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Number of Complaints found: 11
 You Requested a Search of Complaints against Toll
 To protect the privacy of our clients, some contact information is omitted
 Omitted information is labeled as "Not Available"

Complaint ID#: 114	Date Filed 07-17-2004	Complaint Category Inpection	Builder Toll Brothers	State Pennsylvania
Name Not Available	Address Not Available Yardley, Pennsylvania	Phone Not Available	Fax Not Available	Email <u>Not Available</u>
Senior No	Financing	Purchase Date 07/15/04	Contacted Attorney Yes	
Website Posting Permissions				
Post Name No	Post Address No	Post City Yes	Post Email No	
Description of Complaint				
<p>Terrible workmanship...bowed walls, sloppy roof shingles, horrible finishing. The paint job looks as though it were done by a 5-year-old. We were told that it was "illegal" to have a home inspector through.</p> <p>Their defective work is considered "up to standards"; our complaints are deemed "fussy" and "cosmetic".</p> <p>The process was terrible; service was reprehensible. We were pinballed from one rep to another--each one stupider and less informed than the last--all of whom cited "code" for whatever defects we reported throughout the process.</p> <p>We were offered no guidance during selection process.</p> <p>All in all, a terrible experience. We would never purchase through Toll again, and will likely never purchase new construction. We may not even purchase this. At this point, walking away from 60k seems preferable to making a 600k mistake.</p> <p>We are supposed to settle Thursday, and likely will not because the home appears to be built from salvaged materials.</p>				

Complaint ID#: 198	Date Filed 09-10-2004	Complaint Category Construction Defect	Builder Toll Brothers	State New Jersey
Name Ellen Nevins	Address Not Available Not Available, New Jersey	Phone Not Available	Fax Not Available	Email <u>enevins@patmedia.net</u>
Senior No	Financing	Purchase Date 06291997	Contacted Attorney Yes	
Website Posting Permissions				
Post Name Yes	Post Address No	Post City No	Post Email Yes	
Description of Complaint				
<p>Major structural issues throughout, from basement floor to roof of house. Estimates to repair run \$240,000 up -- Toll has ignored us. House cannot be sold without extensive repairs. Toll employees / lawyers are arrogant and unprincipled. If you value your life savings and your sanity, DO NOT buy a house built by Toll Brothers.</p> <p>Problems include:</p> <p>Basement:</p> <ul style="list-style-type: none"> • No vertical rebar in walls • Cracks in floors • Cracks in walls, with water seeping through • Basement floor not up to code in terms of thickness or deviation in elevation • Fire hazard • Holes in concrete walls where beams had been incorrectly placed • One of main beams at wrong height • Wall shown on plans is not there - would have supported out-of-place beam • Other code violations throughout, including electrical 				

- Trim missing along stairs

First Floor:

- Cracks in walls
- Floors not level -Family room floor has a 2" high crest in center of room
- Cracks in floor tiles throughout because subfloors incorrectly installed
- Doors do not open / close properly
- No caulking done in some rooms
- Wrong tiles in Elite room (Corrected)
- Trim missing in places
- Elite room smaller than advertised
- Uneven bricks above fireplace in FR
- Cracks in walls
- Kitchen skylight is uneven, i.e., at an angle to instead of parallel with floor.
- Wrong panes used in windows (Conservatory)

Second Floor

- Major leaks in ceilings of several rooms
- Leak around skylight in master bath
- Upstairs fireplace does not draw - smoke backs up all over house
- Top stair not flush with landing floor - safety hazard. Toll's engineer suggested we fix this by filing down the landing.
- Wrong vanity top installed in shared bath (Corrected)
- Vanity top in shared bath has no drainholes, walls around it were never finished
- Jacuzzi in master bath has no lever / runoff valve - water runs through ceiling into kitchen
- Other tubs missing levers to raise trap / empty tub
- Hot water heater smaller than recommended for Jacuzzi model installed
- Trim missing in places
- Cracks in floor tiles
- Wrong cabinets in master bath (NOT corrected)
- Doors not hung correctly - large gaps
- Windows have large gaps around them, very draughty
- Faulty plumbing / unmatched parts throughout
- Faulty electrical work throughout - lights flicker on and off, appliances go off by themselves, several phone lines / cable lines have failed
- Hardwood floors in master bedroom / sitting room run perpendicular to each other

