

BY FEDEX

Best Western Carowinds

3675 Foothills Way

Fort Mill SC, 29708

803-548-8400

February 27, 2015

PRIORITY MAIL:

GOVERNOR NIKKI HALEY

1100 Gervais Street, Columbia, SC 29201

CARBON MONOXIDE FAULTY WORKMANSHIP,

ENDANGERMENT OF GUEST

Dear Governor Haley,

We would like to bring to your attention the company of Hospitality Heating and Air Conditioning, out of Rock Hill SC located at 2835 Lesslie Hwy. Rock Hill SC 29730, also operating in Lancaster and Chester County. Owner of the company is named Gene Lucas. We are a hotel Best Western Carowinds located at 3675 Foothills Way Fort Mill SC 29708, we contracted Mr. Lucas's company to repair the pipes for the water heater to vent outside the hotel, however Mr. Lucas's did not comply with the county ordinances or the inspectors, and fire marshal's federal and state building codes. His work left Carbon Monoxide leaking into 4 guests room. The Fire Marshal closed the four rooms due to the endangerment to the guest. Mr. Lucas's was paid to complete the job correctly and he has failed to respond to any and all messages, phone calls, and letters. His company is a threat to the community and is putting guests in danger. We would like you to look into this matter and have attached all proof of correspondence and all the warnings from the fire marshal, and county inspector. Thank you for your time and if you need any more information please feel free to call me at 704-302-3318. Since he had failed to comply to his responsibility we had to hire another company and we are now seeking reimbursement for the money paid to him for his unsatisfactory work. We expect you as our Governor to seek the highest form of punishment for him and his company. As we all know by the accident in the Boone Best Western, this is a fatal error and is not something to be taken lightly. We have attached all contact info for Mr. Gene Lucas and his company.

Best Regards,

Sam Rambhai

Contact Info for GENE LUCAS: 803-980-4677

ALSO FILE FEDERAL
AND STATE CRIMINAL
NEGLIGENCE . ALSO SUSPEND
HIS LICENCE.

Randy Thompson, Fire Marshal

NOTICE OF INSPECTION

Name of Facility: Best Western

Date of Inspection: 2/12/15

Address: 3675 Foothills Way

Fire District: Flint Hill

Address: _____

Contact Person: _____

City: Fort Mill SC Zip: 29708

Telephone Number: 704-302-3318

Inspection Type: Routine Re-inspection Systems C/O Request By: _____

Type of Construction: 1 2 3 4 5 Type of Occupancy: A B E F H I M S U

NO.	VIOLATIONS / REMARKS	CODE REF.
1.	Boiler vent are improperly installed. Need to contact Building & Codes for permitting and questions.	IFC 603.1
	Rooms 209, 211, 309, 311 are closed and not to be used until venting is corrected.	
	For Questions call Donnie Helms 803-909-7620 Jamie Latoe 803-909-7200	

- No hazards noted at time of inspection.
- This is to inform you that a fire and life safety inspection has been conducted and violations were noted. Violations shall be corrected within 30 days of inspection.
- * This inspection is not to be construed as a check of every item and does not relieve the owners or occupants of their responsibility to comply with applicable provisions of the adopted codes and standards.

Inspection Conducted By: Donnie Helms Title: Inspector Date: 2/12/15
 Notice Received By: x Elizabeth Jeter Title: _____ Date: _____

FAX 803 980 4611

Best Western Carowinds
3675 Foothills Way
Fort Mill, SC 29708

2.12.2015

VERY URGENT

Mr. Lucas.

FAX 803 980 4611.

Please note the Boiler
is showing as before F10!

(803) 412-1913. ~~Mr. Lucas~~

2-12-2015 He was going to call on 2/13/2015 at 12. Never returned the call.

2/13/2015 called Lucas 3:25 says room / rucs will sort out.

2/14/2015 11:10 called room office to need to fix laundry as boom room.

803 980 4677

LOST
x 4 rooms 2/13/2015
4 v 2/14/2015

Lucas. Cell 803 412 1913
Office 803 980 4677

*Faxed
2/18/2015*

2 traces with leaves 3:45 pm

Best Western Carowinds

3675 Foothills Way

Fort Mill SC 29708

803-548-8400

2.18.2015

URGENT:

Attention: Mr. Lucas

Fax: 803-980-4611

Hospitality Heating and Air Condition

2835 Lesslie Hwy.

Rock Hill SC 29730

Dear Mr. Lucas,

We are still awaiting your urgent action. As assured to us by you that the changes you did were done after consulting all the parties, I.E. the manufacturers and the building inspector and other authorities. So why now the issue, we are losing revenue because of all this which we hold you fully accountable to correct to the full satisfaction of all the authorities.

We demand that we all meet, ourselves, the fire marshal, and the building inspector on the property by February 20th 2015 to finalize the issue.

Please respond by cell phone urgently 704-302-3318 to confirm time and date.

