

9:33



3 People >



You will do that. We expect doors that aren't broken (either as supplied or during installation). Those that are will be replaced. We expect hardware to be installed properly and without damage. We expect floors that aren't buckling and scratched everywhere. We expect exterior trim, framing, siding and the like done with an attention to quality and detail. And again, we expect crews who know what they are doing on site continuously until this project is done.

Looking at the work done thus far on site, I can't imagine either of you would find any of it acceptable in you own homes, let alone one that represents your company. Again, I need to stress that errors thus far during the on site work are of incredible significance and this is your final opportunity to finish this home to our standards and make this situation right by us.

BS



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This is a text string between us and Liscott. It outlines an extreme disappointment in the quality of their work. Aside from raising the home with hydraulics, Liscott didn't complete any of the repairs or work outlined in this communication.

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3 People >



complete our timeline without delays.

We expect crews on site constantly. We expect those crews to produce quality work. We expect management and oversight to ensure these standards and timelines are being met. We expect a job site that doesn't have piles of trash everywhere that blow into our neighbors property. We expect as home that is structurally sound, level and true.

It goes without saying (and I can't believe I even have to type the following), we expect walls that are square and true. If this means you have to rip out certain sections of walls along the marriage line and reframe or shim them, that will be done. We expect trim done properly. That means most of the trim installed on site will need to be redone. You will do that. We expect doors that aren't broken (either as supplied or during



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Ben Smith

Good Morning,

As I'm sure you're both well aware, I spent a significant amount of time speaking with Heritage yesterday. I'm also sure you've seen the documentation I put together outlining the build thus far and the reasons we are extremely upset. You are authorized to lift the home as planned on Thursday. We will be on site as well.

I need to stress to both of you that this is your final opportunity to make this situation right by us. No more major mistakes. No more terrible craftsmanship and lack of attention to detail. No more excuses and unacceptable delays. If the stick built home next door can be completely finished by a crew from the front range in less time than our modular home, you can certainly complete our home without delays



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