Attic/Roof:

- House fan never hooked up
- Insulation never set in correctly

Exterior:

- ALL topsoil removed, even though illegal
- Grading never done correctly; water runs TOWARD house, ponds all over back yard instead of running off to drain - may be partial cause of 1999 flood
- Silt fence and refuse on property never removed
- Exterior trim is peeling all over - primed, but never painted
- Rotten wood used in portico, will not hold paint
- Concrete exterior not finished correctly in many places
- Brickwork not up to code in places
- Fireplace flashing not up to code
- Fascia trim on western and northern exposures has all blown off, was never put up correctly
- Exterior wooden steps are not up to code, and are falling apart - have been since day I closed on the house
- Wrong color siding was put up on one end, but replaced
- Waterproofing ends 15 - 18" short of ground surface
- Window wells never attached to house
- Sump pump discharges 12" from foundation wall, water runs back against foundation because of incorrect grading

Complaint ID#: 199	Date Filed 09-10-2004	Complaint Catagory Warranty	Builder Toll Brothers Inc	State Virginia
Name Not Available	Address Not Available Ashburn, Virginia	Phone Not Available	Fax Not Available	Email efh001@yahoo.com
Senior No	Financing	Purchase Date 01-31-2003	Contacted Attorney No	
Website Posting Permissions				
Post Name No	Post Address No	Post City Yes	Post Email Yes	
Description of Complaint Ever since we moved in the house we have found many problems to be corrected by Toll. We have contacted Toll				

numerous times by telephone and in writing, including a certified letter. However, some of merely cosmetic problems have been fixed so far since the final warranty request was filed on January 27, 2004.

There are two main problems: deficient backyard grading and deficient electrical wiring. So far, our sincere and continuous efforts to remedy the problems with Toll have been completely ignored, dragging us to a point where we have to request the county's assistance.

1. Regarding the back yard problem, because of the deficient grading rainwater runoff collects, almost permanently. This has created an ever expanding depressed area. After numerous requests, Toll's sole action was to minimally add dirt to the area. As expected, however, rain runoff eroded the barely covered surface within a couple of months, and as a result we still have a stagnant pool of water. This problem is severely aggravated during the summer months, when the pool of water becomes a health hazard and a mosquito breeding ground. Eventually upon Toll's instruction, we submitted work requests again to solve the problem during the final warranty period. Toll's warranty department has time and again refused to do anything else.

2. Regarding the electrical wiring problem, at the beginning when we moved in the house on February 15, 2003, the problem was severe enough such that the lights in the kitchen or only the light in the family room deemed when we turned the TV on in the family room. Note that this was in the absence of other power usage anywhere in the house. Additionally, we noticed that lights anywhere in the house deemed every time the AC/heater unit cycled; lights in the garage deemed whenever the garage door opened/closed; lights in the kitchen deemed whenever the garbage disposal ran; etc., etc. So, I personally conducted an investigation regarding this issue with all my neighbors. And I found out that of all the houses in my street including the model home, our house is the only one with this deeming problem.

Toll's contractor, Buhl Electric Co., hereinafter Buhl, was called in, and at first acknowledged the problem and tried to correct it through replacing the main breaker of the breaker box twice. However, once Buhl found out that the problem could not be fixed through a simple replacement, it attempted to divert the responsibility to Virginia Power. So, at our request Virginia Power examined the main line into our house. Virginia Power uncovered nothing abnormal. Rather than fixing the problem, Buhl once again insisted that the problem was caused by Virginia Power, and this time Buhl itself requested Virginia Power to monitor the power usage in our house. For two days Virginia Power tracked power consumption to uncover any abnormal fluctuations, none were found. Thus, concluding that the light deeming problem was caused by an internal wiring problem. The supporting document will be presented upon request.

