

**COMPLAINT ACTIVITY REPORT Case # xxxxxxxx****Better Business Bureau of Greater Maryland****Consumer Info:****Business Info:** Anthony & Sylvan Pools  
301 490-1919**Location Involved:** (Same as above)**Consumer's Original Complaint :**

Company continuously fails to address client concerns, is habitually late or does not show for appointment, and had delivered poor quality workmanship. We contracted with Anthony Sylvan pools for a pool exceeding \$200,000. The sales process was terrific, and incredibly responsive, but the product installation and delivery was terrible right from the start.

Although issues and concerns were raised on multiple occasions, during the early phase of construction, they were simply ignored, and work proceeded. The crews left trash everywhere, construction debris with protruding nails all over the yard, and destroyed newly planted landscaping by ignoring identified ingress and egress routes that they were contractually required to follow.

One issue raised upon the initial installation of uneven concrete, the company saw fit to ignore for months, and then proceed to send "knowledgeable and capable" individuals to the jobsite to inspect and if necessary, resolve. They sent 5 individuals out to identify the same issue that needed to be corrected, and then finally, the general manager came out again to confirm, but these trips occurred over a 5 month period, and the issue was only addressed after 6 visits by 5 individuals. The corrections took less than one day to resolve, but needed months to get attention from the company.

Deficient workmanship was identified, but was never attended to, leading the pool to leak once the water was put into the pool. Although the issue was raised almost a month prior both in multiple discussions on site, and in writing to the project managers, general manager, and general counsel, and remedial work was performed in other areas, this particular area received no attention. The pool was filled, and now the pool leaks through the cracks identified previously.

The company requires payments to be made in advance of work performed, and final payment must be made prior to final plaster and filling, leaving the customer with little leverage upon which to demand quality work and a correctly constructed product.

Finally, work completed by others has had to be redone on at least two different occasions further delaying completion of the project.

This company lives up to the poor reputation it seems to have developed. The planning, management and work product throughout the process has been poor.

**Consumer's Desired Resolution:**

A priority to complete the job properly, and billing concession to fund damage to property.

**BBB Processing**

<b>04/23/2019</b>	<b>web</b>	<b>BBB</b>	Case Received by BBB
<b>04/23/2019</b>	<b>AG</b>	<b>BBB</b>	Case Reviewed by BBB - Accredited Business
<b>04/23/2019</b>	<b>Otto</b>	<b>EMAIL</b>	Send Acknowledgement to Consumer
<b>04/23/2019</b>	<b>Otto</b>	<b>EMAIL</b>	Notify Business of Dispute - Accredited Business
<b>04/29/2019</b>	<b>WEB</b>	<b>BBB</b>	RECEIVE BUSINESS RESPONSE : We are in frequent communication with the customer and are actively working to resolve the concerns.
<b>04/29/2019</b>	<b>AG</b>	<b>EMAIL</b>	Forward Business response to Consumer
<b>04/30/2019</b>	<b>WEB</b>	<b>BBB</b>	BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

Anthony & Sylvan Pools claims to be in "frequent communication with customer and are actively working to resolve the concerns.

This could not be further from the truth.

Anthony & Sylvan communicates mostly through voicemail message, or email, when and if they respond at all. I have numerous emails that indicate they will get back to me, but that tends to be the final communication on the subject.

Although it is true that Anthony & Sylvan Pools has heard our concern and has in fact sent two representatives to inspect and correct, these two representatives were ill prepared to address the leaking pool because they had not been provided with the pertinent information that we sent to Area Vice President identified above; Anthony & Sylvan Pools General Counsel; Anthony & Sylvan Pools Construction Manager; Anthony & Sylvan Pools Scheduling; our Anthony & Sylvan Pools Project Lead; our Anthony & Sylvan Pools Sales Representative; the Anthony & Sylvan Pools local office Administrative assistant; and the Anthony & Sylvan Pools representative sent to resolve the leaking issue, was not provided with the background and relevant information regarding the leaking pool issue.

It is inexcusable that a company would send a representative to resolve an issue, especially of this magnitude, without providing relevant data and background that was provided by the customer to the company.

