention: Fred T. Elsberry, Jr. – President & CEO
503 Oak Place, Suite 590
College Park, GA 30349

**Re: Hammock's Heating & Air Conditioning
Reliable Air, Inc.**

Dear Mr. Elsberry:

Please recall our letter to you dated July 24, 2007. At that time, we brought to your attention the fact that Hammock's, a member of the BBB's in good standing, had a sexual offender working for them.

<http://services.georgia.gov/gbi/gbisor/SexualOffenderDetails.jsp?action=SexualOffenderDetails&sexualoffenderId=559801LB6>

We also pointed out the fact that this company's license is on probation.

https://secure.sos.state.ga.us/mylicense%20weblookup/docs/2002_1158_cn208513_002.pdf
https://secure.sos.state.ga.us/mylicense%20weblookup/docs/2002_1158_cn208513_001.pdf

After almost 5 months of BBB "investigations", this company's report still does NOT warn consumer's of these facts. What is going on?

<http://atlanta.bbb.org/WWWRoot/Report.aspx?site=39&bbb=0443&firm=4000456>

Your organization has questioned our complaint handling including the time period it takes us to conduct an investigation. It appears it takes you at least **4 months** to conduct an investigation on Hammack's; the same investigation

that took us about ten minutes. Of course, during that delay, Hammack's was able to tell everyone he was a member in good standing and we assume continue to pay fees to your firm. We have noted his advertisements telling everyone such certification.

Please explain why your investigations take so long?

Why does the BBB not inform the public about Hammock's sex offender?

Other members, in good standing, of the BBB's have come to our attention. Two companies with the same name, Reliable Heating & Air:

<http://atlanta.bbb.org/WWWRoot/Report.aspx?site=39&bbb=0443&firm=4004103>

<http://atlanta.bbb.org/WWWRoot/Report.aspx?site=39&bbb=0443&firm=7268>

A brief two minute search on the internet turned up some interesting information on these two firms. It appears these "good standing" BBB members are in heavy litigation against each other, and that they are in Federal Bankruptcy Court.

http://www.ganb.uscourts.gov/judges/opn/opn_view.php?ld=928

The first sentence of the judge's opinion told us Reliable Air has been in bankruptcy since 2005. Page 8 confirms they filed bankruptcy in 2005. Reading further in the opinion, it goes on to state how they have intentionally confused the public as to which company is which including using a phone number that is one digit off.

Yet, despite this, your firm deems it not an issue for the public. It is interesting to note on your report on these two firms, your firm states it knows about this information and considers it trivial.

"In addition, the BBB has a **clear understanding** of the company's business, and the business is not in an industry which has raised significant marketplace concerns."

"The BBB **understands** and has **no concerns** about the company's products, services and type of business."

So, these two companies are creating warranties, signing contracts for service that may carry them for a year and despite being in bankruptcy and possibly not being able to honor those warranties (as we are sure your lawyers have explained to you about bankruptcy and the fact that contracts may be voided), you deem it not an important matter. Wow! What a great service you provide the public. It appears these two firms, **unlike ours**, is paying you to be members. What a coincidence!

We have a few questions for your firm:

Why are the “Reliable”s members in good standing?

Why does the BBB have one standard for our firm and another standard for our firm?

This letter is being sent to you via US Certified Mail, Return Receipt Requested, and Regular U.S. Mail to insure your timely receipt thereof.

Thank You.

Sincerely,

Terry Adams

Terry Adams
Mechanic’s Heating & Air Conditioning, LLC
Member