Again, numerous calls to Toll and Buhl did very little; Buhl came only to alleviate the light deeming problem in the kitchen. While all the remaining electrical problems are still present, Buhl has refused to fix the problem, has ignored numerous requests insisting with arrogance that only Toll could requested Buhl to take further action. So again, we made numerous calls to Toll over several months. First, they suggested insultingly that we were causing the problem by overloading the circuits. Then we were instructed that we must submit the problem on the second (final) warranty request if the problem persisted. After ignoring our continuous request for remedy for additional eight months since the submission of the final warranty request, Toll sent us a letter in which Buhl indicated that the light deeming problem indeed exists. However, Buhl also made an insulting and untruthful statement that the deeming problem is caused by overloading the circuits as a result of my (the wife's) ignorance.

Complaint ID#: 488	Date Filed 05-10-2005	Complaint Catagory Construction Defect	Builder Toll Brothers	State Virginia
Name Carlos Reategui	Address Not Available Ashburn, Virginia	Phone Not Available	Fax Not Available	Email popolos2005@adelphia.net
Senior No	Financing Conventional	Purchase Date 03/01/2004	Contacted Attorney No	
Website Posting Permissions				
Post Name Yes	Post Address No	Post City Yes	Post Email Yes	
Description of Complaint				
<p>Kitchen floor is not leveled. The builder had Hardwood company inspect it. I was told by builder that if Hardwood company determined it was a subfloor issue, they would take care of it. Now they are saying No. they will have someone else from the same Hardwood company and one of their rep. take a look at the floor one more time, and if the problem on the floor is less than 1/8 of an inch, they will not do anything.</p> <p>Also, I have problem with cold air coming into the house through kitchen wall where microwave and outside vent are installed. Also, one section of Master Bedroom, near windows, is extremely cold even with thermostat set above 75 in Winter time. They had Hvac company inspect. Hvac determine it is not the Hvac system. They are not willing to inspect it any further now. They want to close the issue. But the worst is that they are being very verbally abusive with us. My wife and I have been verbally abused and bullied into signing releases. They have screamed at us so badly once that I even had to ask two of their employees leave our house. I have also heard numerous complaints from my neighbors. The TOII Brothers VP Bill Bestint and his assistants Joan (Manager) and Paige (Customer Service Rep) are very abusive. We are of hispanic descent and English is our second language. I also heard complaints from other neighbors that are also minorities. We have other issues but the list is very long. I have contacted the Customer Service Rep, the Manager and the Regional Vice Present and they all are the same. The VP even had the audacity to tell me today that now that I am dealing with him,</p>				

everything will be done his way and that I had to go along with whatever he determined otherwise, they would not do any of our warranty work. One of my complaints is that for our 12 months inspection, we had to take so far 3 days of vacation and they still have not fixed all the problems. Their coordination of contractor's work is very poor. The other two representatives are also very rude and short. OThe manager even screamed at me yesterday when she was at my house. Her behavior was so bad that I had to ask them to leave my house. When they come into my house, they ignore my wife and whatever she says. They make her feel like a second class citizen. They are very rude. I am planning to call and send a complaint letter to their Headquarters in PA. I am afraid that since we are not too knowledgeable about our rights that we may sign something that we are not supposed to and regret it later.