However, this does allow the company to point multiple fingers of blame in multiple directions, and claim that they simply didn't have the facts, when they had been provided to the company by the customer. One representative actually said that this allows the company to 'deflect', which I interpret to be 'give the customer the runaround'. We certainly have been subjected to 'the runaround'.

After 11 days, it appears that the company will finally have a leak detection specialist look at the leaking water, in an effort to address the concern. The water leak rate has continued to increase over the last week and a half, as it has not been stemmed in any manner.

Anthony & Sylvan Pools has yet to provide this customer any information regarding the approach to correct a leak in a brand new pool. If the leak resolution is anything like the way they have addressed prior concerns, I believe I can look forward to another band-aid fix by a Pool Company that has been around since 1946, should know how to construct a pool, and correct a deficiency. However, there appears to be little to no effort being expended to address customer concerns and anxiety.

Anthony & Sylvan Pools, because of their payment schedule, has received payment in full for this project, which cost has exceeded \$200,000. As such, I believe they continue to skirt the issue, finding no upside in allocating additional resources, time or effort, on a customer from which no additional revenues will be forthcoming. As such, it appears minimal effort is being provided.

In terms of a resolution, I would like to see Anthony & Sylvan Pools fund an escrow account held by my attorney, to be released in full upon completion of the pool project, and resolution of all concerns. This would ensure they have a good reason to come back, address and resolve all concerns, and actually deliver the product the customer contracted for.

Short of that, a full refund would be acceptable, and we will resolve all issues ourselves, and release Anthony & Sylvan Pools of all obligations, warranties, and sign a full waiver and non-disparagement agreement.

It appears that my attempts to work with this company to a resolution are gaining less and less traction as time goes by. There certainly is no level of priority assigned to our issues.

We have taken our concerns to the Better Business Bureau, which is the correct next step and forum.

However, apparently the company believes that a statement to the effect that they are in communication and working with the customer to resolve concerns is sufficient.

This customer does not believe that to be the case.

Would it be advantageous to take our concerns in a more public direction, during this time of increased pool sales activity for the company?

Our nightmare with Anthony & Sylvan Pools continues.

Thank you BBB for your time and assistance.

**04/30/2019**      **AG**    **EMAIL**    Forward Consumer Rebuttal to Business

**05/01/2019**      **WEB**    **BBB**      RECEIVED BUSINESS' REBUTTAL RESPONSE : We have discussed steps needed for resolution with the customer today and are developing a plan to address the outstanding concerns.

**05/02/2019**      **AG**    **EMAIL**    Send Business' Rebuttal Response to Consumer

**05/06/2019**      **WEB**    **BBB**      CONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer indicated he/she DID NOT accept the response from the business.)

We have been listening to apologies and promises of better attention and service to an exceptionally large list of concerns, which appear to have been systematically ignored, and / or inappropriately responded to, by the individual identified on your website.

One can only listen to and be placated by promises for so long. At some point, promises and commitments are taken with a grain of sand, with an expectation that actions will speak louder than words.

With this company, despite months of promises, actions continue to be non-existent, or fall far from resolving issues. Just this morning, an electrician showed up to do work to resolve an issue identified months ago, and since he left, the pump is not, and will not run. Anthony Sylvan has committed to resolving this new issue... at some point in the future.

Further, at their request, an inspection was scheduled for this morning to light off a piece of their equipment. Anthony Sylvan did not show to light off the equipment, and the inspector left without lighting off the A&S equipment.

So... Promises, promises, and more promises. Anthony Sylvan claims they are doing everything possible, to complete the project, but from where I sit, more could be happening, faster.

So no. Simply saying they are working to resolve issues is simply more of the same... and I won't accept it as a resolution, until I see action producing results, which has yet to occur.

**05/06/2019**      **AG**    **BBB**      Move Complaint Into ADR Offer Phase

**05/06/2019**      **AG**    **EMAIL**    Send ADR Offer to Accredited Business

**05/06/2019**      **Otto**    **EMAIL**    Send AB ADR Offer to Consumer