

Kevin Haines  
Auburn  
LD 1929

Dear Maine Legislation

I am writing to share a distressing personal experience that I recently had with a general contractor, with the hope that my testimony serves as a cautionary tale for others who might find themselves in a similar situation.

Approximately 1 year ago, I embarked on a home renovation project and decided to hire a general contractor to oversee the process. I diligently researched and selected what seemed to be a reputable contractor, considering their experience, customer reviews, and recommendations from friends. However, little did I know that this decision would lead to a series of unfortunate events that left me feeling utterly ripped off and taken advantage of.

Initially, the contractor appeared professional and presented a detailed proposal outlining the scope of work, timelines, and cost estimates. Regrettably, as the project unfolded, it became evident that they lacked the competence and integrity necessary to complete the job satisfactorily.

The issues began with frequent delays in the project timeline. What was initially projected to take a few weeks quickly turned into a seemingly never-ending saga. The contractor's promises of timely completion were repeatedly broken, causing significant disruptions to my daily life and leaving me feeling frustrated and disheartened.

Moreover, the quality of the work performed was subpar and far from what was initially agreed upon. Shoddy craftsmanship, inadequate materials, and a lack of attention to detail were pervasive throughout the project. This not only compromised the aesthetics of my home but also raised concerns about the safety and durability of the renovated areas.

To make matters worse, there were countless instances of unprofessional behavior and poor communication from the contractor and their team. They consistently failed to respond to inquiries promptly, disregarded my concerns, and often left the worksite in disarray. The lack of accountability and transparency only exacerbated my sense of being swindled.

As the project neared completion, additional unforeseen costs began to emerge. The contractor conveniently neglected to mention certain expenses during the initial proposal, and the final bill exceeded the agreed-upon budget by a significant margin. It became clear that they had intentionally deceived me, taking advantage of my lack of expertise in the field and exploiting my trust in their professionalism.

While I attempted to address these issues directly with the contractor, my attempts at resolution were met with indifference and deflection. They showed no willingness to rectify the problems or provide any form of compensation for the botched job they had done.

In sharing my testimony, I hope to caution others about the risks associated with hiring a general contractor without thoroughly vetting their qualifications and reputation. It is crucial to conduct extensive research, seek multiple references, and, if possible, engage in face-to-face interviews before making a final decision.

Additionally, I implore anyone planning a home renovation or construction project to establish a detailed and legally binding contract that clearly outlines expectations, deliverables, and penalties for non-compliance. Regularly documenting the progress of the project and maintaining open lines of communication can also help mitigate potential issues.

I sincerely hope that my unfortunate experience serves as a valuable lesson for others and prevents them from falling victim to unscrupulous contractors. Remember, it is essential to be vigilant, ask questions, and assert your rights as a consumer to protect

yourself and your investment.

Thank you for taking the time to read my testimony. Should you have any questions or require further information, please do not hesitate to reach out to me.

Yours sincerely,

Kevin