

You also ask about Carden's. They have never been a member of the BBB and your information enabled us to verify their bankruptcy and we have added that to their report. Thank you.

In your future emails, it may be helpful for you to know just whom to address with issues. Sending multiple copies to unnecessary individuals only delays our review and response. Following are the contacts that will assist you:

YOUR Reliability Report Issues: dflatley@atlanta.bbb.org
COMPLAINT issues: bward@atlanta.bbb.org
Ad Review Issues: dcallina@atlanta.bbb.org

Again, let me offer to meet with you at our offices to assist with your efforts to be more customer driven and to answer any further questions you might have. Fred Elsberry

From: bbbhotline@mechanicsair.com [<mailto:bbbhotline@mechanicsair.com>]

Sent: Thursday, February 12, 2009 11:58 AM

To: fred@atlanta.bbb.org

Cc: bward@atlanta.bbb.org; dflatley@atlanta.bbb.org; atlanta.bw@bureaudata.com;
aamin@atlanta.bbb.org; complaints@atlanta.bbb.org; info@atlanta.bbb.org; updates@atlanta.bbb.org

Subject: Re: Mechanic's Complaint Against the BBB of Metro Atlanta

Dear Better Business Bureau:

Mechanic's is hereby filing the following complaint against your "Bureau" with your "Bureau".

In the interest of time and good customer relations, please respond to Mechanic's via email at BBBHotline@MechanicsAir.com by February 20, 2009. Your prompt response greatly enhances the chances for a successful resolution.

Failure to respond timely will result in a "non responsive" mark against your Bureau on our new public information and response web site at www.MechanicsResponds.com.

Thank You.

Terry Adams


Owner / Member

Mechanic's Heating & Air Conditioning, LLC

4757 Canton Road, Suite #213
Marietta, GA 30066
770-425-0000
www.MechanicsAir.com

Subject:



 RE: Reliable Heating & Air And The BBB Engaging in "Pay to Play"?

From: bbbhotline@mechanicsair.com(Add as Preferred Sender) 

Date: Wed, Feb 18, 2009 12:35 pm

To: "Fred Elsberry" <fred@atlanta.bbb.org>

Cc: bward@atlanta.bbb.org, dflatley@atlanta.bbb.org, atlanta.bw@bureaudata.com, aamin@atlanta.bbb.org, complaints@atlanta.bbb.org, info@atlanta.bbb.org, updates@atlanta.bbb.org



Fred,

This is more than our "*second request*". We have been asking for your BBB to check into this for 18 months now. Sorry for the "*second request*", but the public need to be protected. Please help the public now!

Thank you,

Terry Adams
Owner / Member
Mechanic's Heating & Air Conditioning, LLC
4757 Canton Road, Suite #213
Marietta, GA 30066
770-425-0000
www.MechanicsAir.com

----- Original Message -----

Subject: RE: Reliable Heating & Air And The BBB Engaging in "Pay to Play"?

From: "Fred Elsberry" <fred@atlanta.bbb.org>

Date: Wed, February 18, 2009 8:47 am

To: <bbbhotline@mechanicsair.com>

Cc: <bward@atlanta.bbb.org>, <dflatley@atlanta.bbb.org>,

<atlanta.bw@bureaudata.com>, <aamin@atlanta.bbb.org>, <complaints@atlanta.bbb.org>, <info@atlanta.bbb.org>, <updates@atlanta.bbb.org>

This is your second request re this issue. Fred Elsberry

From: bbbhotline@mechanicsair.com [<mailto:bbbhotline@mechanicsair.com>]

Sent: Wednesday, February 18, 2009 6:25 AM

To: fred@atlanta.bbb.org

Cc: bw@atlanta.bbb.org; dflatley@atlanta.bbb.org; atlanta.bw@bureaudata.com; aamin@atlanta.bbb.org; complaints@atlanta.bbb.org; info@atlanta.bbb.org; updates@atlanta.bbb.org

Subject: Reliable Heating & Air And The BBB Engaging in "Pay to Play"?



Dear Fred:

Mechanic's has some questions it would like for you to answer. We are asking these questions so that it can be documented in our files, and presented at any needed future forum.

After almost 19 months of BBB "investigations", the BBB has apparently dealt with Reliable Heating & Air except given the two "Reliables" "A+"s. This despite the fact we sent the BBB extensive public records showing the problems with the "Reliable" companies and Dan Jape and Barbara Jape. The BBB has given the Jape's "A+" and "A+", even with their constant problems and bankruptcies.

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

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

How much are they paying the BBB to "look the other way"?

