

COUNTRY CLUB HILLS CIVIC ASSOCIATION, INC.

July 12, 1956

On 7 June 1956, three officers of the Country Club Hills Civic Association of Fairfax, Va., met with Mr. Stafford, Mr. Harris, and Mr. Queen of Stafford Builders, Inc., and Mr. Jacobson, Assistant Loan Guaranty Officer, Veterans Administration to discuss long standing complaints of property owners of Country Club Hills

Letters received from members of the Civic Assoc. in answer to the motion passed at the last meeting were discussed in addition to those letters already on file with the VA.

Mr. Jacobson indicated to the group that an unusual number of complaints had been received regarding the Country Club Hills homes and that the VA had on numerous occasions ordered Stafford Builders, Inc. to correct justified deficiencies. In many instances the VA had been notified by Stafford Builders, Inc., that corrections had been made, however, contradictory information was being received from the home owners.

Mr. Jacobson further indicated that because of a shortage of qualified inspectors the VA had been unable to visit Country Club Hills homes to insure that Stafford Builders, Inc., was meeting VA directions to correct justified deficiencies.

To cooperate with the Civic Association in once and for all ending the difficulties being encountered by its members in securing corrective action from Stafford Builders, Inc., Mr. Jacobson stated that a special inspector would be appointed by the VA to start inspecting in the Country Club Hills sub-division by 1 July 1956.

The inspection process would first include the homes of those members of the Civic Association whose complaint letters were presented during the meeting. Second, the inspector would cover homes for which complaint letters were on file in the VA.

The procedure to be followed will be:

1. VA inspector, home owner and representative of Stafford Builders, Inc., together will inspect the complaint items.
2. VA inspector will list each complaint item of home owner on a Form 1858, indicating whether justified or not justified. If justified a date

for corrective action will be noted on the form.

3. One copy of the Form 1858 will be left with the home owner, one with the builder's representative, and the last copy to the VA file.

4. If the deficiency is not corrected by the date specified on the form, the home owner should contact the Secretary of the Civic Association, Mrs. Dell Stanbury, CR 3-0346, and provide her with appropriate data so that the VA can be informed. Note: Please do not contact VA direct as Mr. Jacobson asked the Officers of the Civic Assoc. to assist the VA in correcting difficulties by coordinating contacts from home owners.

The President of the Civic Association asked Mr. Jacobson what would the VA do if Stafford Builders, Inc., did not correct justified complaints set forth on the VA Forms 1858. Mr. Jacobson said that the VA would consider removing Stafford Builders, Inc., from participating in the VA loan guaranty program. In other words, the VA would stop inspecting homes and would not guaranty loans on the homes.

During the discussion the representatives of Stafford Builders, Inc., were very receptive, indicating a recognition on their part that the Civic Association had arranged for the meeting as a last resort before bringing the matter to the attention of the House Veterans Affairs Committee. The strong position taken by Mr. Jacobson for the VA in support of the Civic Association's request for action also was readily apparent to the representatives of Stafford Builders, Inc., and no doubt influenced their attitude.

As a parting statement, Mr. Jacobson advised Stafford Builders, Inc., that it would be to their best interests to see that corrections were made before the VA inspector made his visits, particularly in those instances where they had notified the VA that corrections already had been made.

William H. Connerat

James R. F. Woods

William S. Charin

STAFFORD BUILDERS, INC.

July 12, 1956

We have decided that it would be of help and assistance to both the home owner and to Stafford Builders, Incorporated if notes of general information were added to the Civic Association Publication.

We would like, therefore, to use this medium in the future to keep you informed of any developments that might be of interest, and to answer any questions you might have of general concern to the home owners.

We have delivered a booklet that has been prepared by the National Association of Home Owners. It is very well done, and should be of help in caring for and maintaining your home.

On Thursday, June 7, representatives of the Civic Association, Stafford Builders, Incorporated and the Veterans Administration attended a meeting in order to accomplish two major objectives: First, to determine what complaints we as the builders are obliged to correct, and second to originate a procedure to be followed in order to correct reasonable complaints.

Mr. Jacobson, Assistant Loan Guaranty Officer, representing the Veterans Administration, very clearly outlined items of complaint that we as the builders are not responsible for. He then advised us that a special inspector appointed by the Veterans Administration would be assigned to determine what items of complaints are reasonable and justified and to fix a completion date for the correction of these items. This procedure should enable both you as the purchaser and we as the builder to reach a satisfactory agreement.

Since the Town of Fairfax has taken over the water system, the static pressure has been reduced considerably. As a result, therefore, we have had very few complaints on leaking mixing valves. We do, however, have in stock a number of gaskets in the event you do have one that leaks. Frequent checking of machine screws on the valve to make sure that they are tight should prevent most valve leaks.

If Griffith Consumers have not checked your house for proper insulation in the area over the kitchen, please check to see if you have 4" of insulation. If not, contact this office and we will have the insulation installed.

We are now in the process of refurnishing the model house in order to start our sales program on Section VI. We would be very happy, upon the completion of the refurnishing, to have you inspect the model house at any time.

Robert J. Harris
Secretary-Treasurer
Stafford Builders, Inc.