

CAD Bill to Clothers
 58,524.62
 - 27,000.00 1/9/20
 31,524.62
 - 16,000.00 000
 15,524.62
 - 339.19
 15,185.43
 - 4,667.07
 10,518.36
 4,247.40
 3,018.96
 - 2,877.38
 141.58
 - 30.00
 208.42

credit from CAD
 ce # 3002 from
 clothers 2/9/20
 work not done in
 basement -
 credit by CAD
 CAD agreed credit
 credit punch
 list
 CAD owed Clothers

1860 123
 Jan 2022
 11 2022

Invoice

PAID
 03 10 2022

Item	Rate	Amount
Replacement Floor Change Index		
Replacement Floor Change for Kitchen Flooring Upgrade (12.0)	875.00	875.00
Replacement Floor Change for Backyard (12.0)	2,200.00	2,200.00
Replacement Floor Change for Gas Lights (12.0)	800.00	800.00
Replacement Floor Change for Under Cabinet Lights (12.0)	800.00	800.00
*** Max. Amount in Contract is Paid Amount ***		
Total		4,675.00
Payments/Credits		4,466.58
Balance Due		208.42

Construction Management Office
 Construction Management Office
 400 S. 5th St
 Milwaukee, WI 53204
 414-224-0001

CLASSIFICATION: OTHER

Class 1

Item	Quantity	Unit Price
1. Insurance (Self Insured)	1.00	1.00
2. Safety - (Self Insured)	1.00	1.00
3. Safety - (Self Insured)	1.00	1.00

Subtotal 1

Item	Quantity	Unit Price
1. Excavation (General Excavation - per hour)	1.00	1.00
2. Backfill (Backfill - per hour)	1.00	1.00
3. Earth Retention (Earth Retention - per hour)	1.00	1.00
4. Earth Retention (Earth Retention - per hour)	1.00	1.00
5. Earth Retention (Earth Retention - per hour)	1.00	1.00
6. Earth Retention (Earth Retention - per hour)	1.00	1.00

Subtotal 2

Item	Quantity	Unit Price
1. Excavation (General Excavation - per hour)	1.00	1.00
2. Backfill (Backfill - per hour)	1.00	1.00
3. Earth Retention (Earth Retention - per hour)	1.00	1.00
4. Earth Retention (Earth Retention - per hour)	1.00	1.00
5. Earth Retention (Earth Retention - per hour)	1.00	1.00
6. Earth Retention (Earth Retention - per hour)	1.00	1.00

Subtotal 3

Item	Quantity	Unit Price
1. Excavation (General Excavation - per hour)	1.00	1.00
2. Backfill (Backfill - per hour)	1.00	1.00
3. Earth Retention (Earth Retention - per hour)	1.00	1.00
4. Earth Retention (Earth Retention - per hour)	1.00	1.00
5. Earth Retention (Earth Retention - per hour)	1.00	1.00
6. Earth Retention (Earth Retention - per hour)	1.00	1.00

why re up #5 ???

Construction Management Office
 Construction Management Office
 400 S. 5th St
 Milwaukee, WI 53204
 414-224-0001

CLASSIFICATION: OTHER

Level 1

Item	Quantity	Unit Price
1. Insurance (Self Insured)	1.00	1.00
2. Safety - (Self Insured)	1.00	1.00
3. Safety - (Self Insured)	1.00	1.00

Subtotal 1 *\$4,277.50*

Item	Quantity	Unit Price
1. Excavation (General Excavation - per hour)	1.00	1.00
2. Backfill (Backfill - per hour)	1.00	1.00
3. Earth Retention (Earth Retention - per hour)	1.00	1.00
4. Earth Retention (Earth Retention - per hour)	1.00	1.00
5. Earth Retention (Earth Retention - per hour)	1.00	1.00
6. Earth Retention (Earth Retention - per hour)	1.00	1.00

Subtotal 2

Item	Quantity	Unit Price
1. Excavation (General Excavation - per hour)	1.00	1.00
2. Backfill (Backfill - per hour)	1.00	1.00
3. Earth Retention (Earth Retention - per hour)	1.00	1.00
4. Earth Retention (Earth Retention - per hour)	1.00	1.00
5. Earth Retention (Earth Retention - per hour)	1.00	1.00
6. Earth Retention (Earth Retention - per hour)	1.00	1.00

Subtotal 3

Item	Quantity	Unit Price
1. Excavation (General Excavation - per hour)	1.00	1.00
2. Backfill (Backfill - per hour)	1.00	1.00
3. Earth Retention (Earth Retention - per hour)	1.00	1.00
4. Earth Retention (Earth Retention - per hour)	1.00	1.00
5. Earth Retention (Earth Retention - per hour)	1.00	1.00
6. Earth Retention (Earth Retention - per hour)	1.00	1.00

added to up #5

Total Price: \$18,234.00

Rate Card

Construction Management Direct
 Construction Management Direct
 PO Box 2
 Williams, VT 05498
 802.768.8077

Client: [REDACTED]
Property: [REDACTED]
 Colchester, VT 05445

Owner: CMO-SOFT

Estimator: Roy Corbett **Phone:** (802) 764-2077
Company: Construction Management Direct **E-mail:** rrc@cmo-soft.com
Address: PO Box 2
 Williams, VT 05498

Type of Estimate: (R)201-
Date Entered: 11/11/2019 **Date Adjusted:**

Price List: [REDACTED]
Labor Efficiency: [REDACTED]
Estimate: [REDACTED]