Complaint ID#: 689	Date Filed 09-19-2005	Complaint Category Construction Defect	Builder Toll Brothers	State Virginia
Name Heather Egan	Address Not Available Waterford, Virginia	Phone Not Available	Fax Not Available	Email <u>Not Available</u>
Senior No	Financing Conventional	Purchase Date 10-22-2004	Contacted Attorney Yes	
Website Posting Permissions				
Post Name Yes	Post Address No	Post City Yes	Post Email No	
Description of Complaint				
<p>We have approximately 35 outstanding issues on our pre-settlement and 4 month warranty list. And we are still encountering new items. I can send the full list if need be. Toll Brothers is well aware of our issues. I have tracked our issues for them in a spreadsheet. A sampling of our items include: ripped screens, scratched skins on the kitchen island that need replaced, front door needs replaced (again), drafty windows, hardwood floors need replaced due to splintering/splitting, an entire bathroom need replaced due to uneven flooring and cabinets that were water damaged (due to faulty plumbing), drywall needs ripped out to locate and repair rattling plumbing, broken outside lights need replaced, granite countertops need replaced due to scratches.</p> <p>We now have a septic issue that has not been properly addressed for nearly a week. Sewage is backing up and overflowing near our house. We have sewage festering in our yard!</p> <p>I have taken numerous days from work (approx 15) in order to get our items addressed. Toll Brothers routinely doesn't address the items outlined for that day or does substandard work that worsens the situation. For example: August 11th, I took time away from work to have 8 items addressed. Only ONE item was worked on but not done well. Our front door was bowed and needed replaced. The "new" door is still bowed and needs replaced again. The "new" door was also not installed properly as it initially compromised our security system because it didn't engage; also the lock does not work without great force against the door.</p> <p>Very few of our items are fixed properly the first time around. Toll Brothers regularly has to come back 2 and 3 times to fix an item. We have been waiting since last October (2004) just to have skins replaced on our island. I've been told at least 3 times that these items have been ordered. Toll Brothers seems to struggle with these simple issues. I am terrified to turn over the major items in our home to be fixed i.e. hardwood floor repairs, bathroom repairs, plumbing repairs as I can only envision the situation based on our past experiences.</p> <p>We just want Toll Brothers to deliver the house we purchased nearly a year ago.</p>				

Complaint ID#: 1050	Date Filed 09-01-2006	Complaint Category Construction Defect	Builder Toll Bros	State California
Name Not Available	Address Not Available Dublin, California	Phone Not Available	Fax Not Available	Email <u>Not Available</u>
Senior No	Financing	Purchase Date 02/05	Contacted Attorney No	
Website Posting Permissions				
Post Name No	Post Address No	Post City Yes	Post Email No	
Description of Complaint				
<p>very expensive "luxury" home almost 2 million had over 50 items upon move in to be fixed. outside of house still has nails sticking out of places not needing nails, concrete stains on brick, siding paint peeling etc. inside, ceilings have patches visible all appliances had to be reinstalled correctly main headache...master bath installed backwards and can't reach the plug without hurting myself. this we are in mediation for currently. just feel that Toll Bros being so big will win no matter what. every single homeowner in our development has complaints. total of backwards bathtubs could be over 250 homes in 3 developments..</p>				

