

**From:** [AGO - CAP](#)  
**To:** [REDACTED]  
**Subject:** Public Records Act Request 2023-01613  
**Date:** Friday, February 24, 2023 5:08:24 PM  
**Attachments:** [2023-02-13 CAP response to Peterson w docs.pdf](#)  
[2023\\_02\\_24 Patterson - PRR 2023-01613 Redacted.pdf](#)  
[2023-02-07 Peterson PRA request.pdf](#)

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Dear Michelle Peterson,

Please see attached in response to your Public Records Act request.

Sincerely,

Crystal Baldwin  
Consumer Assistance Program  
Office of the Attorney General  
Mailing Address:  
109 State Street  
Montpelier, VT 05609-1001

Consumer Assistance Hotline: 800-649-2424  
Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)



STATE OF VERMONT  
OFFICE OF THE ATTORNEY GENERAL  
109 STATE STREET  
MONTPELIER, VT  
05609-1001

February 24, 2023

Via email to [REDACTED]

Michelle Peterson

[REDACTED]  
Salem, MA 01970

Re: Public Records Request 2023-01613

Dear Michelle Peterson,

I write in response to your Public Records Act request dated February 7, 2023, a copy of which is attached for your convenience, whereas payment was received February 19, 2023.

The documents pertaining to your request are attached (Attachment "2023 02 24 Peterson – PRR 2023-01613\_Redacted.pdf", pages 000001-000019).

Personal information has been redacted pursuant to 1 V.S.A. § 317(c)(7). In addition, to the extent a Complaint Advisor is a student, their name has been redacted pursuant to the Family Educational Rights and Privacy Act (FERPA).

To the extent you feel information has been withheld in error, you may appeal to the Deputy Attorney General. Such appeal should be in writing:

Robert McDougall  
Deputy Attorney General  
Office of the Attorney General  
109 State Street  
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

Crystal Baldwin  
Consumer Assistance Program

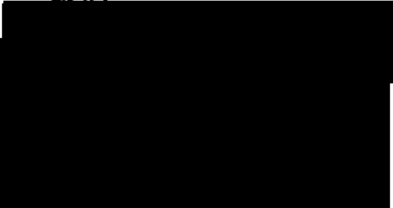
Office of the Attorney General  
State of Vermont



**CONSUMER ASSISTANCE PROGRAM  
MORRILL HALL - UVM  
BURLINGTON, VT 05405**

*Message*

Place  
Stamp  
Here



*DMJ  
9/11/06  
limbo*

Complaint No. ....

PLEASE FILL OUT THIS CARD AFTER ALLOWING THE BUSINESS 14 DAYS  
IN WHICH TO CONTACT YOU. THIS INFORMATION WILL HELP US TO  
DETERMINE WHAT FURTHER INVOLVEMENT IS NEEDED BY OUR OFFICE.

- ..... The business contacted me and resolved my complaint.  
Resolution/Dollar Amount .....
- ..... The business contacted me but my complaint remains unresolved.  
Briefly Explain .....
- ..... The business has not contacted me.

NAME .....

ADDRESS .....

DAY PHONE ..... HOME PHONE .....



CONSUMER ASSISTANCE PROGRAM  
MORRILL HALL - UVM  
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*Message*

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Briefly Explain .....
- ..... The business has not contacted me.

NAME .....

ADDRESS .....

DAY PHONE ..... HOME PHONE .....

## Baldwin, Crystal

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**From:** webteam@uvm.edu on behalf of [REDACTED]  
**Sent:** Monday, August 26, 2019 2:11 PM  
**To:** AGO - CAP  
**Subject:** 2019-09047

Submitted on Monday, August 26, 2019 - 14:10

Complaint Number: 2019-09047

This update submitted by: Business (respondent) Your e-mail address: [REDACTED] Complaint Status:

Resolved Consumer Full Name: [REDACTED] Business Name: Polli Construction Inc Business Contact: 8024825777

Response/update to complaint:

Our mailers are sent out via the US Post Master, they are sent to all local homes. They are addressed at the post office, our suggestion would be have the consumer contact the Postmaster regarding being removed from mailing lists.

Thank you.