Construction Management Direct
 Construction Management Direct
 PO Box 2
 Williams, VT 05498
 802.768.8077

1000000000 - Lumber Note **QTY**

Item Description **QTY** **UNIT PRICE** **TOTAL PRICE**

01 - 2x4x8 S&G Lumber 100 1.50 150.00

02 - 2x6x8 S&G Lumber 100 2.00 200.00

03 - 2x8x8 S&G Lumber 100 2.50 250.00

04 - 2x10x8 S&G Lumber 100 3.00 300.00

05 - 2x12x8 S&G Lumber 100 3.50 350.00

06 - 2x14x8 S&G Lumber 100 4.00 400.00

07 - 2x16x8 S&G Lumber 100 4.50 450.00

08 - 2x18x8 S&G Lumber 100 5.00 500.00

09 - 2x20x8 S&G Lumber 100 5.50 550.00

10 - 2x22x8 S&G Lumber 100 6.00 600.00

11 - 2x24x8 S&G Lumber 100 6.50 650.00

12 - 2x26x8 S&G Lumber 100 7.00 700.00

13 - 2x28x8 S&G Lumber 100 7.50 750.00

14 - 2x30x8 S&G Lumber 100 8.00 800.00

15 - 2x32x8 S&G Lumber 100 8.50 850.00

16 - 2x34x8 S&G Lumber 100 9.00 900.00

17 - 2x36x8 S&G Lumber 100 9.50 950.00

18 - 2x38x8 S&G Lumber 100 10.00 1000.00

19 - 2x40x8 S&G Lumber 100 10.50 1050.00

20 - 2x42x8 S&G Lumber 100 11.00 1100.00

21 - 2x44x8 S&G Lumber 100 11.50 1150.00

22 - 2x46x8 S&G Lumber 100 12.00 1200.00

23 - 2x48x8 S&G Lumber 100 12.50 1250.00

24 - 2x50x8 S&G Lumber 100 13.00 1300.00

25 - 2x52x8 S&G Lumber 100 13.50 1350.00

26 - 2x54x8 S&G Lumber 100 14.00 1400.00

27 - 2x56x8 S&G Lumber 100 14.50 1450.00

28 - 2x58x8 S&G Lumber 100 15.00 1500.00

29 - 2x60x8 S&G Lumber 100 15.50 1550.00

30 - 2x62x8 S&G Lumber 100 16.00 1600.00

31 - 2x64x8 S&G Lumber 100 16.50 1650.00

32 - 2x66x8 S&G Lumber 100 17.00 1700.00

33 - 2x68x8 S&G Lumber 100 17.50 1750.00

34 - 2x70x8 S&G Lumber 100 18.00 1800.00

35 - 2x72x8 S&G Lumber 100 18.50 1850.00

36 - 2x74x8 S&G Lumber 100 19.00 1900.00

37 - 2x76x8 S&G Lumber 100 19.50 1950.00

38 - 2x78x8 S&G Lumber 100 20.00 2000.00

39 - 2x80x8 S&G Lumber 100 20.50 2050.00

40 - 2x82x8 S&G Lumber 100 21.00 2100.00

41 - 2x84x8 S&G Lumber 100 21.50 2150.00

42 - 2x86x8 S&G Lumber 100 22.00 2200.00

43 - 2x88x8 S&G Lumber 100 22.50 2250.00

44 - 2x90x8 S&G Lumber 100 23.00 2300.00

45 - 2x92x8 S&G Lumber 100 23.50 2350.00

46 - 2x94x8 S&G Lumber 100 24.00 2400.00

47 - 2x96x8 S&G Lumber 100 24.50 2450.00

48 - 2x98x8 S&G Lumber 100 25.00 2500.00

49 - 2x100x8 S&G Lumber 100 25.50 2550.00

50 - 2x102x8 S&G Lumber 100 26.00 2600.00

51 - 2x104x8 S&G Lumber 100 26.50 2650.00

52 - 2x106x8 S&G Lumber 100 27.00 2700.00

53 - 2x108x8 S&G Lumber 100 27.50 2750.00

54 - 2x110x8 S&G Lumber 100 28.00 2800.00

55 - 2x112x8 S&G Lumber 100 28.50 2850.00

56 - 2x114x8 S&G Lumber 100 29.00 2900.00

57 - 2x116x8 S&G Lumber 100 29.50 2950.00

58 - 2x118x8 S&G Lumber 100 30.00 3000.00

59 - 2x120x8 S&G Lumber 100 30.50 3050.00

60 - 2x122x8 S&G Lumber 100 31.00 3100.00

61 - 2x124x8 S&G Lumber 100 31.50 3150.00

62 - 2x126x8 S&G Lumber 100 32.00 3200.00

63 - 2x128x8 S&G Lumber 100 32.50 3250.00

64 - 2x130x8 S&G Lumber 100 33.00 3300.00

65 - 2x132x8 S&G Lumber 100 33.50 3350.00

66 - 2x134x8 S&G Lumber 100 34.00 3400.00

67 - 2x136x8 S&G Lumber 100 34.50 3450.00

68 - 2x138x8 S&G Lumber 100 35.00 3500.00

69 - 2x140x8 S&G Lumber 100 35.50 3550.00

70 - 2x142x8 S&G Lumber 100 36.00 3600.00

71 - 2x144x8 S&G Lumber 100 36.50 3650.00

72 - 2x146x8 S&G Lumber 100 37.00 3700.00

73 - 2x148x8 S&G Lumber 100 37.50 3750.00

74 - 2x150x8 S&G Lumber 100 38.00 3800.00

75 - 2x152x8 S&G Lumber 100 38.50 3850.00