Complaint ID#: 1120	Date Filed 11-08-2006	Complaint Catagory Construction Defect	Builder Toll Brothers Inc	State Florida
Name Not Available	Address Not Available Orange Park, Florida	Phone Not Available	Fax Not Available	Email <u>Not Available</u>
Senior No	Financing Conventional	Purchase Date 12/01/2005	Contacted Attorney No	
Website Posting Permissions				
Post Name No	Post Address No	Post City Yes	Post Email No	
Description of Complaint				
<p>I will try to explain, how my family has been victimized by Toll Brothers Inc. It is my hope that you'll be able to help my family by investigating the practices of Toll Brothers Inc. and their affiliate New Home Warranty Management and hold the companies accountable for their fraudulent activities as pertains to Florida Law.</p> <p>We want justice for ourselves and to stop these companies involved from breaking the law, inflicting undue frustration and injustice to future customers as well who do not know any better. We also believe that Toll Brothers Inc. should be forbidden from using deceptive marketing as well as including arbitration clauses in their agreements and warranty and they should no longer be allowed to build in the State of Florida.</p> <p>I closed on our new house in December 2005. Right before closing, I met with Toll Brother's representatives and I expressed my disappointment with the house and I also told them that they should change their marketing. I could have walked away from the closing and lost over \$19,000 or I could resolve the issues with the home warranty after closing. I was led to believe that the warranty we'll receive with the house would protect us from any problems we may experience with the house and that Toll will take care of everything and not to worry.</p> <p>If I had known then what I know now, walking away from over \$19,000 would have been more preferable than making a \$393,950 mistake and gambled all of our savings we worked so hard for, ending up with the LEMON, nerves break down and be financially ruined!!!</p> <p>Shortly after closing we started preparing a list for the 60 days warranty work on the house. We discovered that many upgrades we paid for were not delivered, and that the house was constructed with very poor quality. The 60 Days Warranty work on the house started in April 2006 and we had everyone from carpenters to electricians to plumbers to landscapers you name it, come through our house to perform warranty work. Among the repairs, the warranty work included major projects like rebuilding a two story wall, reinstallation of the tiles throughout the first floor and sanding the walls because of popping nails. During the work the company proved time after time, that their subcontractors were not capable of performing simple tasks and had to come several times to fix the same things. The subcontractors inferior work was visible everywhere and the house got worse every time something was "fixed" but we were pressured to continue with the work.</p> <p>After many complaints to Toll Brothers Inc and New Home Warranty Management a second 60 Days Warranty work started in May 2006. Much to our disgust, Toll Brothers' common practices continued. During the work, we found out about the company's knowledge of construction defects which were not disclosed to us before the closing of the house.</p> <p>As a result of the warranty work we also ended up with building code violations in two showers of which we complained, and the company simply ignored our complaints and did not take responsibility for - or acknowledge the building code violations.</p> <p>Since we were going nowhere, we called for another meeting. At this point we just wanted to avoid the future damages to the house and take care of the problems ourselves since Toll Brothers had no knowledge in building industry. We met again with representatives from Toll Brothers and New Home Warranty to discuss all of the unresolved problems. After the meeting we thought that Toll Brothers was willing to cooperate with us, and finally put an end to this nightmare, till we received the first of many letters.</p> <p>The correspondence we sent to Toll Brothers in July 2006 had the intention of settlement and intention of releasing the company from future repairs in the house which they obviously could not complete to industry standards, let alone the quality they tout themselves for. Toll Brothers representative and New Home Warranty owner were aware of the purpose of our letter (discussed over the phone). At this point we still wanted to believe that we were dealing with reputable and sincere builder.</p> <p>We were speechless with the answer we received. We could not believe how Toll Brothers jointly with New Home Warranty, aimed to achieve financial gain by deliberately twisted all of the facts, falsifying documents to avoid responsibilities, completely ignored building code violations and had the nerve to offer arbitration as the solution to all of our problems.</p> <p>After we received the letter I called owner of New Home Warranty and I expressed that I am not comfortable with arbitration resolution. He tried to convince me that it is in our best interest to go with arbitration in order to take the case to court while standing a better chance in front of the judge since we followed the steps. I was furious to learn Mike Connor would conspire against me and try to cheat me into arbitration. Arbitration is final and there is no appealing from the decision made.</p> <p>We had made few attempts to obtain copies of Work Order for the repairs completed in our house but our requests were denied every time. Under Warranty Repairs of One-Year Limited Warranty the homeowner has to sign the Workform acknowledging work performance.</p> <p>We sent the letter to CEO Robert Toll and vice president of Florida North Division to notify them of what was going on. Our letter did not change anything. We were bouncing from one incompetent Toll representative to</p>				

going on. Our letter did not change anything. we were bouncing from one incompetent toll representative to another.
 Toll Brothers under their Limited Warranty Coverage Obligation has the sole option to replace, repair or pay for Deficiency or Defined Structural Element Failure but in the following correspondence they continued harassing us with the offers of their inept service only or arbitration.

