

New Home Purchase Horror

we have been living a nightmare after purchasing a brand new four bedroom property in Pembrey, South Wales, from Westbury homes four years ago, which was meant to be our dream home.

we moved in on the 18th December 1998, the house was due for completion in the September but there had been delays, the general finish on everything was shoddy and several items remained outstanding.

we were asked by customer service if it would be alright for them to finish these particular items after the Christmas break. we agreed but of course, no one came back.

after spending the first 6 months chasing Westbury eventually someone was sent out to make definitive lists of works to get remedials done. however, the follow up works were also shoddy and had to be re-done once again by another contractor

over a period of time between early 1999 and July 2001 we have had over thirty five different workmen through our home!

a range of different works had to be organised including :-

replacement of all the windows on the front of the house,

replacement of the garage door,

replacement of the front door and it's surrounding frame

four internal walls have had to be moved, the landing wall, the hallway, and two in the kitchen.

the toilet and relevant pipe work had to be moved because it was 2 inches off the wall and the toilet would rock like a rocking chair if you sat on it!

half the kitchen had to be re-fitted, cornices, cupboard doors, plinths were chipped and/or ill fitting, units were damaged etc

the newel post at the bottom of the stairs and the four bottom steps to the staircase had to be pulled out and re set as they were out of line and the post leaned to the left.

our front porch and low-level roof which runs along the whole width of the face of the house had to be demolished and re-built due to a defect in the structure surrounding the bay window. it was also only three tiles deep instead of four and rough sawn timber had been used to construct the supports, there were holes large enough for birds to enter and part of the ceiling was falling down.

There was no dropped ceiling above the bay window, so there was no where to put a curtain pole to hang curtains, the structure was defective and they had put the wrong window in place which did not match those on the rest of the house.

We were unable to hang any lounge curtains for a year! because of the above. The structure although partially rebuilt is still defective.

The guttering on the house had to be re-fitted as it had been wrongly assembled, there was a down pipe buried into the ground with no drain outlet, and on the other side of the house there was a spare drain with no pipe..this caused many problems, the water would pour out from the guttering like a waterfall and our garden became a constant sea of mud.

We moved out of the property for 16 days when it all got too much to bear, they refused to provide us with accommodation, so we were forced to move in with my parents, causing much disruption both to us and them.

We have hours of video footage and many photographs as evidence, and we still have some issues outstanding. We have been perusing a case for compensation through our solicitor and our case has been allocated to Swansea County Court on 28th of this month , March.

However, we are told that the courts don't look favourably on cases like ours, they are regarded as time consuming and costly.

If we lose it will be because the legal system fails us not because we have not proved our case.

If we don't succeed at trial we could end up having to pay costs in excess of £20,000 we would have to sell the house in order to do this, which would leave us homeless.

We asked Karron if we could publish this story, and what was the outcome of her struggle to gain compensation.

No objections....we did win our case against them in court although I don't know if it was worth all the stress and costs....we rec'd £3500 compensation and did eventually get reimbursed costs of £4000 (money paid out over a 3 year period to solicitor, barrister etc)

The process took 3 yrs and a further year for costs to be awarded.

Karron Thomas