76 - 2x154x8 S&G Lumber 100 39.00 3900.00

77 - 2x156x8 S&G Lumber 100 39.50 3950.00

78 - 2x158x8 S&G Lumber 100 40.00 4000.00

79 - 2x160x8 S&G Lumber 100 40.50 4050.00

80 - 2x162x8 S&G Lumber 100 41.00 4100.00

81 - 2x164x8 S&G Lumber 100 41.50 4150.00

82 - 2x166x8 S&G Lumber 100 42.00 4200.00

83 - 2x168x8 S&G Lumber 100 42.50 4250.00

84 - 2x170x8 S&G Lumber 100 43.00 4300.00

85 - 2x172x8 S&G Lumber 100 43.50 4350.00

86 - 2x174x8 S&G Lumber 100 44.00 4400.00

87 - 2x176x8 S&G Lumber 100 44.50 4450.00

88 - 2x178x8 S&G Lumber 100 45.00 4500.00

89 - 2x180x8 S&G Lumber 100 45.50 4550.00

90 - 2x182x8 S&G Lumber 100 46.00 4600.00

91 - 2x184x8 S&G Lumber 100 46.50 4650.00

92 - 2x186x8 S&G Lumber 100 47.00 4700.00

93 - 2x188x8 S&G Lumber 100 47.50 4750.00

94 - 2x190x8 S&G Lumber 100 48.00 4800.00

95 - 2x192x8 S&G Lumber 100 48.50 4850.00

96 - 2x194x8 S&G Lumber 100 49.00 4900.00

97 - 2x196x8 S&G Lumber 100 49.50 4950.00

98 - 2x198x8 S&G Lumber 100 50.00 5000.00

99 - 2x200x8 S&G Lumber 100 50.50 5050.00

100 - 2x202x8 S&G Lumber 100 51.00 5100.00

Rory Cardinal
 Project Manager
 802.794.2337

Hi [Redacted],

I am attaching the requested documentation regarding work completed to date and an account of work not yet completed. This should provide what you need for the account as well as some clarity on where we stand at this point in the project. Please let me know if you have any questions.

Insurance repair scope: \$30,000.00 (original approved scope and measurement)
 Measurement check scope: \$18,524.62 (original agreed scope plus change orders 1-4)
 Additional work performed: \$5,754.76 (additional work requested during the project not included in original scope)

Payments to date: \$10,567.07

Credit for equipment forfeiture: \$4,247.40 per our last meeting it was requested that this work not be performed until the main level is completed.

Cost of remaining work: Approximately \$1,500.00 As of the end of today the approximate value of work remaining to complete the repair scope.

Current total owed: \$43,629.87

The attached documents support the above breakdown. I know an additional check was sent to you for a progress payment we requested some weeks ago. Does you need us that amount I can adjust the balance due.

Thank you,

Rory Cardinal
 General Manager
 CML LLC
 802.794.2337

Invoice

Invoice # [Redacted]

Date [Redacted]

Invoice to: [Redacted]

Quantity	Unit	Description	Rate	Amount
		Insurance (Scope Change) for Materials & Labor	30,000.00	30,000.00
		Measurement check	18,524.62	18,524.62
		Additional work performed	5,754.76	5,754.76
		Equipment forfeiture	(4,247.40)	(4,247.40)
		Payments to date	(10,567.07)	(10,567.07)
		Cost of remaining work	1,500.00	1,500.00
		Current total owed	43,629.87	43,629.87
		Payments/Credits		(11,800.00)
		Balance Due		\$31,829.87

Handwritten notes: *ALL PAYS TO DATE APRIL 1, 2022*

If you need more, we have much more printed and photographic evidence. Please call if you need clarification on anything involving this complaint.

Sent from my iPhone

Baldwin, Crystal

From: Sharon [REDACTED]
Sent: Monday, February 22, 2021 5:44 PM
To: AGO - CAP
Subject: Complaint 2021-01436
Attachments: Video.mov

Categories: Consumer Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Substantial documentation as requested.







