

From: [AGO - CAP](#)
To: byard.duncan@propublica.org
Subject: Public Records Act Request Duncan - ProPublica - (2022-02964)
Date: Wednesday, April 20, 2022 12:23:19 PM
Attachments: [2022-04-14 Duncan PRA request.pdf](#)
[Duncan - ProPublica 2022-02964 - HomeVestors - Cost Estimate letter 04.20.2022.pdf](#)

Re: Public Records Act Request 2022-02964

Dear Byard Duncan,

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

THOMAS J. DONOVAN
ATTORNEY GENERAL

JOSHUA R. DIAMOND
DEPUTY ATTORNEY GENERAL

SARAH E.B. LONDON
CHIEF ASST. ATTORNEY GENERAL



STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
CONSUMER ASSISTANCE PROGRAM
HOTLINE: (800) 649-2424
FAX: (802) 304-1014

ADDRESS REPLY TO :
Office of the Attorney General
ATTN: Consumer Assistance Program
109 State Street
Montpelier, VT 05609

Website: ago.vermont.gov
Email: AGO.CAP@vermont.gov

April 20, 2022

Via email to byard.duncan@propublica.org

Byard Duncan
ProPublica
155 6th Ave, New York, NY 10013

Re: Public Records Request 2022-02964

Dear Byard Duncan,

I write in response to your Public Records Act request dated April 13, 2022 and received by our office on April 15, 2022 (a copy of which is attached for your convenience) for records of complaints concerning "all consumer complaints...that concern or reference the real estate franchise company 'HomeVestors of America' aka 'Homevestors of America, Inc.' aka 'Homevestors'...concern or reference franchisees of Homevestors and its aforementioned aliases" and phrases: "ugly houses", "we buy ugly houses" or "we buy homes."

The Consumer Assistance Program (CAP) receives consumer complaints via our consumer hotline, standard web form, online scam form, email, and mail. These interactions are recorded as "Complaint Intakes" as well as the "Online Scam Form." Complaint Intakes have a field labeled "Description", where staff take notes during phone calls, copy and paste email reports, view webform submissions, or copy and paste transcribed voicemail messages. All fields of the Online Scam Form are searched. To satisfy your request, our office searched the following terms to capture your request: "homevestors", "home vest", "homevest", "ugly house" (to capture "we buy ugly houses" and "ugly houses") in the description field as well as searched for "Homevestors" and "Home Vestors" as an entity. This search yielded 2 Complaint Intake results since January 1, 2012.

Complaint Intakes can be produced as a spreadsheet containing Received Date, Description, Intake Method, First/Company Name, Last Name, City, State, Zip, Complaint Against Name, First/Company Name, Last Name, Address, State, Zip, Phone No 1, and Complaint/Intake# for Complaint Intakes. Complaints submitted through the Online Scam Form will be produced as individual documents.

We estimate that searching for, reviewing, and redacting the spreadsheet of two phone logs (2 in total) will come to approximately 66 minutes. Note that there is no charge for the first 30 minutes. At 36 minutes, billed at the lowest possible rate under the Secretary of State's fee schedule (\$.45 a minute), the cost of your Public Records Act request is an estimated \$16.20.

We ask that you confirm your willingness to pay the estimated cost (\$16.20) before we proceed further with processing your request. Upon receipt of your check, the records will be made available for you. Checks may be sent to:

Attn: Charity Clark
State of Vermont
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

If the actual time to produce the records is less, we issue a credit.

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

Sincerely,

Crystal Baldwin
Consumer Assistance Program
Office of the Attorney General
State of Vermont