Address/contact information changes: 11 Gregory Dr

The results of this submission may be viewed at:  
[REDACTED]



From: [AGO CAP](#)  
To: [AGO - CAP](#)  
Subject: CAP Complaint  
Date: Friday, March 29, 2019 11:01:06 AM

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The following CAP complaint was submitted:

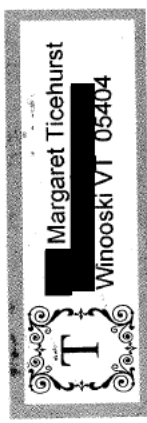
<b>Your First Name</b>	Margaret
<b>Your Last Name</b>	Ticehurst
<b>Confirmation Number</b>	WB19-00293
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Daytime Phone</b>	[REDACTED]
<b>Daytime Phone Type</b>	Home
<b>Your Age</b>	[REDACTED]
<b>I am a...</b>	[REDACTED]
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Winooski
<b>Your State</b>	VT
<b>Your Zip Code</b>	05404
<b>Is your complaint about:</b>	Some other type of business
<b>Business Name or Person's First Name</b>	POLLI
<b>Business Phone (1)</b>	802-482-5777
<b>Business Address</b>	11 Gregory Drive
<b>Business City</b>	South Burlington

<b>Business State</b>	VT
<b>Business Zip Code</b>	05403
<b>Business Website/URL</b>	www.polliconstruction.com
<b>Description</b>	<p>There was a water issue in the backyard up against the 3 season patio that was entering, running down to seam of foundation and entering basement.</p> <p>[REDACTED]</p> <p>[REDACTED] my young grandson-in-law who called POLLI for me, to get some help. Their "handyman" came and immediately began to estimate the project for spring to excavate. I told him I am only interested in right now, to stop water. He became irritated, looked at the present problem and said there is nothing we can do. I asked about sealing the seam with something, cement? He said no, won't harden, I said black water seal? I don't know, will have to ask boss. Wanted to go down cellar, I allowed him, he was trying to say it was in bilco doors, I said no, just here! No water now but it will when it starts to melt again. I asked again is there anything you can do? He said no and asked him to leave!</p> <p>I called the company to inform them that this person was not professional, nor experienced in handiman work but was, is interested in BIG JOBS for this company. Not right!</p> <p>The office manager? was not very nice and I told her that this visit was not worth the 150.00 but I understood that if they did something it would come off the charge, she said no. They sent me a Bill and added was 66.00.</p> <p>Another Manager called me I asked to negotiate the Bill to \$75.00 and I would pay immediately. He said no but he would take off the additional charges (for what? I don't know what they did for \$66.00) I said please reconsider the \$75.00 and we can end this. He said NO. This occured in January or February. I would like to pay only \$75.00</p> <p>p.s. we did get it fixed! Water blockers laid up against outside of patio and I have had no water problem. So, this company does not have "handiman" that is knowledgeable.</p>
<b>Amount of loss:</b>	\$150.00
<b>How would you like this matter to be resolved?</b>	I would pay the \$75.00 for the time but not for the handyman portion which I consider to be the other \$75.00
<b>Incident Date</b>	3/29/2019 12:00:00 AM



BURLINGTON VT 054  
30 APR 2019 PM 1 T

*Consumer Assistance Program  
109 State Street  
Montpelier, VT 05609*



POSTNET barcode consisting of vertical bars of varying heights.

RECEIVED

MAY - 6 2019

Response to Polli Construction

Re: Charge of \$150.00 # 2019-02597

State of Vermont

Office of the Attorney General

It would have been fine had he come for what he was called for, an immediate problem that they felt they could help with. Instead the person that came was not interested in an immediate help but was spending his time analyzing what needed to be done in the spring to correct the problem. He left and I did not hear back about sealing seam or any other help.

~~Since I did get help from another source who guided us to correct the problem, I feel that they did not fulfill they're advertising statements.~~

**Statement on Polli Construction events of what occurred:**

He came and was not interested in the immediate problem but on looking at a project for spring to correct the problem. I kept asking him and telling him that I was not interested in the full project but for help with the problem that presently existed. The snow was melting from snow drifts. He never really concentrated on the problem and said no there is nothing I can do now.

I continued to ask, what about sealing the seam between the 3season room and the foundation to prevent the water that is coming in and not to go into cellar. I mentioned cement or this black seal they advertise on TV or something else. He said he wasn't sure this would help the problem. He said cement would not cure and didn't know about the other sealers. He would have to ask his boss. I said are you sure there is nothing you can do? At this time still writing, looking for the project he wanted to do in the spring!

[REDACTED] and looked to his company for help. He asked to go into the basement when there he said it was coming from the Bilco Door which I clearly showed it was not! After this he left.

I also called the company to tell them what had occurred and that I was not happy with the person that came, that he did not come to explicitly see if he could help me but was there to prepare a bid for a project I didn't even want! I also told them that a reputable company like theirs could not withstand a

representative that didn't seem to know or understand what they are called for. She took offense and said he was one of their best.

I received a bill in the mail and the bill was for \$150.00 plus \$66.00 for work that they did on, I presume this spring project. They took off the \$66.00

I never got a follow up on the sealing of the seam or any other possible help they could do.

I called again to try to settle this matter and suggested that ~~we split the cost because they fully understood why my grandson-in-law called them.~~ Told him I would pay \$75.00 and settle the problem right now. He would not and when I told him I did not want to take this further but I would he said: "Go ahead, you will lose!"