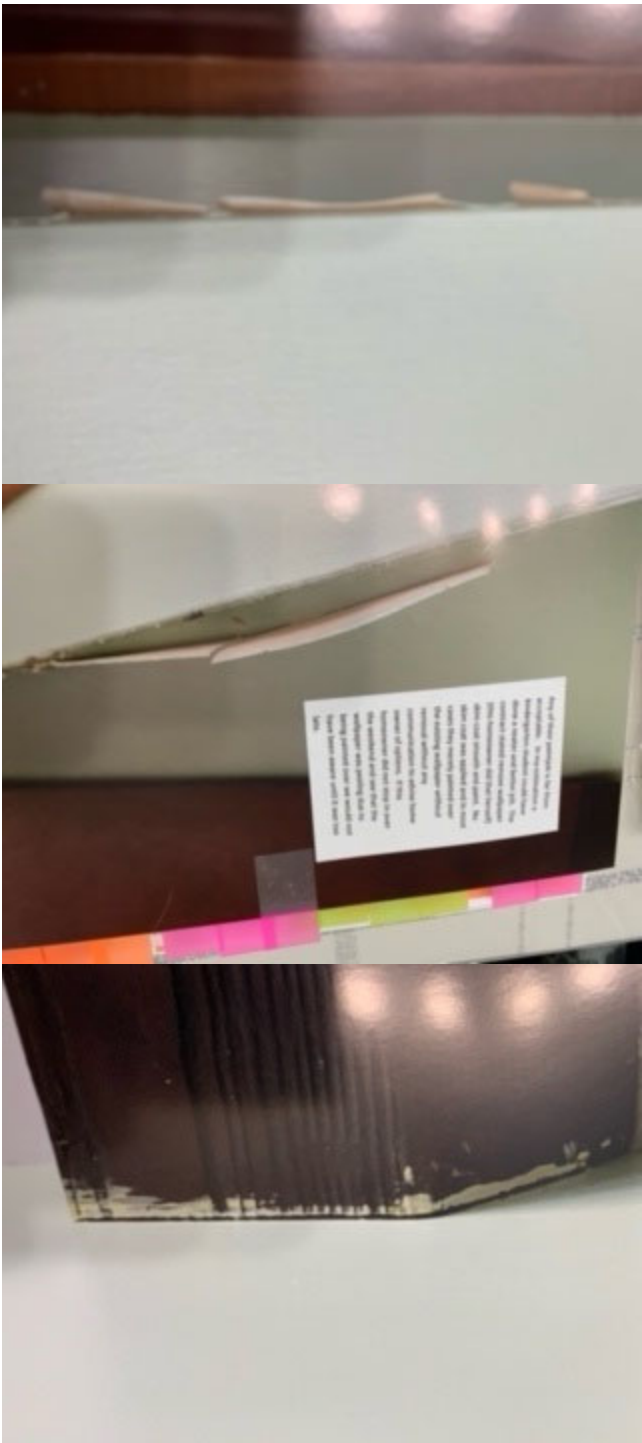


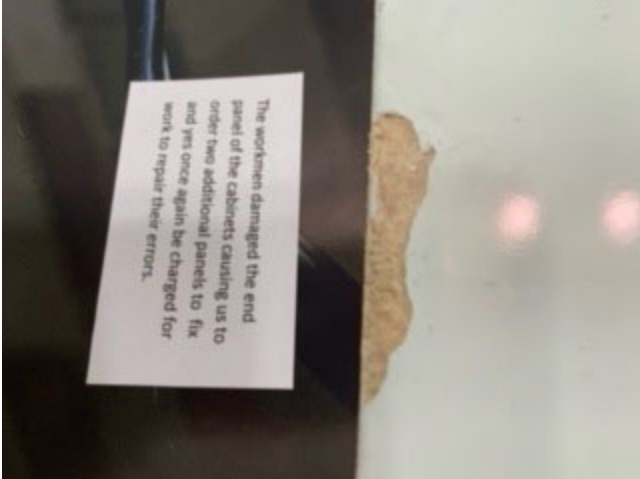


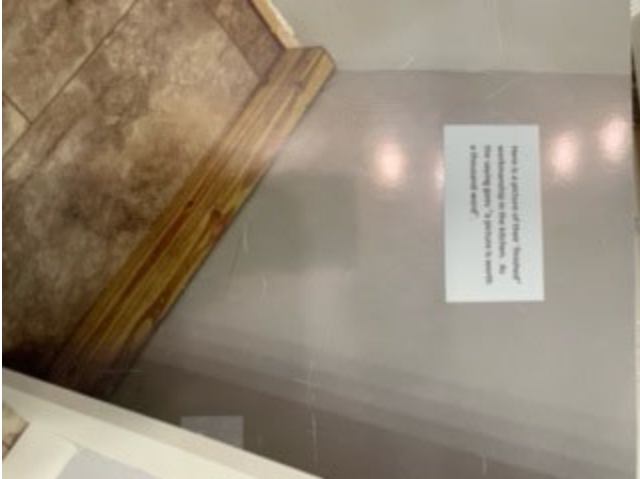


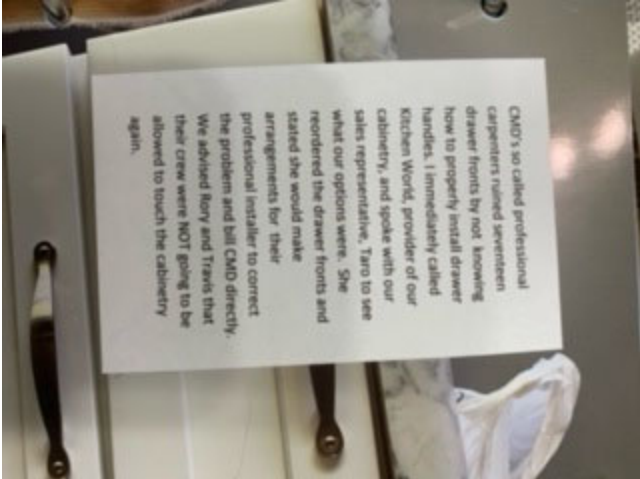


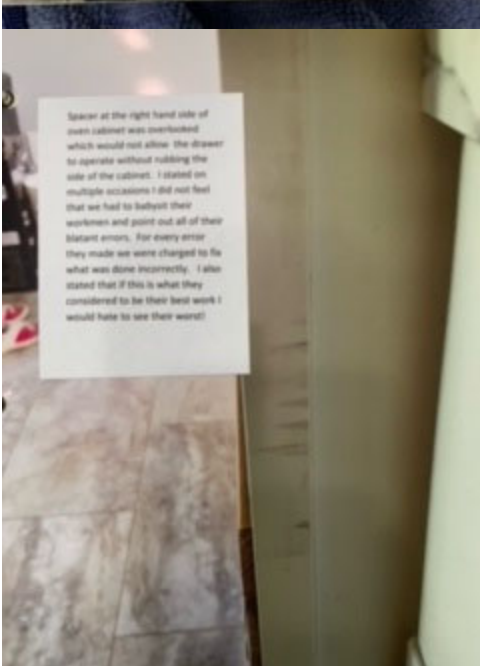












until we told them they were not to start any work on the lower level. And they were all done as far as we were concerned.

