

COMPLAINT ACTIVITY REPORT Case # 1321283**Better Business Bureau Serving Central Ontario**

Consumer Info: Betts, Marylyn
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Business Info: AAA Roofmasters Ltd.

 905 949-1553

Location Involved: (Same as above)

Consumer's Original Complaint :

AAA Roofmasters failed to cut soffit vents in rear attic resulting in mold issues.

On March 28, 2015 I contracted with Home Depot to increase the R value of the insulation in my attic. At the time of install, the installers noticed that there were no soffit vents cut at the rear of my home and from the peak of my roof to the rear wall, there was mold present. I contacted AAA Roofmasters on March 30th regarding the vents and mold issue. On April 6th, Scott visited the house to look at the soffit vents and mold damage. He also took pictures. Later that day, Scott called me and informed me that the soffit vents had not been cut and he would return to do this. I asked him what the company would do about the mold and I was told that he would get back to me. After 3 weeks of leaving phone messages for him, he finally returned my call and told me that they had found roof vents, just not lined up with the baffles. The insulation installers were unable to find ANY vents to line the baffles up to so installed them according to the placement at the front of the house. Since he can't determine when the mold started, they would resheath and reshingle my roof at a cost of \$2,200 a savings to me of \$800. I feel that being charged for a problem they caused is unreasonable. Their quote clearly indicated that soffit vents would be cut to ensure proper attic ventilation. Their 10 year warranty does not show poor workmanship as an exclusion to void the warranty.

On May 4th, I contacted Joe Leuthard by email indicating the above and had requested that I be contacted by May 29th. When I didn't hear anything back, I went to file a complaint with the Consumer Protection Act and checked their website for the correct spelling of Mr. Leuthard's last name. That was when I found out that Mr. Leuthard was no longer president of the company and that Ryan Davey had taken over that role. So on June 1st, I sent an email to Ryan including the original email sent and the letter.

On June 2nd, I received an email back from Ryan indicating that he would get back to me by Friday, June 5th. I never heard from him again.

All of my research into attic mold indicates poor air circulation and humidity are the main factors in the formation and proliferation of mold.

The insulation installers were to remove any wet or moldy insulation found before blowing in the new insulation. They did not find any wet or moldy insulation which indicates that there were no previous or present roof leaks or humidity issues. Based on this information and research, I conclude that the mold issues are as a result of poor workmanship on the part of AAA Roofmasters and request that they resolve the issue in a fair and timely manner.

Account Number: **Invoice #13697**

Consumer's Desired Resolution:

I would like to have the mold removed either by remediation or, their solution of resheathing and reshingling my roof. Since I am in a semi-detached home, the reshingling will result in a look between the homes that will be quite noticeable. I am prepared to pay for materials only (sheathing, shingles, roof nails, starter tar roll if needed) and request that my roof be resheathed and that both roofs be reshingled to make a cohesive appearance.

BBB Processing

2015-07-08	web	BBB	Complaint Received by BBB
2015-07-09	BEA	BBB	Accredited Business Complaint Validated by BBB
2015-07-09	Otto	EMAIL	Send Acknowledgement to Consumer
2015-07-09	Otto	EMAIL	Inform Accredited Business of Complaint
2015-07-27	WEB	BBB	RECEIVE BUSINESS RESPONSE : We do not believe the presence of mould is the result of our workmanship.

The existing soffit cutouts at the front (3) and rear (2) would have been sufficient based on the amount of exhaust vents present (see calculations below). The lack of insulation and localized water infiltration are the likely factors. If the mold was due to the lack of air intake at the soffit, this mold would have been present long before we did any work in 2011.

Attic Square Footage - 861 sq.ft.
 Ventilation Area - $861/300 \times 0.6 = 1.72$ sq.ft.
 Exhaust Vents - 4 each
 Exhaust Vent Sizes - 50 sq.in
 Soffit Vents at 2011 - 5 each (three at front, two at rear)
 Soffit Vent Sizes - 6" x 10"
 Soffit Intake Area = $60 \text{ sq.in} \times 5 \text{ locations} = 2.08$ sq.ft.

As you can see from the above calculations, you had sufficient intake and exhaust prior to us cutting in the additional openings at the rear or your house.

2015-07-27	Jen	EMAIL	Forward Business response to Consumer
2015-08-06	WEB	BBB	RECEIVED CONSUMER REBUTTAL : (The consumer indicated he/she DID NOT accept the response from the business.)

As a follow up to my initial letter to AAA Roofmasters (AAA) on May 4, 2015 and AAA's response to the Better Business Bureau (BBB), while the calculation of ventilation openings is interesting, the fact remains that there were no openings cut in the rear soffit by AAA as part of their initial contracted work.

