



Toll Brothers Truth!

What you need to know before you build a home with a contractor.

Toll Brothers Took Our Money When We Refused to Buy This "NEW" home!



Get this Important E-Book Now and you will save tens of thousands of dollars or more.

[For complete details](#)

On the morning of the day when my wife and I were supposed to be closing on a beautiful new home in St. Augustine, Florida, we got horrible news. A sprinkler head had broken off on the side of the new house and shot through the soffit. For the next few days, every time the sprinkler turned on, it sprayed water through that hole...into the attic ...soaked the insulation.. and flooded our house.

Eventually, the ceiling in the front bedroom caved in and many of the walls and carpets were soaked. These pictures were taken after the wet wall board and carpet were removed.

We were devastated.

With this much damage, how could they expect us to buy this house as NEW. But that is where we differed with Toll Brothers. Even after our realtor and her manager insisted that they release us from the contract, Toll Brothers representatives refused.



They called it a 'construction accident' and told us that we were obligated to go through with the deal. This is the same Toll Brothers that says on their web site, "**We're committed to unparalleled service and exceptional quality. ..**" While Toll Brothers has attempted to repair the damage, the house will never be the same. There is no excuse for forcing us to buy their mistake.

In a letter to Toll Brothers, I made my case for being let out of my contract. Here is what I wrote:

At this point, your company is representing to us that the house is as good as new. We disagree, and here are the reasons why.

1. A new house does not have an increased risk of mold or other problems caused by extensive flooding.
2. A new house does not have patched walls as a

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result of major renovation.

3. A new house does not have the stigma of water damage. Water damage in Florida is a problem considered so serious that the real estate law requires its disclosure to potential buyers.

4. A new house does not contain the increased risk of potential liabilities for the owner. With this house, if we fail to disclose this known potential issue to a subsequent buyer or renter, we can be held liable for future problems.

5. A new house does not have realtors who are aware of its problems and would likely sell other homes first.

Each of these points represents an issue that has either a strong negative affect on the resale price of this house, or leaves us with an unacceptable level of exposure. For these reasons, we are asking to be released from our contract and to be given a full refund of our deposit.

As of September 12, 2006, Toll Brothers position is that either we close on the house or they will keep our deposit, which is over \$20,000!

All we want is our deposit back. Is that too much to ask?

For those who are in the area, the house is at 149 W. Village Drive, St. Augustine, FL, in the Palencia development.

Updates:

- We sent a letter to each member of the Toll Brothers Board of Directors describing our situation and asking for their help.
- On 10/9 we sent letters to our state and federal representatives, the BBB, the state Attorney General and others who might take an interest in our situation.
- On 10/10 we received a letter from Brian Loftus, Vice President at Toll Brothers, referring to our letter to board member Zvi Barzilay, informing us that "I am sorry but we will not honor your request for return of your deposit..."
- On 10/13 we received a letter from Robert Crabtree, Assistant Project

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Manager at Toll Brothers, telling us that they considered us in default and were "retaining all monies paid on account".

- The 10/24 issues of Folio Weekly, a Jacksonville alternative newspaper, carried our story with photos.
- Watch this section for our next effort.

If you are planning to buy from Toll Brothers (or any builder for that matter), look over your contract carefully. Better yet, have your real estate attorney look it over. Show your attorney this page and make sure you are protected from the same thing happening to you. If Toll Brothers won't change their contract to protect you, I recommend you find a builder who will.

Would you like to help spread the word? If you have a web page, add the following link to your links page. This will help my page rise in the listings and let more people to hear this important story. [Toll Brothers Complaint - The real story of a house and a family.](#)

I can be reached at steve@watertalk.com

[Dealing With Builders - the book you must read](#)

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THE TOLL BROTHERS TRUTH

WEDNESDAY, AUGUST 23, 2006

Toll Brothers is forcing us to buy this NEW home!

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These pictures were taken after the wet wall board and carpet were removed.