It will become crystal clear as to our frustration. We are being charged for shoddy workmanship or being charged for work not performed. Since we have had five plus meetings to try to come to an acceptable resolution, to no avail, they are now playing hardball, which we feel is totally uncalled for under the circumstances.

We truly hope your office will be able to help us get through this impasse and advise us to what actions can be taken to resolve this matter. We have contacted two lawyers, both giving us the same response, it would take much more money than it is worth to hire a lawyer. In other words CWD can continue to get away with the unsatisfactory workmanship because they have the time, money and lawyers to wait us out and bankrupt us.

Attorney General's Office

When we first were in contact with CWD they were referred to us by Abbot as to the company that would be doing the restoration to our home due to the fire that occurred on the morning of October 25, 2018.

The first two representatives of CWD were Rory Cardinal and Travis Lane. We did a total walk through of the home. We conceptualized them. Rory was taking notes of work to be done room by room. We started in the kitchen, living room, hallway, bedroom #1 and the adjacent bathroom #1, bathroom and stairway. On the bottom level was only one room which would be bedroom #2.

The living process would be divided into two sections. One portion of the living would be partially covered by insurance, the other that would be out of pocket by the homeowners. The out of pocket amount required the homeowners to reimburse the home and the total of \$50,000 was applied by all the Department's credit lines.

First order of business was to totally gut the kitchen due to the fact that the height of the cabinets was custom built for the original homeowner's wife who was a mere 4' 8" tall and all of the existing cabinetry would not accommodate any standard height appliances. After much discussion the insurance company Abbot's agreed to the gut job.

The homeowners made some changes and did an upgrade of lighting, back splash, and flooring.

All kitchen appliances were ordered from Bauhaus Plus through our sales person Mr. Peter Berganti. This included a specialized French door counter top oven (due to homeowner's mobility restrictions) a countertop glass top cook unit, microwave, trash compactor, refrigerator. A new sink and garbage disposal were also purchased by the homeowners.

Since this restoration was much more of an undertaking that the husband Gerald age 82, and wife Sharon (age 77) were willing or able to accomplish at their advanced years.

We have taken the liberty of going room by room and by both written and photographic evidence of the shoddy workmanship provided by this company. I understand that they did not have to provide the insurance company with an itemized list of expenses, however upon numerous request they refused to provide us with itemized expenditures as to where and how our monies were being spent. We respectfully request the the Attorney General's office obtain this accounting be provided.

The fire required the Clouters and their four rescue dogs became residence at the Comfort Suites on Shelburne Road for the duration of the repairs and the pandemic COVID 19 slowed the progress down and the repairs took this company 11 months. At a closing point the Clouters were extremely exasperated at the weekly worthless work that was being provided

CMD Personnel

Amy Cardinal [REDACTED] amy@cmdat.com

Travis Leno [REDACTED]

Patti Gervais (office) [REDACTED]

Darrell Depot [REDACTED]

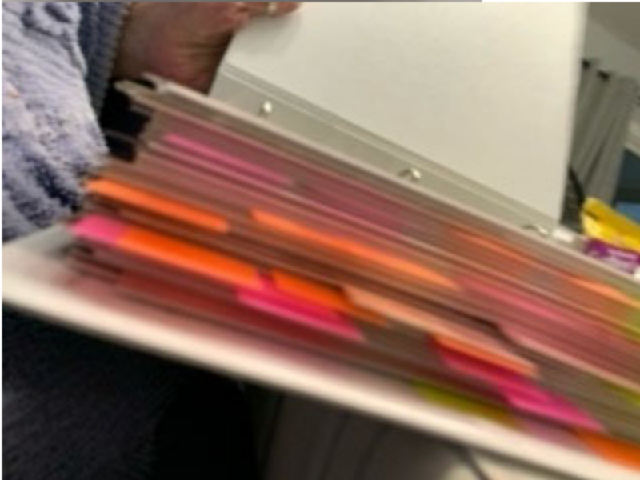
Monica Chapman Moore [REDACTED] Pur Clean

Phil Sumner Carpenter

James Olsen Carpenter

Jarrod Brochu Carpenter in charge

Dustin Martell Carpenter



CHANGE ORDER TO CONTRACT FOR CONSTRUCTION OR REPAIRS

Contract Date: 3/24/2020 No Additional Terms See Additional Terms on B

Contractor: [REDACTED] CMD, LLC.

Address: [REDACTED]

City: Colchester | State: VT | Zip: 05440 | Williston | VT | 05495

Project Name: Insurance Approved Electrical Work | Project Address: [REDACTED]

Project Description: Additional costs approved by insurance for Electrical Work required for repairs, not included in the original scope.

Change in Completion Date: TBD

1. CHANGE ORDER: The parties intend this change order to alter and amend the contract for construction, improvement or repair accepted on _____ by these parties, involving the same real property improved and intended that this is a amendment to the contract, with their mutual provision to one another as consideration for this change order and with their full knowledge.

2. PAYMENT OR CREDIT FOR CHANGE: In event that this change order reduces the cost of the work, then Owner is to pay credit of \$ _____ as of this date. In the event that this change order requires additional work to Contractor, Owner shall pay to Contractor prior and above the limit that an additional amount of \$ 2,500.00 on the following date or 1 of construction 30/90 Day with Change Order [REDACTED]

3. ADDITIONAL TERMS: In addition to the terms of this change order the parties incorporate the terms of the offer and are described in paragraph one of this change order, and any additional terms written on the reverse side AND included by both parties.

