

To Whom It May Concern:

I am writing on the following letter to inform the Planning Commission on my experience with Pulte as a homeowner and as Board Member of the HOA for the Bakers Glen Community.

Sales / Buying /Building Process

The Sales Associate(s) informed that there was going to be a walking path and a community playground.

FAILED

The Sales Associate and Field Manager – BQ2 Foundation Inspection - We paid for an egress window, during the pouring process noticed no cut out for the window, they would not repour the foundation and stated that they could cut out for the window but it would void the warranty on the foundation.

FAILED

BQ4 Pre-Drywall Inspection

We had provided instructions on where we wanted lights, electrical and water spickets – I had reviewed our spec map and informed on our locations of the same, we had to go back and forth with Field Manager to get what we stated on original mapping.

BQ6 Inspection

We had to go through the whole house with Green and Blue tape to disclose imperfections on the quality of work. We had continuous issues with our Field manager which had been replaced multiple times during our process to get things done.

The grade for our property – informed them that the swails would cause ponding of water on my property because of how the neighbors slope into the swail, they stated that the City of Stow approved the same and will need to take it up with the city. **FAILED**

As a homeowner, I was tired of dealing with Pulte staff and contacting corporate offices to get any of my grievances fixed. I just ended up fixing the items myself and pay additional contractors to fix items that Pulte should of done in the first place.

Homeowners Association

Community members have to pay an extraordinary fees due to the landscape of which Pulte dumped soil creating massive hills, detention basins that were not functioning properly and swails that caused ponding on resident properties. We continue using community funds to fix the devastation that Pulte should of done from the beginning.

Being part of the Board, you hear other neighbors experience and overall seems to be more negative. Example: During the buying the process, neighbors were not able to have the same color siding as their next door home – Phase 2 came along where Pulte allowed 3 homes back to back to back with the same color. Some property owners paid extra lot premiums for a Pond view and Pulte new that the pond was a Detention basin. Some neighbors have had issues with water coming into their basements which some speculate that it was because of the Detention Basin being worked on so it would hold more water for those residents whom paid for a Pond view.

Pulte does not hold it self accountable for any of the issues which the Board and community members presented to them. They held a bond with the city for trees in the community **(FAILED)**

Pulte will change associates on the property continuously and make it difficult to get ahold of anyone that will listen to homeowners and Association board members to resolve issues that are presented to them.

Sincerely,
Domenic Costa (Bakers Glen Resident)