Is this the way that businesses can collect money and not be responsible for the very advertisements that they have, can this company treat people this way, can they advertise in ads that you can call FOR A FREE ESTIMATE (Burlington Free Press) and not negotiate this bill with me?

This is the way it occurred.

Margaret Ticehurst



**From:** AGO CAP ago\_cap@vermont.gov  
**Sent:** Wednesday, May 8, 2019 7:20 AM  
**To:** AGO CAP  
**Subject:** CAP Complaint

**Categories:** Follow-Up Needed

The following CAP complaint was submitted:

<b>Your First Name</b>	scott
<b>Your Last Name</b>	miller
<b>Confirmation Number</b>	WB19-00430
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Daytime Phone</b>	[REDACTED]
<b>Daytime Phone Type</b>	Home
<b>Your Age</b>	[REDACTED]
<b>I am a...</b>	[REDACTED]
<b>What is the name of your business?</b>	polli construction
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	south burlington
<b>Your State</b>	VT
<b>Your Zip Code</b>	05403
<b>Is your complaint about:</b>	Some other type of business
<b>Business Name or Person's First Name</b>	polli construction
<b>Business Address</b>	11 Gregory Drive
<b>Business City</b>	south burlington
<b>Business State</b>	VT

<b>Business Zip Code</b>	05403
<b>Business Website/URL</b>	<a href="http://www.polliconstruction.com">www.polliconstruction.com</a>
<b>Description</b>	I need your help this company does not get the message i live in the condo that my dad and mom own I have explained this to them several times stop sending me mail trying to get buisness for your self My dad my unclce [REDACTED] and mom all work [REDACTED] in the and if i need any work around the condo they do it but the refuse to listen to me
<b>How would you like this matter to be resolved?</b>	have them stop contacting me
<b>Incident Date</b>	5/7/2019 12:00:00 AM

**From:** AGO CAP ago.cap@vermont.gov  
**Sent:** Tuesday, August 20, 2019 7:33 AM  
**To:** AGO CAP  
**Subject:** CAP Complaint

The following CAP complaint was submitted:

<b>Your First Name</b>	scott
<b>Your Last Name</b>	miller
<b>Confirmation Number</b>	WB19-00775
<b>Your E-Mail Address</b>	<a href="mailto:SCOTTMVT@HOTMAIL.COM">SCOTTMVT@HOTMAIL.COM</a>
<b>Your Daytime Phone</b>	██████████
<b>I am a...</b>	██████████
<b>Your Mailing Address</b>	████████████████████
<b>Your City</b>	south burlington
<b>Your State</b>	VT
<b>Your Zip Code</b>	05403
<b>Business Name or Person's First Name</b>	polli consruction
<b>Business Phone (1)</b>	802 482-5777
<b>Phone (1) Type</b>	Office
<b>Business Address</b>	11 gregory
<b>Business City</b>	south burlington
<b>Business State</b>	VT
<b>Business Zip Code</b>	05403
<b>Description</b>	I am getting sick and tired of this company sending me stuff in the mail about home remodeling project My Girlfriend and i live in a condo that my parents own If there is any work to be done it to be done by the contractors in my family my dad 4 of his brothers two of my cousins 3 of my aunts and both of my brothers i think



	this is now the second time i had to complain to you guy about this they are not getting the message i have even complained to them i now need for you guys to step i n again
<b>Incident Date</b>	8/20/2019 12 00 00 AM

From: Steven Polli <steven@polliconstruction.com>  
Sent: Friday, May 10, 2019 3:25 PM  
To: AGO - CAP  
Subject: RE: Miller, Scott (POLLI Construction) CAP 2019-03941

Hi [REDACTED]  
The complaint here is about receiving an advertising flyer in the mail. The US Post Office sends out our mailers to the complete zip code. I suggest they put the mailer in the recycling bin or contact the US Post Office and have them stop delivering their mail.

Regards,  
Steven Polli

Polli Construction Inc.  
(802) 482-5777  
11Gregory Drive, S.Burlington, VT 05403.

[www.polliconstruction.com](http://www.polliconstruction.com)

From: AGO - CAP <AGO.CAP@vermont.gov>  
Sent: Friday, May 10, 2019 12:57 PM  
To: [contact@polliconstruction.com](mailto:contact@polliconstruction.com)  
Subject: Miller, Scott (POLLI Construction) CAP 2019-03941

Re: 2019-03941  
Dear Sir/Madam:

Enclosed please find a copy of a complaint that our office received in reference to your company. Please review the complaint and respond to this office in writing regarding the concerns raised. Please include the above complaint number in your response.

The enclosed complaint and your response will become part of our permanent files. Complaint files are public record and, as such, are open to the public for inspection. Information is also used to determine when investigations should be initiated.

