TOWN OF MANSFIELD
OFFICE OF THE TOWN MANAGER

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April 15, 2016

Dear Mansfield Resident:

We have heard that the State of Connecticut Department of Consumer Protection has received unverified complaints regarding foundations poured between 1983 and 2003. You are receiving this letter because Town of Mansfield records show that you own a property with a foundation that was likely poured in this timeframe.

Here in Mansfield, we are committed to continuing our work with state and federal officials to seek solutions to the challenges presented by the crumbling concrete foundations issue in Eastern Connecticut. The foundations of many of these homes facing concrete issues were poured in the 1980's and 1990's. Today, we're writing to update you on our progress, and to ensure you have the most current information about the state's investigation.

In July of 2015, Governor Malloy called on the Department of Consumer Protection (DCP) and the Office of the Attorney General to conduct an investigation into the cause of crumbling foundations. The Department of Consumer Protection has authority under the Connecticut Unfair Trade Practices Act (CUTPA) to investigate unfair trade practice cases. The goal of the investigation is to determine the cause of the crumbling foundations in Eastern Connecticut, which may allow us to have evidence to present in court alleging that a specific party is at fault.

As a part of this investigation, the state has hired a civil engineer whose area of expertise is concrete. This expert and his team have started taking core samples from crumbling foundations in Eastern Connecticut and are testing and analyzing them to determine the cause of the deterioration and to determine how many homeowners may be impacted.

DCP's investigative team has talked with over 300 individuals including homeowners, contractors, engineers, and other experts to contribute to the most complete investigation possible. DCP has also issued 29 subpoenas to insurance companies with the goal of obtaining any information to add to our investigation. The inquiry of the insurance companies is not directed at them as parties of interest, but rather is intended for information-gathering purposes.

In addition to the CUTPA investigation, the Office of Policy and Management, the Insurance Department, Department of Banking, the Department of Housing and the Department of Administrative Services along with municipal, state, and federal officials have been collaborating with DCP's investigative team since July to provide resources to homeowners and to craft potential solutions to this problem so homeowners can be helped as soon as possible.

We do expect some preliminary results from the investigation late this spring, and expect a final report on the scientific testing taking place this fall. Our team here in Mansfield is committed to continuing conversations with our state and federal partners to find the best solutions with the information currently available.

If you are looking for more information and advice regarding crumbling foundations, or to file a complaint, you may visit the Department of Consumer Protection's dedicated webpage at www.ct.gov/DCP/concrete, or email dcp.concrete@ct.gov. You may also like to refer to the informational brochure included in this mailing. Town staff is making problems with crumbling concrete foundations a priority in Mansfield, and would also like to make sure we make ourselves available to talk more with homeowners facing this issue at our next public event:

Concrete Informational Forum
Wednesday, May 11, 2016
6:30pm – 8:30pm
Council Chambers, Audrey B. Beck Building
4 South Eagleville Road, Mansfield, CT 06268

Thank you,

Matthew W. Hart
Town Manager

CC: Town Council
Mike Ninteau, Director of Building and Housing Inspection