

12/10/2009

FROM:
Celia Zagula
1521 Emerald Hill Way
Valrico, FL 33594
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TO:
Building Services Division
5701 E. Hillsborough Ave. #2459
Tampa, FL 33610
(813) 635-7313

Re: Follow Up on Complaint Affidavit for Ryland Homes and R. J. Kielty Plumbing filed 11/20/09

Attn: Lois Millian & Bob Littleton,

Yesterday, Wednesday December 09, 2009, Tim McLane, Superintendent for R.J. Kielty Plumbing; Thomas Legler, Plumbing Inspector II; and Tyler, Plumber for Benjamin Franklin Plumbing inspected my residence in response to the complaint affidavit filed on Friday, November 20, 2009.

Here is my summary of their findings:

- 1) Complaint: Master bath vent blockage has roof vent completely closed off from the bath group plumbing.

Thomas Legler, Plumbing Inspector, opened the wall access door and saw the vent pipe was painted yellow which he advised indicate the vent stack was intended for Radon Gas. Thomas also advised the camera was probably seeing gravel, not concrete or dirt as previously suggested. No camera inspection of the Radon Gas vent was performed. Thomas further advised that Development Services Division Plumbing Inspectors do not inspect Radon Gas Vents and that he could not advise why the vent did not have a Radon Gas Meter or Fan, he referred me to speak with Pete Ooms, Chief Building Inspector to get further information.

- 2) Complaint: Master bath group has accumulated a 25% build-up in all pipes from shower, sinks, and toilet to main sewer. Water fills the entire pipe when running and there is no quick flowing water which may be due to back grade and poor venting.

R.J. Kielty plumber performed a camera inspection of the 2" master bath lines from the lavatory studor vent access and the camera head was submerged in slime and they were unable to see anything clearly.

Tyler, Plumber from Benjamin Franklin Plumbing performed a camera inspection of the 2" master bath lines from the exterior sewer cleanout and everyone was able to get a better view of the issue.

Thomas Legler, Plumbing Inspector, agrees there was slime and sludge in the 2" master bath pipe group, but did not feel that the debris would cause the drain to backup or impede the toilet ventilation. Thomas's opinion was that the 2" lines in the master bath did not require water jetting and Tim McLane from R.J. Kielty agreed.

At the recommendation of all plumbing professionals, I have opted use a chemical solution to assist in breaking down the debris buildup as a 1st attempt solution to the issue.

- 3) Compliant: A ~15 foot section of the main sewer is back graded from clean out towards the city main and is holding ~ 1" – 1 ½" of standing water.

Tyler, Plumber from Benjamin Franklin Plumbing performed a camera inspection of the main sewer for Thomas Legler, Plumbing Inspector. Thomas advised the section with the issue should be replaced.

Tim McKlane spoke with Bob Sipple, Superintendent from Ryland Homes, and received authorization that Ryland Homes will pay R. J. Kielty Plumbing to repair the sewer back grade issue. Tim McKlane will be in touch with me next week to schedule a date and time for the repair. I agreed to pay for the cost of sod replacement on the sewer repair.

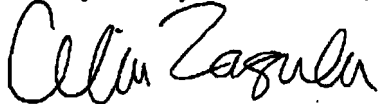
This concludes the compliant to my satisfaction, thank you very much for your assistance with these issues. I want to personally thank Thomas Legler for saving me ~\$2,800 in plumbing repairs:

- A savings of \$1,348 by providing a neutral 3rd party opinion on the need for water jetting that Benjamin Franklin Plumbing was recommending;
- A savings of ~\$1,400 by obtaining cooperation from R.J. Kielty Plumbing and Ryland Homes to replace the back graded sewer at no charge after the 2 year plumbing warranty period had expired on my home.

I would also like to acknowledge the responsiveness and service I received from R.J. Kielty Plumbing on this complaint was excellent. I also appreciate Ryland Homes and R.J. Kielty Plumbing taking responsibility for workmanship issues related to the sewer back grade.

I have worked out a settlement with Benjamin Franklin Plumbing to compensate my expenses for unnecessary diagnostic investigational costs totaling \$172.00 for cabling the Radon vent and cutting an unnecessary wall access due to lack of training of their plumber who did not know a Radon vent when he saw it.

Thank you for your assistance,



Celia A. Zagula, PMP
Homeowner

12/10/09 - Copy To:
Ryland Homes
Attn: Mitch, Warranty Department
Faxed to (813) 627-6165

12/10/09 - Copy To:
R. J. Kielty Plumbing
Attn: John Hebert, General Manager
Faxed to (813) 681-1808