Thank you in advance for your anticipated cooperation and immediate attention to this complaint. We request a response within seven days of receipt of this letter.  
Sincerely,

[REDACTED]  
Consumer Advisor

Office of the Attorney General  
Consumer Assistance Program  
109 State Street  
Montpelier, VT 05609-1001

Email: [AGO.CAP@vermont.gov](mailto:AGO.CAP@vermont.gov)  
Phone: (800) 649-2424  
Website: [www.uvm.edu/consumer](http://www.uvm.edu/consumer)

## Baldwin, Crystal

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**From:** [REDACTED]  
**Sent:** Wednesday, April 17, 2019 3:34 PM  
**To:** AGO - CAP  
**Subject:** RE: Ticehurst, Margaret (POLLI Construction) CAP 2019-02597

Hello [REDACTED]

We are having issues with submitting the reply. Please see our reply below:

We were asked to come out and perform Handyman services. The rates quoted were \$150 for the first hour, and \$75 every hour thereafter. Client agreed to the rates.

Work performed amounted to 2.88 hours. 1 hour = \$150 + 0.88 at \$75 = \$66. Total due \$216. Time is tracked by our GPS program to ensure accuracy.

Client decided not to allow us to perform the recommended solution, so we believe the problem still exists.

Time and materials work has been verified several times by the Vermont State Supreme Court as an employee/employer relationship. The client dictates the work to be performed and must pay for the time spent.

Sorry that Mrs. Ticehurst does not understand the relationship. We do not get many clients that behave this way.

Sincerely,

Steven Polli

Best,

[REDACTED]  
Polli Construction Inc.  
(802) 482-5777

[www.polliconstruction.com](http://www.polliconstruction.com)

11 Gregory Drive, South  
Burlington, VT 05403

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**From:** AGO - CAP <AGO.CAP@vermont.gov>  
**Sent:** Monday, April 15, 2019 11:41 AM  
**To:** contact@polliconstruction.com  
**Subject:** Ticehurst, Margaret (POLLI Construction) CAP 2019-02597

Re: Complaint 2019-02597

Dear Sir/Madam:

Our records show that you have not responded to the above-noted complaint. Please notify us immediately of the steps you have taken to resolve this matter. Please respond using the [Complaint Response Form](#) located on our website. If you do not respond, we will assume you agree with the facts the complainant has presented to us.

Sincerely,



Complaint Specialist

State of Vermont  
Office of the Attorney General  
Consumer Assistance Program  
109 State Street  
Montpelier, VT 05609-1001

Website: [consumer.vermont.gov](http://consumer.vermont.gov)

Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)

Phone: (800) 649-2424

## Baldwin, Crystal

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**From:** Office of the Vermont Attorney General <ago.helpdesk@vermont.gov>  
**Sent:** Monday, May 13, 2019 5:52 PM  
**To:** AGO - CAP  
**Cc:** [REDACTED]  
**Subject:** Update to complaint file number 2019-02597 POLLI Construction

An update has been submitted by the Consumer for consumer complaint, file number 2019-02597 POLLI Construction, filed by "unknown" regarding a transaction with POLLI Construction. The business contact is: Office According to the update, this matter is Not yet resolved. The update states:

I have heard nothing from this company since the original complaint was filed. It is sad that they can contact you with this complaint but not me. I was expecting this since the day I called and asked him to settle with an acceptance of my paying \$75.00 and the company consider the other \$75.00 and it would be over without my having to go further to settle this. He angrily replied NO and said: "Go right ahead but you will lose!" and ended the phone conversation! I think I fully stated that they did not even try to help me for the reason I called them but to put in an estimate for a grading job in the spring to correct the problem. I believe this was the extra \$66.00 that was on the bill that the office removed before I spoke with the manager. I also thought that this filing did something regarding companies that deal with the public to a standard that was controlled by the Attorney General's Office. If it is only correspondence to them of which they deny or refuse to deal with then I guess the consumer "beware" and you can close this filing. I will not pay him and take my chances on my credit score which is spotless.

Any attachments included can be found here: Please note, any changes to contact information are below:

## Baldwin, Crystal

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**From:** webteam@uvm.edu on behalf of Scott Miller [REDACTED]  
**Sent:** Monday, August 26, 2019 2:48 PM  
**To:** AGO - CAP  
**Subject:** WB19-00775

Submitted on Monday, August 26, 2019 - 14:48

Complaint Number: WB19-00775

This update submitted by: Business (respondent) Your e-mail address: [REDACTED]@polliconstruction.com Complaint Status:

Resolved Consumer Full Name: Scott Miller Business Name: Polli Construction Inc.

Business Contact: [REDACTED]

Response/update to complaint:

The complaint is about a flyer they received in the mail for services they do not need. Please place in the recycling.

Thank you for your time.

Address/contact information changes: 11 Gregory Drive

The results of this submission may be viewed at:  
[REDACTED]