

Dear Fred and Pat,

My wife and I have been waiting since Nov. 2001 to get our home livable.

Had Jim O'Neil given a true evaluation of this house we would have never bought it.

He overlooked a cracked wastepipe that I questioned, a 2ft. by 4ft. hole in the porch roof, a code violation under the kitchen sink, plus a cracked beam. And when I complained about the repair to the front porch he argued with me for a long period before admitting he hadn't seen the area (all while telling me I was wrong), 2 days later it was reworked by the contractor.

Barbara Willis would not believe my complaints because she took his word over mine, this is what started our struggle for fairness.

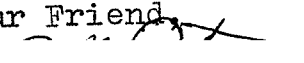
Now we are working through the Atty. General's Office and are afraid they may withdraw because Ms. Rathbun told me to stop talking to so many people about the case and it might be best not to get involved with the Biggs' case. I told her I only told the truth and didn't want to wait over 4 years like they did because I see very little movement here. After all it has been spelled out what has to be done and whose liability it is. However we still have to have another meeting.

Mr. O'Neil had O.K.ed the project and he was responsible to check each phase of repairs before each check would be released. Now we must face the problems he missed.

I just feel bad so many people had to get involved and tainted because one man failed at his responsibility.

We hope you can hold Mr. O'Neil ACCOUNTABLE

Your Friend,


Bill Roberts