

**STATE OF MARYLAND
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION**

Dear Consumer,

Thank you for contacting the Consumer Protection Division regarding the problems with your new home.

Please complete the enclosed complaint form and return it to us along with copies of all relevant documents. When we receive your completed form, we will attempt to resolve your dispute with your builder through mediation.

Your complaint will also provide important information that can be used by the Home Builder Registration Unit in tracking the performance of builders. This Unit began operating on January 1, 2001, and registers all home builders operating in Maryland, except those building exclusively in Montgomery County.

If you have not already done so, you should also do the following:

- Notify your builder in writing of the problems you are experiencing. If you are able to resolve this matter by talking to your builder, let us know and we will close your complaint. The Mediation Unit may not be able to begin mediating your complaint for several weeks after it receives your complaint form.
- Contact your local building inspection agency to find out what assistance it can offer.
- If your builder provided you with a new home warranty that covers the problems you are experiencing, you should follow the warranty's claims procedures within its stated deadlines.

Although we are able to resolve through mediation many of the complaints that we receive against new home builders, we are not able to resolve all of them. Depending upon the seriousness of your problem, you may want to contact an attorney to discuss whether pursuing a private legal action against your builder would make sense in your case. The deadline for filing a lawsuit will depend upon the nature of your legal claims. **Please note that in some cases you may need to file suit within two (2) years from the date you took possession of, or settled on, your new home.** If you are nearing the end of this two-year period, you would be well-advised to consult with an attorney immediately, regardless of the status of our mediation efforts.

If you have any questions, please call the Mediation Unit's hotline Monday through Friday, 9 a.m. to 3 p.m. at (410) 528-8662.

WEB

NEW HOME COMPLAINT FORM
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

PLEASE COMPLETE AND MAIL YOUR COMPLAINT TO THE OFFICE LISTED BELOW THAT IS NEAREST YOU.

Baltimore Office

Consumer Protection Division
200 Saint Paul Place, 16th Floor
Baltimore, Maryland 21202
(410) 528-8662

Eastern Shore Office

Consumer Protection Division
201 Baptist Street, Suite 30
Salisbury, Maryland 21801
(410) 713-3620

Western Maryland Office

Consumer Protection Division
44 North Potomac Street, Suite 104
Hagerstown, Maryland 21740
(301) 791-4780

Form with fields for LAST NAME, FIRST NAME, NAME OF BUILDER (COMPANY NAME), STREET ADDRESS, CITY, COUNTY, STATE, ZIP, DAYTIME PHONE #, EVENING PHONE #, PHONE #.

Name of Builder(s) / Company Owner(s) and individuals you dealt with:

Three horizontal lines for entering the name of the builder or company owner.

My home (check one):

- Was purchased together with the land from the builder/developer (new or tract housing)
Was built on land I currently or previously owned ("custom" home)
Is a Condominium / Cooperative (circle one). Name

My home was (check one):

- Stick-built (constructed on site from raw building materials)
Factory built (constructed of prefabricated units, assembled on site, including mobile or modular homes).
If so, please list:
Name of manufacturer
Address
City, State, Zip

Contract Date Settlement Date Occupancy Date

Does your contract contain an arbitration clause? If yes, please attach a copy of the clause to this form.

Have you contacted a private attorney about your complaint? Have you filed suit?

Your complaint involves (check all that apply - list continues on reverse side of page):

_____ **Your deposit.** Please describe the problem and attach copies of your contract, deposit disclosure and any other documents that relate to your deposit. _____

_____ **Misrepresentations made in advertisements, sales literature, signs, contracts or by the builder's sales people.** Please describe the problem and attach copies of any relevant advertisements or sales literature.

_____ **Lien(s) placed on your home by a subcontractor hired by your builder** Please list the names of all subcontractors who have such liens: _____

_____ **Construction defects.** Please use the following chart to indicate the component(s) of your home that have not been constructed to your satisfaction, and describe the problem(s). Please attach **copies** (not originals) of any documents you believe are important in understanding your complaint, including: contracts, warranties, materials/specifications lists, draw schedules, punch lists, lien waivers, inspection reports, and ads or sales literature that describe your home's features.

✓	COMPONENT	PROBLEM -- Include: * Description of problem and date(s) on which you notified builder * Description and date of builder's response and current status of dispute
	Foundation / Basement	
	Frame / Walls / Insulation / Siding / Doors / Windows	
	Roofing	
	Electrical / Plumbing	

✓	COMPONENT	PROBLEM -- Include: * Description of problem and date(s) on which you notified builder * Description and date of builder's response and current status of dispute
	Decks / Porches / Patios / Garages	
	Driveways / Sidewalks / Landscaping	
	Other (e.g. appliances, carpet, flooring, sump pumps)	

Name of any Homeowner Warranty Plan you purchased or that was provided you:

Address _____
City, State, Zip _____
Phone _____

If you have contacted your Homeowner Warranty Plan about the problem, what was the plan's response?

Have you contacted your local building inspector or any other private or government agency about the problem(s)? If so, who did you contact and what action was taken?

How do you want this complaint resolved?

