



H O M E  
B U I L D E R S  
L I C E N S U R E  
B O A R D

Mailing Address

P. O. Box 303605  
Montgomery, Alabama  
36130-3605

Street Address

445 Herron Street  
Montgomery, Alabama  
36104

Telephone

(334) 242-2230

Fax

(334) 263-1397

[www.hblb.alabama.gov](http://www.hblb.alabama.gov)

Dear Homeowner:

The Home Builders Licensure Board requires that **the homeowner complete the enclosed consumer complaint form before this office can begin an investigation.** Persons submitting complaints may be required to support it by personal appearance before the Board. The Board may revoke or suspend the license of home builders, which the Board determines are guilty of gross negligence, incompetence, or misconduct in the practice of residential construction. The Board also may impose administrative fines for violations of the home builders' licensure law and the rules and regulations of the Board. **The Board cannot discipline licensed home builders for punch list items that do not constitute gross negligence, incompetence or misconduct in the practice of residential home building.**

Upon receipt of the complaint against a licensed home builder, the Board will notify the builder that a complaint has been filed and encourage the home builder to try to resolve the matter immediately. After the builder is given a 20-day period to respond to the Board in writing, the Board will investigate the matter and decide if formal disciplinary action proceedings are required.

A consumer complaint form is enclosed for your use. Also enclosed is a list of documents/items that will assist the Board in the investigation of your consumer complaint. Please review the list, indicate the documents you are providing, and return the list and the documents with the completed complaint form.

Sincerely,

Home Builders Licensure Board

Enclosure

*All of the documents listed below may not apply to your situation. The most important document we need is a copy of the contract.*

You can assist the Board with its investigation of your consumer complaint by providing documentation related to your complaint. Please review the documents listed below and indicate which documents you are providing to the Board. Please return the list and the documents to the Board with your consumer complaint form.

- |  |       |     |       |    |
|--|-------|-----|-------|----|
| 1) Contract  | _____ | Yes | _____ | No |
| 2) Deed  | _____ | Yes | _____ | No |
| 3) Building Permit   | _____ | Yes | _____ | No |
| 4) Warranty  | _____ | Yes | _____ | No |
| 5) Copies of Liens/Judgments                               | _____ | Yes | _____ | No |
| 6) Blueprints/Plans  | _____ | Yes | _____ | No |
| 7) Written Correspondence with Builder Regarding Complaint | _____ | Yes | _____ | No |
| 8) Photographs   | _____ | Yes | _____ | No |
| 9) Additional Relevant Documentation                       | _____ | Yes | _____ | No |

State of Alabama Home Builders Licensure Board  
**Consumer Complaint Form**

Home Builders Licensure Board  
Compliance and Consumer Affairs

P. O. Box 303605  
Montgomery, AL 36130-3605

Your Name: \_\_\_\_\_

Work Telephone Number: ( ) \_\_\_\_\_ Home Telephone Number: ( ) \_\_\_\_\_

Your PRESENT Mailing Address:

Address City County State Zip Code

Address for the Residence which is the Subject of this Complaint:

Address City County State Zip Code

Person or Company Named on the Building Permit: \_\_\_\_\_

Name, Address and Telephone Number of the Residential Builder Involved in this Complaint:

Name Telephone

Address City County State Zip Code

Date Contract for Construction/Purchase was Signed: \_\_\_\_\_

For "New" Home Construction, Date You Took Possession of Residence (Closing Date: \_\_\_\_\_

For Additions/Remodeling of "Existing" Residence, Date Construction Completed: \_\_\_\_\_

Contract/Purchase Amount: \_\_\_\_\_

Are you currently involved in a Legal Action as a result of this matter?  YES  NO

Have you engaged an Attorney to represent you in this matter?  YES  NO

If yes, please provide Attorney's Name, Address and Telephone Number:

Name Telephone

Address City State Zip Code

Briefly summarize, **in your own words**, the entire circumstances surrounding your complaint. (Attach additional sheets if necessary.) Additional supporting documentation should be included; however, **supporting documentation cannot replace your written summary of the circumstances surrounding your complaint.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I understand that the Home Builders Licensure Board will send a copy of this complaint and attached information to the residential home builder against whom this complaint is made.

I wish to file this complaint with your office. I understand that your office does not conduct litigation for individuals in matters which involve purely private controversies. I also understand that I may lose the right to sue about this matter entirely or for part of what I might be entitled to if I wait on action by the Home Builders Licensure Board. I am, however, filing this complaint to notify your office of the activities of this party and to seek any other assistance you may be able to render.

I solemnly swear or affirm that the statements made herein and on any attachments hereto are accurate, complete, and true to the best of my knowledge.

\_\_\_\_\_  
Signature of Homeowner

\_\_\_\_\_  
Date

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

BEFORE ME, the undersigned Notary Public, in and for said County and State, personally appeared \_\_\_\_\_ who is known to me and who, after being first duly sworn, deposes and says that the contents of the foregoing instrument and any attached statement thereto, are true and accurate to the best of his/her knowledge, information and belief, and is submitted voluntarily and under oath.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal this the \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_,

\_\_\_\_\_  
Notary Public

My Commission Expires: \_\_\_\_\_

(NOTARIAL SEAL)

**FOR OFFICE USE ONLY**

Other Complaints \_\_\_\_\_ YES \_\_\_\_\_ NO

Consumer Complaint File Number: \_\_\_\_\_

Builder Licensure File Number: \_\_\_\_\_ Unlicensed Builder \_\_\_\_\_