

**TOWN of TOLLAND/ 21 Tolland Green, Tolland Connecticut 06084**

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Town Manager  
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April 14, 2016

Dear Resident;

Here in Tolland, 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. Many affected homes were built in the 1980s and 1990s. 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 these 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 well 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 their 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.

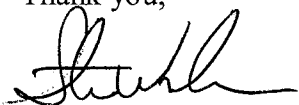
We do expect some preliminary results from the investigation late this spring, and expect a final report on the scientific testing taking place this fall. Our team here in Tolland is committed to continue conversations with our state and federal partners to find the best solutions with the information 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](http://www.ct.gov/DCP/concrete), or email [dcp.concrete@ct.gov](mailto:dcp.concrete@ct.gov). You may also refer to the informational brochure included in this mailing. Please join us at our next public event:

**Public Information Session on Crumbling Foundations**

E. O. Smith High School Auditorium  
1235 Storrs Road  
Storrs-Mansfield, CT 06268  
Wednesday, May 11, 2016, 6:30 PM

Thank you,



Steven R. Werbner  
Town Manager