4. DESCRIPTION OF CHANGE: Contractor shall provide labor and materials, if any are needed, to perform the work here described, or if the change order involves no additional work, but involves only deletions of work, then Contractor is acknowledges the alteration hereafter described.

Accepted, by Homeowner

Signature _____ Title _____ Date _____

Signature _____ Title _____ Date _____

Accepted by Contractor

Signature _____ Title _____ Date _____

CAD Bill to Clothers
 58,524.62
 - 27,000.00 1/9/20
 31,524.62
 - 16,000.00 000
 15,524.62
 - 339.19
 15,185.43
 - 4,667.07
 10,518.36
 4,247.40
 3,018.96
 - 2,877.38
 141.58
 - 30.00
 208.42

credit from CAD
 ce # 3002 from
 clothers 2/9/20
 work not done in
 basement -
 credit by CAD
 CAD agreed credit
 credit punch
 list
 CAD owed Clothers

1860 121
 Jan 2022
 11/2022

Invoice

TO: [REDACTED]
 FROM: [REDACTED]

PAID
03/10/2022

Description	Rate	Amount
Replacement Floor Change Index		
Replacement Floor Change for Kitchen Flooring Upgrade (12.0)	875.00	875.00
Replacement Floor Change for Backsplash (12.0)	2,200.00	2,200.00
Replacement Floor Change for Gas Light (12.0)	800.00	800.00
Replacement Floor Change for Under Cabinet Light (12.0)	800.00	800.00
*** Max. Amount in Contract or Final Invoice ***		
Total		4,675.00
Payments/Credits		4,466.58
Balance Due		208.42

Invoice

Date: [Redacted] Location: [Redacted]		Tax ID: [Redacted] Invoice #: [Redacted]	
Bill To: [Redacted]		Ship To: [Redacted]	
Name: [Redacted]		Project: [Redacted]	
Quantity	Description	Rate	Amount
1	Alternative Work Order for [Redacted] at [Redacted] and [Redacted] including [Redacted] and [Redacted] for [Redacted]	\$0.00	\$0.00
1	Supplemental Work Order for [Redacted] at [Redacted] including [Redacted] and [Redacted] for [Redacted]	4,687.00	4,687.00
1	Supplemental Work Order for [Redacted] at [Redacted] including [Redacted] and [Redacted] for [Redacted]	8,764.00	8,764.00
Total			\$13,455.00

Payments/Credits: \$17,289.00
Balance Due: \$13,455.00

CHANGE ORDER TO CONTRACT
FOR CONSTRUCTION WORK ORDER

Project Name: [Redacted] at [Redacted] and [Redacted]
 Project Number: [Redacted]
 Date: [Redacted]
 Location: [Redacted]

1. **DESCRIPTION OF CHANGE:** The parties intend this change order to alter and amend the contract for construction improvement or repair described in [Redacted]. This change order includes the site and project approval and execution for the in-situ concrete repair and sealant application to the exterior concrete in the [Redacted] area in the [Redacted] area and [Redacted] work.

2. **STATEMENT OF WORK FOR CHANGE:** It is agreed that this change order reflects the cost of the work, less credit is given in the amount of \$ [Redacted]. In the event this change order requires additional work or materials, the Contractor shall use its best judgment to provide the [Redacted] in the [Redacted] area in the [Redacted] area of construction. [Redacted] Section 13, Paragraph 3.

3. **ADDITIONAL TERMS:** In addition to the terms of the Change order the parties understand the terms of the offer and contract described in paragraph one of this change order and any additional terms written on the contract offer shall remain in full effect.

4. **DESCRIPTION OF CHANGE:** Contractor shall provide labor and materials, if any are needed, to perform the work described hereunder, or if the change order involves an additional work, the Contractor shall describe the additional material described.

Accepted by Measurement
 Signature _____ Title _____ Date _____
 Signature _____ Title _____ Date _____

Accepted by Contractor
 Signature _____ Title _____ Date _____
 Signature _____ Title _____ Date _____

Construction Management Direct
 Construction Management Direct
 PO Box 2
 Williams, VT 05498
 802.768.8077

Client: [REDACTED]
 Property: [REDACTED]
 Location: [REDACTED]

Owner: CMO GROUP

Estimator: Roy Corbett
 Company: Construction Management Direct
 Business: PO Box 2
 Williams, VT 05498
 Phone: (802) 768-8077
 E-mail: rrc@cmo.com

Type of Estimate: (R)201
 Date Entered: 11/11/2019 Date Assigned:

Price List: [REDACTED]
 Labor Efficiency: [REDACTED]
 Estimate: [REDACTED]

Construction Management Direct
 Construction Management Direct
 PO Box 2
 Williams, VT 05498
 802.768.8077

11/11/2019 - Lumber Note

Item Description Qty Unit

01 2x4x8 S4S 10000.00 LF 10000.00
 02 2x6x8 S4S 10000.00 LF 10000.00
 03 2x8x8 S4S 10000.00 LF 10000.00

