

Green City Council Members
09/21/2024

We live in Briar Creek in a house built by Pulte. We have contracted to build numerous homes in the past and this was, by far, the worst experience we have ever encountered.

One of the most aggravating complaints we had with Pulte was their lack of timely service. We signed the Purchase Agreement on August 12, 2021 and here we are three years later and we still have items that were never completed satisfactorily. One of our chief complaints and still is, the shoddy workmanship by the Pulte SubContractors.

A couple of examples are, they had to paint the interior of our house three times, the door to our back porch was installed incorrectly, as was, the door from the house into the garage. Also, the main sewer cleanout drain was installed in the middle of the front bedroom floor. We had to pay Hartville Hardware five thousand dollars to replace the doors and hang them correctly. We have an entire file folder full of documented items that we had to follow up on. Some were handled and some were completely ignored.

Today, we are satisfied with our home and we love living in Green but it sure was a struggle to get here.

Our experience was, once Pulte had their money they no longer cared about their customers.

Our recommendation is for the City to change their policy on allowing Pulte to close on houses before they are actually finished.

Kathy and Richard Green
3906 Crest View Dr