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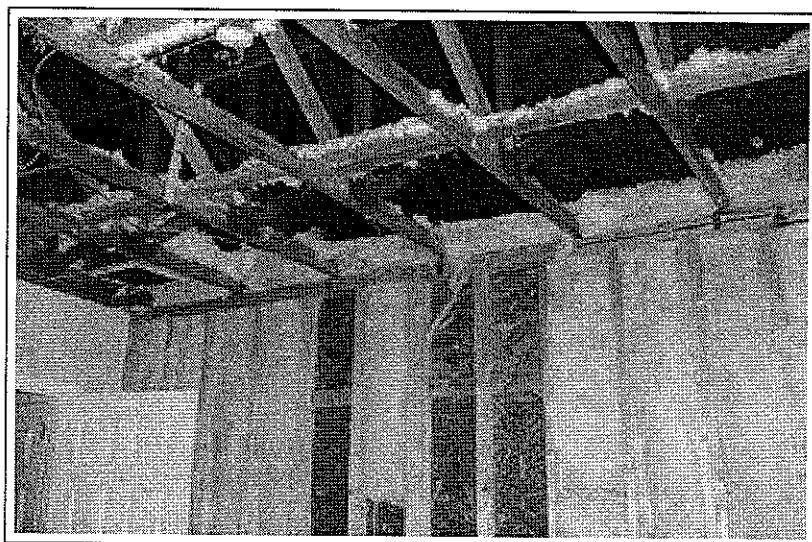
STEVE WATERHOUSE
FLEMING ISLAND,
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The founder and CEO of Predictive Results, Mr. Waterhouse helps companies grow through the development of their people. He set sales records in the semiconductor industry and when Steve took on the challenge of the struggling Vortech Corporation, he increased sales by 300% in just 24 months. Some of Steve's clients include AT&T, Roper Scientific, IBM, Xerox, Sun Microsystems, United Airlines, and Lucent Technologies. Steve has appeared in Sales and Marketing Magazine, Selling Power, PC Week, Investors Business Daily, B2B, Entrepreneur Magazine, Washington Technology, Smart Partner Magazine, and numerous local publications and business journals. Mr. Steve Waterhouse is the author of *The Team Selling Solution: Creating and Managing Teams that Win the Complex Sale* (McGraw-Hill, 2003) and *Ending the Blame Game: 20 Rules to Live By* (Englander Press, 2000). Mr. Waterhouse is a Certified Predictive Index Analyst.

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by builders, and shows you how to avoid these ripoffs. It is a must read for anyone planning on buying or building a new home. Written by an insider who managed the warranty department for one of the country's largest builders.
www.homebuildingpitfalls.com

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While Toll Brothers has attempted to repair the damage, the house will never be the same. There is no excuse for forcing us to buy their mistake.

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Prays You Never Discover
About Selling Your House!"!

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At this point, your company is representing to us that the house is as good as new. We disagree, and here are the reasons why.

- 1. A new house does not have an increased risk of mold or other problems caused by extensive flooding.*
- 2. A new house does not have patched walls as a result of major renovation.*
- 3. A new house does not have the stigma of water damage. Water damage in Florida is a problem considered so serious that the real estate law requires its disclosure to potential buyers.*
- 4. A new house does not contain the increased risk of potential liabilities for the owner. With this house, if we fail to disclose this known potential issue to a subsequent buyer or renter, we can be held liable for future problems.*
- 5. A new house does not have realtors who are aware of its problems and would likely sell other homes first.*

Each of these points represents an issue that has either a strong negative affect on the resale price of this house, or leaves us with an unacceptable level of exposure.

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August 2006

If you are planning to buy from Toll Brothers, look over your contract carefully. Better yet, have your real estate attorney look it over. Show your attorney this page and make sure you are protected from the same thing happening to you. If Toll Brothers won't change their contract to protect you, I recommend you find a builder who will.

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Would you like to help spread the word? If you have a web page, add the following link to your links page. This will help my page rise in the listings and let more people to hear this important story.



Toll Brothers Complaint - The real story of a house and a family.

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POSTED BY STEVE WATERHOUSE AT 2:31 PM 18 COMMENTS LINKS TO THIS POST