Grand Total 30000.00

11/11/2019 - Dry Wall

Item Description Qty Unit

04 1/2" Dry Wall 10000.00 SF 10000.00
 05 5/8" Dry Wall 10000.00 SF 10000.00
 06 1/2" Shear Wall 10000.00 LF 10000.00
 07 1/2" Shear Wall 10000.00 LF 10000.00
 08 1/2" Shear Wall 10000.00 LF 10000.00
 09 1/2" Shear Wall 10000.00 LF 10000.00
 10 1/2" Shear Wall 10000.00 LF 10000.00
 11 1/2" Shear Wall 10000.00 LF 10000.00
 12 1/2" Shear Wall 10000.00 LF 10000.00
 13 1/2" Shear Wall 10000.00 LF 10000.00
 14 1/2" Shear Wall 10000.00 LF 10000.00
 15 1/2" Shear Wall 10000.00 LF 10000.00
 16 1/2" Shear Wall 10000.00 LF 10000.00
 17 1/2" Shear Wall 10000.00 LF 10000.00
 18 1/2" Shear Wall 10000.00 LF 10000.00
 19 1/2" Shear Wall 10000.00 LF 10000.00
 20 1/2" Shear Wall 10000.00 LF 10000.00

Rory Cardinal
 Project Manager
 802.794.2207

Hi [Redacted],

I am attaching the requested documentation regarding work completed to date and an account of work not yet completed. This should provide what you need for the account as well as some clarity on where we stand at this point in the project. Please let me know if you have any questions.

Insurance repair scope: \$30,000.00 (original approved scope and replacement)
 Homeowner check scope: \$18,524.62 (original agreed scope plus change orders 1-4)
 Additional work performed: \$5,754.76 (additional work requested during the project not included in original scope)

Payments to date: \$10,567.07
 Credit for equipment forfeiture: \$4,247.40 per our last meeting it was requested that this work not be performed until the main level is completed
 Cost of retaining work: Approximately \$1,500.00 As of the end of today the approximate value of work remaining to complete the repair scope.
 Current total owed: \$43,628.67

The attached documents support the above breakdown. I know an additional check was sent to you for a progress payment we requested some weeks ago. Once you send us that amount I can adjust the balance due.

Thank you,

Rory Cardinal
 General Manager
 CML LLC
 802.794.2207

Invoice

Invoice # [Redacted] Date [Redacted]

Bill To: [Redacted] Bill To: [Redacted]

Quantity	Unit	Description	Rate	Amount
		Insurance (Check Original To Replace & Repair)	30,000.00	30,000.00
		Homeowner Check Scope	18,524.62	18,524.62
		Additional Work Performed	5,754.76	5,754.76
		Payments to Date	(10,567.07)	(10,567.07)
		Credit for Equipment Forfeiture	(4,247.40)	(4,247.40)
		Cost of Retaining Work	1,500.00	1,500.00
		Agreed Credit for Homeowner	(1,000.00)	(1,000.00)
		Agreed Credit for Permit Cost Since to be Covered by Homeowner	(100.00)	(100.00)
		Total		\$43,628.67
		Payments/Credits		(11,898.00)
		Balance Due		\$31,730.67

Handwritten notes: *ALL PAYMENTS APRIL 1, 2022*

If you need more, we have much more printed and photographic evidence. Please call if you need clarification on anything involving this complaint.

Sent from my iPhone

Baldwin, Crystal

From: Sharon [REDACTED]
Sent: Tuesday, February 23, 2021 11:49 AM
To: AGO - CAP
Subject: Complaint 2021-01436

Categories: Consumer Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Attn: Margaret Tabb

I believe I neglected to put in writing that even though I requested a breakdown and receipts for monies spent by CMD that we have paid for they have refused all requests for proof of purchases.

We still have had no response for contact from CMD to try to resolve this matter.

I submitted additional photos, contract info and printed documentation yesterday. If it is unreadable I am willing to make copies and send the via UPS or USPS. Please advise. Thank you.

Sincerely,

Sharon Cloutier

[REDACTED]
Colchester, VT 05446

Sent from my iPhone

Baldwin, Crystal

From: Sharon cloutier [REDACTED]
Sent: Monday, February 8, 2021 1:30 PM
To: AGO - CAP
Subject: Dispute with CMD (construction management direct).

Categories: Regular complaint

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

They have refused to provide receipts for work we are paying for out of pocket. Workmanship is that of a kindergartner. See photos for a small sampling. Please contact me at [REDACTED].



Contract says remove wallpaper skim coat smooth and paint. They did not remove wallpaper but merely painted over. And wallpaper is lifting. Photo below is showing I myself removed the wallpaper however no skim coat they merely painted over making a mess. Not what we are paying for. sloppiness of paint jobs in every room is ridiculous



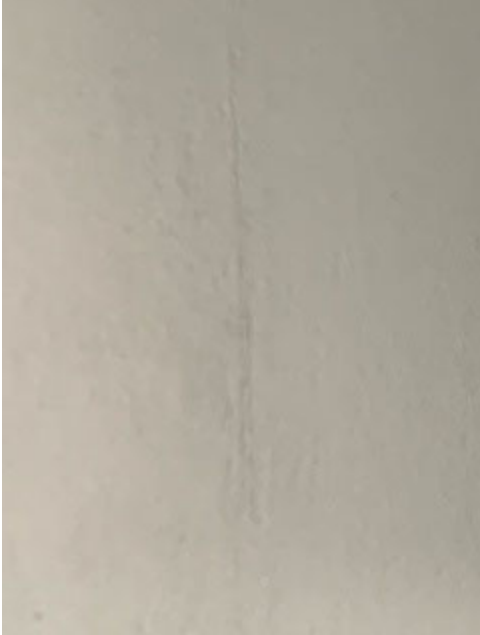
wromg grout used between backsplash and counter



painted over wallpape



holes cut incorrectly for light switch receptacles





I have many many more problems and their response is it will cost you more in time and lawyers than it is worth. In other words they have money and clout to continue to do shoddy workmanship. I have asked for legal aide as I am [REDACTED] and husband is [REDACTED] and we feel this is not justice and they need to be stopped and put on notice there are repercussions for their unethical actions.