Best Regards,

Sam Ramonhai

Copies to:

✓ Fire Prevention Bureau Fax: 803-909-7617 Attention: Donnie Helms

✓ CC: Jamie Catoe, Building Inspector

*2/18/2015 Leecas called 4:15 says let her handle
we said OK*

Best Western Carowinds

3675 Foothills Way

Fort Mill, SC 29708

(803)-548-8400

02/19/2015

URGENT

By Fax 803-980-4611

By Certified Priority Mail

Attn: Mr. Lucas

Hospitality Heating & Air conditioning Inc.

956 East Black Street

Rock Hill, SC 29730

As per our previous requests you have failed to resolve the issues in a responsible manner.

Now because of your actions you have forced us to hire another company today to correct all the issues and faulty workmanship.

We are accordingly informing the Fire and Building Department for their information.

Take notice we are holding you fully responsible and liable on this matter.

We will pursue further if we do not receive payment by the deadline date.

Sincerely

Sam

Best Western Carowinds

✓ CC Fire Department Fax 803-909-7617 Mr. Donnie Helms

✓ CC Building Department Fax 803-909-7227 Jamie Catoe

Best Western Carowinds

3675 Foothills Way

Fort Mill, SC 29708

(803)-548-8400

02/19/2015

Invoice

Attn: Mr. Lucas

Hospitality Heating and Air conditioning Inc.