Since we were going nowhere we turned for help to the Clay County Building Department and we found out that we have more building code violations than we thought we had (4 violations were created during the warranty work). After the meeting with the building officials, Toll Brothers was still trying to take short cuts, as commonly used before, in resolving building code violations, ignoring what they were told by the building inspector at the time of meeting.

Toll Brothers is not afraid of breaking the law and it is not really a big deal for Toll Brothers who makes billions of dollars in profit every year to pay a double fee for violating the law! But the way Toll Brothers' executes their business it has a huge penalty for the costumer who ends up paying a top dollar for a handy man special.

We are not an insulated incident. Toll Brothers is building in 21 states and I recently discovered internet articles that show they have a record of building code violations and other issues but as far as I know no one can stop this giant corporation from making billions of dollars in profit by breaking the law and ripping off people from the biggest investment people can make in their lifetime.

Most of the building code violations in our house relate to the building of our house not according to construction documents.
 Since Toll Brothers holds a construction license, they should know how to build houses.

It is very sad, but the average family doesn't have the resources to hire expensive legal assistance to defend their rights, protect their welfare and they have no choice except to accept the fact that they were robbed. On the other hand, corporations like Toll Brothers are not held accountable and are protected by binding arbitration clauses in their agreements and warranties. They continue to grow and expand their financial wealth by violating The Law.

We are not at liberty to sell this house due to all of the known defects and building codes violations which by law we have to disclose to the potential buyer.
 All we worked for our entire life just added to the wealth of Robert Toll who builds his company FORTUNE 500 by using substandard materials, cheap labor, unskilled subcontractors with no basic knowledge in the building industry and at the same time markets and sells his company product as Nation's Premier Builder of Luxury Homes.

It has been almost a year since we closed on the house and we can't even live the normal life we deserve. Our house is not even furnished yet because we are still facing major work just to correct building code violations besides other work which needs to be done.

Toll Brothers was officially confronted with the building code violations by Clay County Building Department in August 22, 2006. Nothing has been done so far.
 We are pressure to accept French drain solution as a correction of improper lot grading. Why is it that everybody keeps forgetting the fact that we paid Toll Brothers for a house with proper lot grading not pipes running all over our lot. Toll Brothers did not delivered what we paid for so who should be pressured here? Shouldn't Toll Brothers be held accountable for what they did not deliver but got paid for?
 This is just an outrage. We feel robbed, exhausted, confused and it seems to us the builder has more rights than we do.

Please don't hesitate to contact us if you'll need additional information. We'll be glad to assist you with any information which may help to stop this giant corporation, untouchable by law from making record profits by destroying people's lives.

Complaint ID#: 1207	Date Filed 02-14-2007	Complaint Catagory Construction Defect		Builder Toll	State Virginia
Name Rupert And Sharon Harmon	Address Not Available South Riding, Virginia 20152	Phone Not Available	Fax Not Available	Email ruperthrmn@aol.com	
Senior No	Financing Conventional	Purchase Date 10-15-1999	Contacted Attorney Yes		
Website Posting Permissions					
Post Name Yes	Post Address Yes	Post City Yes	Post Email Yes		
Description of Complaint					
<p>Our basement has flooded 10 times in less than five years, because of a storm water management pond behind our home. We have had as much as 18 inches throughout our once finished basement. We now have toxic mold too. Our builder is Beazer, but Toll Bros. is developer and responsible for the pond. At least 3 other homes have also flooded repeatedly. We have spent \$110K in legal fees! HADD has a link to a newspaper article about our problem on your website dated 12/20/06 titled "Flooded Basements Escalate to David and Goliath level." Or</p>					

problem on your website dated 12/20/06 titled "Flooded Basements Escalate to Catastrophe" on Google "Flooded Basements escalate"
It's all about growth and no accountability out here in Loudoun County.

