



Better Business Bureau®
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Hail Storm Contractors Update

Although summer is a thing of the past and winter storms are on minds of most people in the area, there are many Summit and Portage County residents still dealing with the aftermath of the Friday June 8th 2007 hailstorm.

Vic Wlaszyn, President of The Better Business Bureau of Akron, watched the storm pounded the BBB office on West Market Street Friday June 8, 2007. "I knew as soon as the hail storm stopped that all hell was going to break loose. I knew Friday evening that it was only a matter of time until they arrived in town. Unfortunately, I wasn't wrong." said Wlaszyn.

As predicted by Victor Wlaszyn, many of these out-of-state storm chasers converged on Firestone Park, Kenmore, Ellet, Springfield Township, Mogadore and parts of Portage County.

These storm chasers come in, make up the money they put out by overcharging insurance companies, get each job done as quickly as possible and eventually move on before the next storm hits.

In months or years to come, when the shoddy work begins to fail, the out-of- state contractors will be long gone leaving local consumers holding the bag.

The number of complaints regarding roofing contractors has nearly doubled since 2006 which was anticipated based on the number of jobs contracted in 2007. The majority of these complaints have been resolved in a timely manner by the contractors. Although The Better Business Bureau of Akron has not received an exorbitant number of complaints regarding the storm chasers, the affects of their previous actions elsewhere are coming to light.

The BBB of Akron conducted a thorough file review of 4 companies who arrived in area and applied for accreditation. All four companies had satisfactory reports with the Better Business Bureaus where they are headquartered.

However, the BBB has recently reviewed these companies for consumer complaints in past storm areas.

First Class Roofing & Siding Accreditation was revoked by the BBB serving Missouri & Southern Illinois due to an unresolved consumer complaint.

Coastal Property Management, LLC has an unsatisfactory rating with the BBB of Central Indiana due to an unresolved consumer complaint.

Nationwide Construction has an unsatisfactory rating with the BBB of Central Indiana due to an unanswered consumer complaint. They also have an unsatisfactory rating due to a complaint closed as unpursuable when the BBB of Central Indiana was unable to contact the company at their Indiana office.

Jim O'Brien Construction also has an unsatisfactory rating with the BBB of Central Ohio due to an unanswered consumer complaint.

Meanwhile, the Better Business Bureau of Akron warns homeowners to be cautious when hiring contractors to repair storm damages and recommends dealing only with contractors with verifiable local ties. The BBB also recommends consumers contacting your insurance companies yourself and getting the direction needed.

For more tips and advice you can trust for safe shopping online go to www.bbb.org, or visit BBBOnline at: www.bbbonline.org/consumer.

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About BBB

BBB is an unbiased non-profit organization that sets and upholds high standards for fair and honest business behavior. Businesses that earn BBB accreditation contractually agree and adhere to the organization's high standards of ethical business behavior. BBB provides objective advice, free business BBB Reliability Reports™ and charity BBB Wise Giving Reports™, and educational information on topics affecting marketplace trust. To further promote trust, BBB also offers complaint and dispute resolution support for consumers and businesses when there is difference in viewpoints. The first BBB was founded in 1912. Today, 128 BBBs serve communities across the U.S. and Canada, evaluating and monitoring more than 3 million local and national businesses and charities. Please visit www.bbb.org for more information about BBB.