How can they have A+ ratings and still have criminal records?

Why did you NOT take any action after all the records we sent you?

Do you not see their records online now? At:

http://www.mechanicsresponds.com/Reliable%20Heating%20&%20Air%20Conditioning%20and%20Dan%20Jape/Reliable%20Heating%20&%20Air_Main_Page.htm

http://www.mechanicsresponds.com/Reliable%20Heating%20&%20Air%20Conditioning%20and%20Dan%20Jape/Reliable%20Heating%20&%20Air_Table_Of_Contents.htm

http://www.mechanicsresponds.com/Reliable%20Heating%20&%20Air%20Conditioning%20and%20Dan%20Jape/Reliable%20Heating%20&%20Air_Court_Documents.htm

Again, what is going on?

Where is the BBB action?

A brief two minute search on the internet turned up some interesting information on the Japes and the "Reliables". It appears these "A+" and "A+", "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?Id=928
[href="http://www.ganb.uscourts.gov/judges/opn/opn_view.php?Id=928">http://www.ganb.uscourts.gov/judges/opn/opn_view.php?Id=928](http://www.ganb.uscourts.gov/judges/opn/opn_view.php?Id=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.

Now it appears the BBB, just leaves their records "all but blank", with an "A+" rating each, so you don't have to deal with what Al Gore would call "An Inconvenient Truth", about what's going on here.

<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>

Why is this?

Are the records "blank" to protect the BBB?

Shouldn't you be protecting the public instead?

The judge's orders read like a novel. Are you aware they have stiffed over one million dollars to suppliers? They stiffed Bell South almost \$100,000. Do you know how much cheaper my prices could be if I did not have to pay advertising? Did you know Reliable stiffed Mingledorff's (an equipment supplier) for almost \$556,000? Do you know how much cheaper my prices could be if I did not have to pay my suppliers? You ought to read the drug use, the criminal charges, not paying employees health benefits, and the violence. You ought to [read this stuff](#). We sent you copies of everything! It is now online at www.MechanicsResponds.com. Did you know the two folks who run that company filed bankruptcy in '90 and completed it in '93? Did you know they again filed bankruptcy in '94 and completed it in '97? Did you know Reliable filed bankruptcy in 2005? Your website used to say you "are monitoring these folks".

Here is what Dan Jape is advertising about the BBB in his ads:



Public records do not indicate Reliable have been around "since 1978".

<http://corp.sos.state.ga.us/corp/soskb/Corp.asp?1320446>

http://www.mechanicsresponds.com/Reliable%20Heating%20&%20Air%20Conditioning%20and%20Dan%20Jape/Reliable%20Heating%20&%20Air_Table_of_Contents.htm

These people are telling everyone that they are "*fully accredited by BBB*". Does this type of company live up to your BBB Code of Business Practices (BBB Accreditation Standards) as listed at <http://atlanta.bbb.org/WWWRoot/SitePage.aspx?site=39&id=5205182e-0e97-4f37-b37e-4c11c3e1e98a?>

We have even put these records on "Reliable" and Dan Jape and Barbara Jape online for the BBB and other interested parties to see at:

http://www.mechanicsresponds.com/Reliable%20Heating%20&%20Air%20Conditioning%20and%20Dan%20Jape/Reliable%20Heating%20&%20Air_Main_Page.htm

http://www.mechanicsresponds.com/Reliable%20Heating%20&%20Air%20Conditioning%20and%20Dan%20Jape/Reliable%20Heating%20&%20Air_Table_Of_Contents.htm

http://www.mechanicsresponds.com/Reliable%20Heating%20&%20Air%20Conditioning%20and%20Dan%20Jape/Reliable%20Heating%20&%20Air_Court_Documents.htm

It looks like Dan Jape operates "RELIABLE HEATING & AIR, LLC" now.

<http://corp.sos.state.ga.us/corp/soskb/Corp.asp?1320446>

What is going on Fred?

Why will the BBB not act?

How much is Dan Jape or his Companies paying the BBB?

Is this "pay to play" fair?

As you are aware, Mechanic's is in the process of reviewing, investigating, and documenting your Bureau and in this endeavor we have created a new customer information and public response web site located at www.MechanicsResponds.com.

In the interest of time and good customer relations, please respond to Mechanic's via email at BBBHotline@MechanicsAir.com within four business days from today's date. Your prompt response greatly enhances the chances for a successful resolution.

We look forward to your response.

Thank You.

Terry Adams
Owner / Member
Mechanic's Heating & Air Conditioning, LLC
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