Baldwin, Crystal

From: Hobson, Ted
Sent: Tuesday, March 2, 2021 3:17 PM
To: Tabb, Margaret
Subject: FW: Matter no. 2021-01436
Attachments: 2021 02 16 Business response.pdf

Margaret--

Thanks. I enjoy talking to these folks.

Sincerely yours,

Ted Hobson
Assistant Attorney General
Consumer Assistance Program
Vermont Office of the Attorney General
[REDACTED]

From: Hobson, Ted
Sent: Tuesday, March 2, 2021 3:10 PM
To: [REDACTED]
Subject: Matter no. 2021-01436

Dear Sharon Cloutier—

It was good to talk to you. Attached is the response from the business. Please advise us if we can be of any further assistance.

Sincerely yours,

Ted Hobson
Assistant Attorney General
Consumer Assistance Program
Vermont Office of the Attorney General
[REDACTED]

Baldwin, Crystal

From: AGO - CAP
Sent: Friday, February 19, 2021 11:29 AM
To: [REDACTED]
Subject: FW: Cloutier, Sharon (Construction Management Direct) CAP 2021-01436

RE: 2021-01436

Dear Sharon Cloutier:

Below is a copy of the correspondence our office had sent to the other email address our office had on file for you. I left you a voicemail letting you know we had updated our records, and wanted to forward the email our office had sent you on 2/16.

If you need any further assistance from our office, please reach out via telephone or email.

Thank you.

Sincerely,

Margaret Tabb
Consumer Advisor

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

Email: AGO.CAP@vermont.gov
Phone: (800) 649-2424
Website: <https://ago.vermont.gov/cap/>

From: AGO - CAP <AGO.CAP@vermont.gov>
Sent: Tuesday, February 16, 2021 12:55 PM
To: [REDACTED]
Subject: Cloutier, Sharon (Construction Management Direct) CAP 2021-01436

Re: Complaint 2021-01436

Dear Sharon Cloutier:

Thank you for contacting us with your complaint. We have sent a copy to the business asking it to contact you within 7 days to resolve this problem. We have also asked the business to notify us of the action it takes. Your complaint and the business response will become part of our public record for six years. It is our experience that two of every three complaints are successfully resolved through this procedure.

In 14 days, please update us on the complaint status by using the [Complaint Response Form](#) located on our website. Please note, upon receipt of your update we may do one of the following:

1. If you indicate that your complaint was resolved, we will close the file accordingly.
2. If you indicate that the business has not contacted you, we will contact the business again on your behalf.
3. If you indicate that the business contacted you but your complaint remains unresolved, the action we take will depend in great part on the business response. If the response is unsatisfactory, we may pursue this matter further. If your complaint is not appropriate for further action on our part, we may refer you to small claims court or suggest that you consult a private attorney.

Thank you for bringing your complaint to our attention.

Sincerely,



Complaint Specialist

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

Website: ago.vermont.gov/cap

Email: ago.cap@vermont.gov

Phone: (800) 649-2424

Baldwin, Crystal

From: Office of the Vermont Attorney General <AGO.CAP@vermont.gov>
Sent: Tuesday, February 16, 2021 2:09 PM
To: AGO - CAP
Cc: ddepot@gmavt.net
Subject: Update to complaint file number Complaint 2021-01436

Categories: Business Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

An update has been submitted by the Business for consumer complaint, file number Complaint 2021-01436, filed by Sharon Cloutier regarding a transaction with CMD LLC. The business contact is: Darrel Depot According to the update, this matter is Not yet resolved. The update states:

FOUR separate visits to Ms. Cloutier's home were made trying to have her understand how the billing was done and how it equated to the work and she still does not understand. In addition to this she has some minor (less then \$1,000) in punch list items, after the punch list has been signed off on, but we agreed to take care them. She did not want that, seeing that this could lead to problems based on her personality - we offered her \$3,000 to make this all go away and more than enough money (\$2,000 more) to take care of any issues, which we feel are unreasonable but, we just need her to go away. Even after this she continued to go round and round with billing, our work and things that are completely unrelated. We are at an impasse and no longer willing to work with her, it has just been a waste of time. I advised her how much a lawyer would be for the small amount she is disagreeing with but you just can't talk to her. I have done what I can to resolve this, we just have to hopefully let the small claims court resolve this for us.

We have many documents that outline communications, scope changes and even her worksheet. There is just nothing more we can do. Every conversation ends up in a different place with the same result. Please feel free to contact us, we would be more than happy to explain it to you. At least then maybe then you can try to explain it to her and get as frustrated as we are.

Any attachments included can be found here: Please note, any changes to contact information are below:

Baldwin, Crystal

From: Sharon cloutier [REDACTED]
Sent: Wednesday, February 17, 2021 10:00 AM
To: AGO - CAP
Subject: We have been waiting for required paperwork in the mail for more than a week.

Categories: Follow-Up Needed

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Please email me the required paperwork so that we may proceed with our complaint against CMD.

My email address is

[REDACTED]

Do not hesitate to contact me by phone if you have any questions at [REDACTED]

Thanking you in advance for any consideration you can grant this request.

Sharon Cloutier

[REDACTED]

Colchester, VT. 05446

Sent from my iPhone