

From: [Braz, Madison](#)
To: margaret@sevendaysvt.com
Subject: Re: Public Records Act Request
Date: Friday, October 18, 2019 1:21:33 PM
Attachments: [2019-10-18 Braz final ltr to Grayson and documents.pdf](#)

Dear Margaret Grayson,

Please see attached in response to your Public Records Act request dated October 17, 2019.

Sincerely,

Madison Braz
Consumer Advisor

State of Vermont
Office of the Attorney General
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Email: ago.cap@vermont.gov
Website: <http://www.uvm.edu/consumer>
Phone: (800) 649-2424 (toll free from VT phone)
Fax: (802) 304-1014

THOMAS J. DONOVAN, JR.
ATTORNEY GENERAL

JOSHUA R. DIAMOND
DEPUTY ATTORNEY GENERAL

SARAH E. B. LONDON
CHIEF ASST. ATTORNEY
GENERAL



ADDRESS REPLY TO:
CONSUMER ASSISTANCE PROGRAM
109 State Street
Montpelier, Vt 05609
website: ago.vermont.gov/cap
e-mail: ago.cap@vermont.gov

STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
PUBLIC PROTECTION DIVISION
TEL: 1-800-649-2424
FAX: (802) 304-1014

October 18, 2019

Via email to margaret@sevendaysvt.com.

Margaret Grayson
Seven Days
25 South Champlain Street #5
Burlington, VT 05401

Re: Public Records Request

Dear Margaret Grayson,

I write in response to your Public Records Act request dated October 17, 2019, a copy of which is attached for your convenience (PRA-CAP002).

The documents pertaining to your request are attached. Personal information has been redacted pursuant to 1 V.S.A. § 317(c)(7).

To the extent you feel information has been withheld in error, you may appeal to the Deputy Attorney General, Joshua Diamond.

Sincerely,

A handwritten signature in black ink, appearing to read "Madison Braz".

Madison Braz
Consumer Assistance Program
Office of the Attorney General
State of Vermont

From: [Office of the Vermont Attorney General](#)
To: [AGO - Public Records Requests](#)
Subject: Public Records Request Form Form submitted on Office of the Vermont Attorney General
Date: Thursday, October 17, 2019 2:29:49 PM

Name	Margaret
Last Name	Grayson
Organization	Seven Days
Address	255 S Champlain St #5 Burlington, VT 05401 United States
Email	margaret@sevendaysvt.com
Phone Number	(970) 317-3571
Please describe the records you are requesting and provide as much specificity as possible, including applicable date ranges.	On behalf of Seven Days newspaper and pursuant to Vermont's Public Records Act, 1 V.S.A. 315-320, I hereby request records of any complaints made in the last five years through the Consumer Assistance Program regarding the housing company Vermod. I am requesting complaints, but not any attached documents at this time. If there is anything I can do to help or expedite the request, please do not hesitate to contact me at (970)317-3571.
Please take note of the following disclaimer:	1. This public records request, including any associated correspondence, will be considered a public record in its entirety. As such, it will be made available to any member of the public upon request. 2. Do not include any sensitive information, such as medical information, financial account numbers, or Social Security numbers. The AGO will contact you if additional information is required. 3. Submission of this form does not constitute receipt of it by the AGO. Your public records request will be considered received on the next business day following its submission.
Agreement	I agree that I have read the directions and disclaimers on this form and that the information that I have provided is accurate to the best of my knowledge. Clicking the Declaration below is equivalent to my electronic signature.
Declaration (Required)	Declaration (Required)
Date Submitted	October 17, 2019

From: AGO CAP <ago.cap@vermont.gov>
Sent: Thursday, January 4, 2018 1:29 PM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	John
Your Last Name	Shaffer
Confirmation Number	WB18-00019
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Home
Your Age	[REDACTED]
I am a...	[REDACTED]
Your Mailing Address	[REDACTED]
Your City	North Manchester
Your State	IN
Your Zip Code	46962 [REDACTED]
Is your complaint about:	Some other type of business
Business Name or Person's First Name	Vermod Homes; Steven
Person's Last Name	Davis
Business Phone (1)	(802) 295-0042

Phone (1) Type	Office
Business Phone (2)	(802) 540-7855
Phone (2) Type	Other
Business E-Mail Address	kristen@vermodhomes.com
Business Address	2677 Hartford Avenue
Business City	White River Junction
Business State	VT
Business Zip Code	05001
Business Website/URL	http://vermodhomes.com/contact/
Description	<p>On 12-26-16, I mailed a down payment \$10,000 check to Vermod Homes for the manufacture of a net zero modular 3BR, 2Ba, 1Story home. In a cover letter, I requested delivery in May 2017 in my cover letter and noted the Vermod website cost of the home at \$123,400. On 1-20-17 Kristen Connors emailed me acknowledging receipt of my check. Vermod cashed my check on 2-1-17 and emailed me that they could make my home. They later emailed me on 1-23-17 stating the delivery and set up cost would be \$25,000 to Indiana. After the home was not delivered in May 2016 Vermod emailed me reporting the home cost would be about 10,000 more well before the web site price increase effective 6-1-17. On 4-27-16 Stephen Joslyn emailed me with an attached Vermod preliminary plans drawings of my proposed home. On 6-1-16 Vermod's web site listed price increases for my house. On 9-20-17 Kristen Connors emailed me to report Steve Joslyn (architect) no longer worked at Vermod. On 10-6-16, Kristen Connors emailed me and reported Vermod would not build or deliver my house and asked where she should mail the refund, after I mailed my check to them on 12-26-16 with my return address. I checked with Vermont Secretary of State and found no Vermod Homes registered. The Hartford, VT, Better Business Bureau listed no Vermod Homes, but did report a VERMOD HIGH PERFORMANCE MANUFACTURED HOUSING, LLC at the same address. I found no cross reference on the Vermod Homes web site cross referencing VERMOD HIGH PERFORMANCE MANUFACTURED HOUSING, LLC. If anyone complained to the Better Business Burea against Vermod Homes, there was no place to register the complaint because Vermod Homes did not seem to exist except on the web site.</p>
Amount of loss:	10,000.00
How would you like this matter to be resolved?	I ask the Attorney General investigate to determine if other complaints involve Steve Davis and these firms and determine if there is some sort of bait and switch scam here. Vermod increased the house price about \$10,000 then added a \$25,000 delivery and set up charge. They never committed to a delivery date and 9+ months after I issued a check, they announced they would not build the house. They never offered me a contract after cashing my \$10,000 check on about 2-1-17.
Incident Date	10/6/2017 12:00:00 AM