Complaint ID#: 1467	Date Filed 09-16-2007	Complaint Category Construction Defect	Builder Toll Brothers	State Virginia
Name Doug Capellman	Address 111 Heath Court Winchester, Virginia 22602	Phone Not Available	Fax Not Available	Email dcapellman@comcast.net
Senior No	Financing Conventional	Purchase Date 03-30-2007	Contacted Attorney No	
Website Posting Permissions				
Post Name Yes	Post Address Yes	Post City Yes	Post Email Yes	
Description of Complaint				
<p>1) Cracked \$3200 Jacuzzi tub was discovered after initial cleaning. Was repaired and has a negative impact on the appearance and affects the structural integrity. Was informed by the builder's warranty manager that we will have to accept this cracked tub in lieu of a new tub.</p> <p>2) Scratched/etched family room window and has a negative impact on the appearance. It is unknown at this time if the window will be repaired or replaced.</p> <p>3) Carpets/padding in several rooms have abnormal wear/missing fibers due to repeatedly being cleaned, pulled up, and stretched due to floor repairs and has a negative impact on the appearance. Was informed by the builder's warranty manager that we will have to accept the excessively worn and in poor condition carpeting.</p> <p>Most of the warranty issues after the four month period are being addressed and resolved. However after the last two months, these issues have created additional damage requiring additional repair.</p> <p>As homeowners, our patience with the amount and extent of the warranty repairs has been stressed and pushed beyond anyone's limit.</p>				

Complaint ID#: 1546	Date Filed 11-27-2007	Complaint Category Construction Defect	Builder Toll Brothers	State New Jersey
Name Not Available	Address Not Available Matawan, New Jersey	Phone Not Available	Fax Not Available	Email monticcio@aol.com
Senior No	Financing Other	Purchase Date 12/05	Contacted Attorney Yes	
Website Posting Permissions				
Post Name No	Post Address No	Post City Yes	Post Email Yes	
Description of Complaint				
<p>we purchased a property from toll brothers and have not been able to move in to the property since closing first due to punch list items that were suppose to be done prior to closing or soon after. Such as the wood floors</p> <p>We hired an inspector to view the wood floors since Toll did not repair floors, he informed us that the property may have mold in it. He came back and tested the property for mold. Test came back positive for mold Aspergillus/Penicillium and others. This is just one of many issues with the property. Toll was informed about the interior toxic mold in august of 2006.</p> <p>We informed them of what the neighbor said might be underneath the siding, in June of 2006. That the osb board some of it was black. And that they do not believe that toll changed the osb board. So from May of 2006 which was closing till today 11/07 we have not spent one night in the property,</p> <p>Oh I am allergic to all forms of mold. Toll Brothers knows this: There was an article in the Post in august that 5 children died from aspergillus mold. You can go to the post site and go to archives and search mold.</p>				

Complaint ID#: 1575	Date Filed 01-08-2008	Complaint Category Mandatory Arbitration	Builder Toll Brothers	State Pennsylvania
Name Paul Brenner	Address Not Available Sugarloaf, Pennsylvania	Phone Not Available	Fax Not Available	Email <u>Not Available</u>
Senior No	Financing	Purchase Date 09-28-2006	Contacted Attorney Yes	
Website Posting Permissions				

Post Name	Post Address	Post City	Post Email
Yes	No	Yes	No
Description of Complaint			
<p>we purchased a townhome in the vita bella community of lake las vegas in henderson nv in september Of 2006. our agreement was to have the home completed by november of 2007. we were required to provide a 45,000 deposit.in april of 2007, the home was not started although the agreement said toll would begin construction within 180 days of contract signing. we were forced to use construction arbitration services for binding abitration to nullify the deal. despite my attorney's request for a hearing CAS would only allow a document only arbitration. of course we lost the case (we will get 12,000 minus toll attorney fees) from our 45,000 deposit. accoring to my attorney CAS did not take into account anything meaningful from our side of the case. The lot is still empty as of Jan. 2008. I have to entire file available for Instpection if you need it</p>			

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