In my conversation with AAA's Production Manager, Scott on April 6, 2015, after making a site inspection, he indicated that there were no vents cut into the soffit at the rear of the home. When Scott gave me this information, I thanked him and told him that I appreciated his honesty. He said that AAA would not have been in business as long as they have if they lied to their customers about their work. The absence of soffit openings was subsequently confirmed by ECO Insulation who installed insulation in the attic in March 2015, three and a half years after AAA's completion of the contracted work in September 2011. As part of ECO's contract, they installed 3 rear baffles in the same location as the front baffles.

Following is a summary of events in chronological order:

In 2007, I had an energy audit done in order to receive government grants for windows, furnace and air conditioning and the house inspector noted that there was R20 insulation in the attic but did not mention any mold at that time.

In September 2011, AAA was contracted to install new eavestroughs, soffit, fascia and downspouts at the house. As part of the contract and their 10 year warranty, openings were to be made in the soffit for "proper attic ventilation".

In the winter of 2011/2012 ice damming occurred and icicles started forming at the eaves at the rear of the home, but not at the front. Prior to the installation of the new eavestrough, soffit and fascia there had been no occurrences of ice damming. Over the next couple of years, the ice damming and length of icicles worsened to the point that, in March 2015 I felt it had become absolutely necessary to increase the R value of the insulation thinking that this would resolve the ice damming problem. I have been in this home for almost 30 years and know the history of the repairs and maintenance that have been carried out.

Between February 2013 and April 2015, I experienced physical symptoms including unexplained rashes (hives) and skin infections. The rashes should have been taken care of with antihistamines that I take daily for allergies and the skin infections should not have persisted with a healthy immune system. However, the antihistamine was ineffective on the rashes and prednisone was prescribed. Over a 2 year period, I have had at least 16 prescriptions of creams, ointments and antibiotics prescribed and filled to combat the unusual skin conditions.

On July 30, 2015 I provided two samples (one tape lift, one swab) of the attic mold to Mold and Bacteria Consulting Laboratories (MBL) for testing. The results from the tape lift indicate that there are two kinds of molds in the rear attic roof: cladosporium sp. and ulocladium sp. Research indicates that both of these molds can produce skin infections, rashes, allergic reactions and pose other health risks.

In situations of "normal" conditions of mold growth, such as around bathtubs, etc., this mold would not affect the ordinary person. However, the extent of the attic mold is about 400 sq. ft. and prolonged exposure to elevated spore concentrations can elicit chronic allergy and asthma. Source: <http://www.moldbacteria.com/mold/cladosporium.html>

I am currently waiting for the results of the additional swab testing, which should be available mid-August.

The MBL report recommends that the source of moisture should be identified in order to prohibit any further growth of mold. Since AAA finally cut the required soffit vents at the rear of the house in April 2015, I have had no symptoms of rashes or skin infections and when taking the mold samples, the roof was completely dry which does not indicate any water infiltration or moisture build-up.

As indicated in the BBB complaint #1321283, I am requesting that the mold be removed either by remediation at AAA's expense or by AAA's solution of resheathing and reshingling my roof. Since I am in a semi-detached home, the reshingling will result in a look between the two homes at the rear that will be quite noticeable.

I am prepared to pay up to \$500 for materials only (i.e. sheathing, shingles, roof nails, etc.) and request that my roof be resheathed and that both homes have the shingles replaced to provide a cohesive appearance.

2015-08-07 FMD EMAIL Forward Consumer Rebuttal to Business

2015-08-19 Jen BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : We are willing to help you out to the best of our ability, we are willing to provide you a fair and reasonable offer for removing the existing plywood and shingles on the entire rear slope of the upper roof of you home so that the area which has been affected is removed. We then would install new 3/8 plywood to match the existing and then re-shingle the roof with a new 25 yr. shingle in the closest possible colour that is available. Samples would be provided so that you can confirm the closest match.

I have broken down our price so that you are able to see how we have come to the number of \$2,200 + HST that you has been quoted. This is much less than what our regular sale price would be.

Materials and disposal - \$1,293.89

Labor - \$907.00

We are still willing to offer you this price.

Documentation attached.

2015-08-19 Jen EMAIL Send Business' Rebuttal Response-New Offer

2015-08-30 WEB BBB CONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer indicated he/she DID NOT accept the response from the business.)

Since AAA Roofmasters declined to comment on my response of August 6th and have submitted the original May 4th complaint, I have responded to their comments in the same manner. My comments are in red.

Please note that based on information provided to me on Aug.26th I have changed my resolution request. Please review the attachment and respond.

2015-08-30 BBB MORE INFO RECEIVED FROM THE CONSUMER : ***Document Attached***

2015-08-31 Jen EMAIL Forward Consumer Rebuttal to Business

2015-09-14 OttO BBB No Response from Business re: Consumer Rebuttal

2015-09-14 Jen BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : We have reviewed the customers' last comments and although we maintain we are not at fault for the mould issue experienced, in good faith, we are willing to cover the labour cost to re-sheath and re-shingle their roof only. We will contact the homeowner directly and provide them with a material list of what is required, as they have agreed to provide the materials needed.

2015-09-14 Jen EMAIL Send Business' Rebuttal Response-New Offer