From: AGO CAP <ago.cap@vermont.gov>
Sent: Monday, February 12, 2018 5:21 PM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	LuAnne
Your Last Name	Rotax
Confirmation Number	WB18-00161
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Age	[REDACTED]
I am a...	[REDACTED]
Your Mailing Address	[REDACTED]
Your City	North Ferrisburgh
Your State	VT
Your Zip Code	05473
Your Alternate Phone	[REDACTED]
Alternate Phone Type	Home
Is your complaint about:	Some other type of business
Business Name or Person's First Name	Vermod Homes

Business Phone (1)	802 223-0042
Phone (1) Type	Office
Business Address	2677 Hartford Avenue
Business City	Wilder
Business State	VT
Business Zip Code	05088
Business Website/URL	Vermod Homes
Description	<p>I am writing to try to explain the failures, the excuses, the downright lies, that my sister and i have had to deal with from Verod Homes and Steve Davis / owner / builder.</p> <p>We designed and had Vermod build a new modular home for us. We had to abandon our childhood home because of long-standing mold infestations.</p> <p>First , after giving them a \$10,000 dollar advance to get a " set date " ..delivery date of 1st week in August, our house never got here until December 6th, 2017. After months of no news or delays, it did at least finally arrive.</p> <p>To make a long story much shorter, the second roof was never sealed properly resulting in water getting in to the inside during warm weather in January. As of today, they have NOT been back to finish putting on the asphalt roof</p> <p>so that the solar panels can be installed and weather sealed out. We have heard all the excuses for waaay too long.We have also heard that they will be here too fix everything , as well.</p> <p>Their excuses range from growing too fast , to the weather, too have huge hearts and cannot be everywhere. you name it , they've said it. Meanwhile , we have a brand new home</p> <p>that has the potential to have water damage inside, which could mean mold growth now and in the future. They say that there cannot be any damage, but we cannot see that because the water damage is inside the walls.</p> <p>Am soo tired of having to be a bitch / nag, just to try and get this unorganized, company to finish our new house.</p> <p>Can you folks help us at all?</p> <p>thank you in advance. Sincerely, LuAnne Rotax</p>
Amount of loss:	have no idea
How would you like this matter to be resolved?	They should pay for our power bill since we don't have the ability to use our solar panels that are sitting at Building Energy for months.Plus they should promise to fix , in writing, any problems we possibly have in the future with the house from water damage. We also have 2 pages of problems that still need to be finished inside the house that were never done.

From: AGO CAP <ago.cap@vermont.gov>
Sent: Monday, April 03, 2017 11:41 AM
To: AGO - CAP
Subject: CAP Complaint - Wetzel

The following CAP complaint was submitted:

Your First Name	Pennie
Your Last Name	Wetzel
Confirmation Number	WB17-00292
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Office
I am a...	[REDACTED]
Your Mailing Address	[REDACTED]
Your City	North Ferrisburgh
Your State	VT
Your Zip Code	05473
Your Alternate Phone	[REDACTED]
Alternate Phone Type	Mobile
Is your complaint about:	Some other type of business
Business Name or Person's First Name	VerMod High Performance Mfg. Housing LLC
Person's Last Name	Steve Davis
Business	802-295-0042

Phone (1)	
Phone (1) Type	Office
Business Phone (2)	802-369-0040
Phone (2) Type	Mobile
Business E-Mail Address	phocoe@veic.org
Business Address	2677 Hartford Avenue Rte.5
Business City	White River Jct.
Business State	VT
Business Zip Code	05001
Description	<p>I purchased a modular home from VerMod on August 15, 2014. Since then I have been having numerous problems with the structure including seams cracking, ceiling and walls cracking, floor separating, pipes separating, outside unit failed once and was replaced. Steve has also told me that a HVAC person has to come and do a cleaning on the outside and inside units which I have not had this done. I have had Steve Davis at my residence many many times for him to see what the home is doing. He has not filled his obligation of doing any repairs correctly. I had a contractor come to my house at my cost to check out the structure and as a result he has giving me a estimate to a repair of installing more support poles under the home. I have mailed Steve Davis all documents for him to accept responsibility of repairs and with no surprise he has been hanging up on me on the phone and not making this right. Steve has also told me that my trusses are moving in the roof. What I do now is trusses are not suppose to move. My home is caving in in the center moving all my baseboards about 1/2 off the floor. My second bathroom has a leak which is going into my basement area which is a brown color. This is brown water which I see that between the floors is probly full of sewer like fluid. I mentioned and have shown Steve Davis summer of 2016 and his reply was "that's ok" I now have a terrible odor in my new home of 2 1/2 years.</p>
Amount of loss:	my purchase price was \$134,000.00 unsure of repairable cost.
How would you like this matter to be resolved?	either pay off the remaining loan or I'll get a estimate for repairs after my mortgage insurance evaluates the situation
Incident Date	12/1/2014 12:00:00 AM