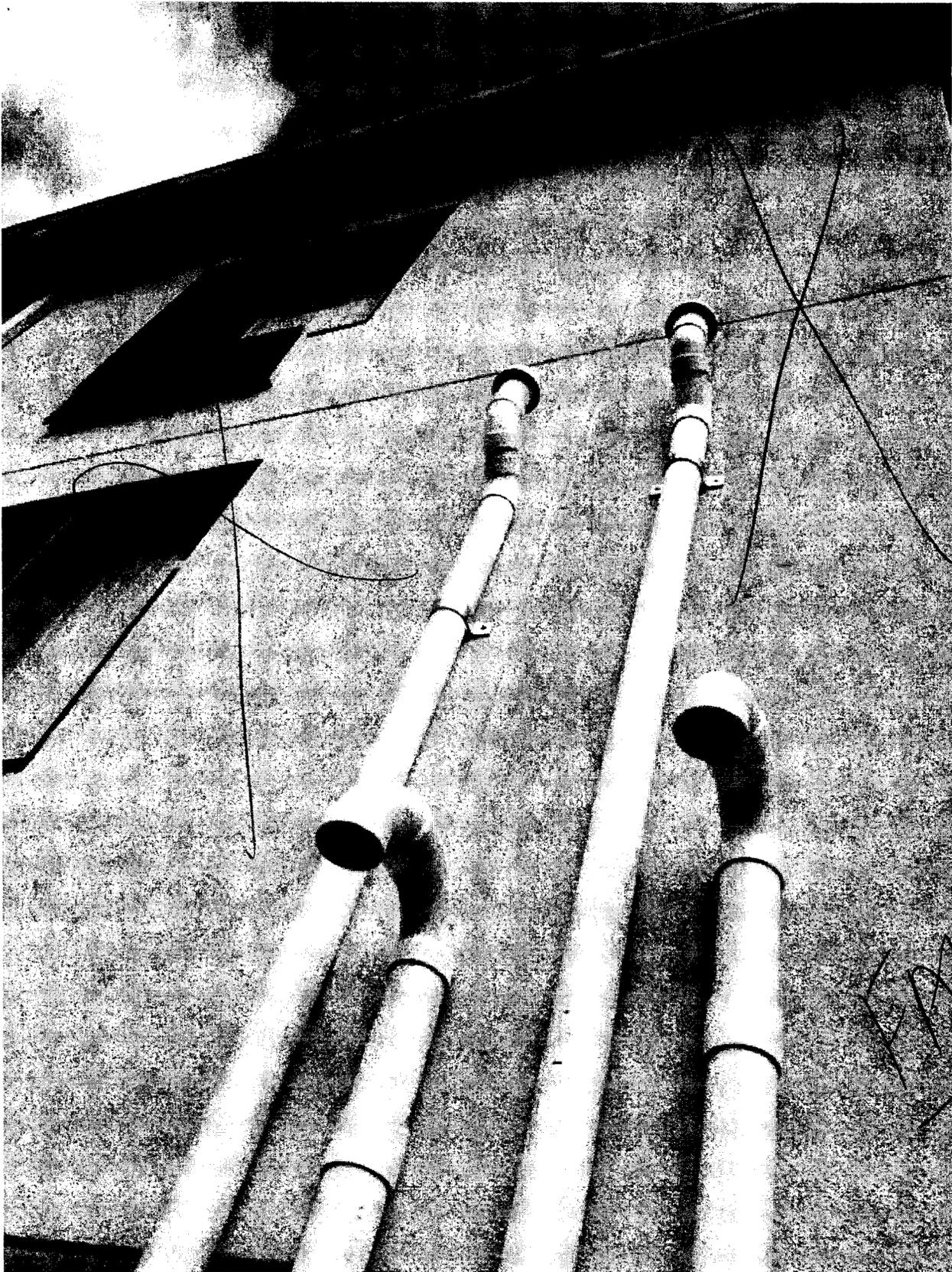
Amount owed to us: \$2100.00

Room funding loss: \$752.00

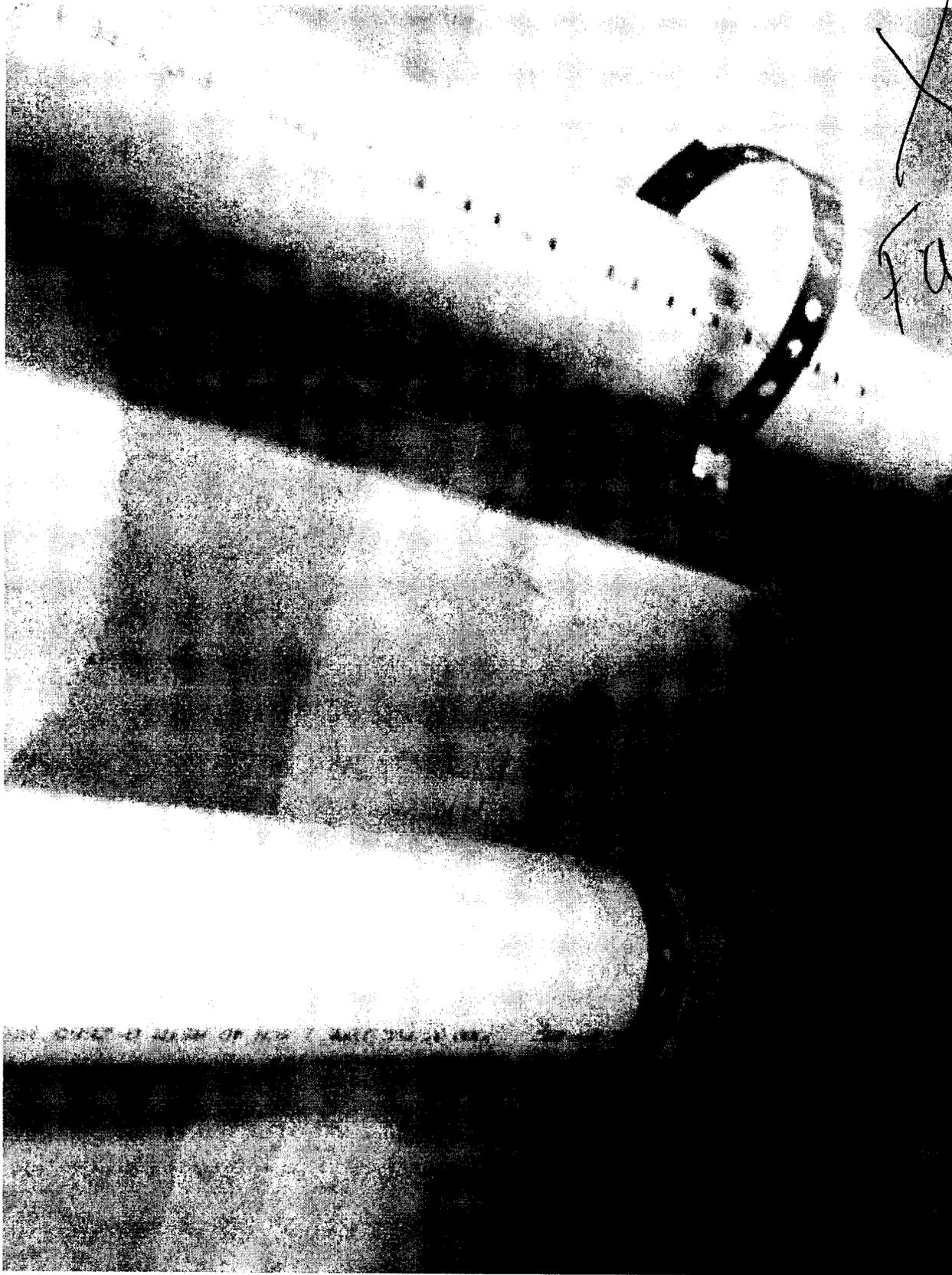
Total: \$2852.00

Please have the payment by February 24,2015.

Additional Invoice charges including legal and other fees will follow if payment is not received. You will be held fully responsible for your actions.



FAULTY



~~X~~
Faulty





URGENT ATTN DEBBIE

Proposal



7832 Pence Rd
 Charlotte, NC 28215
 (704) 331-0544
 Fax (704) 568-5939
 Plumbing License # 7746 for NC and M110835 for SC
 Electrical License # 28166-L

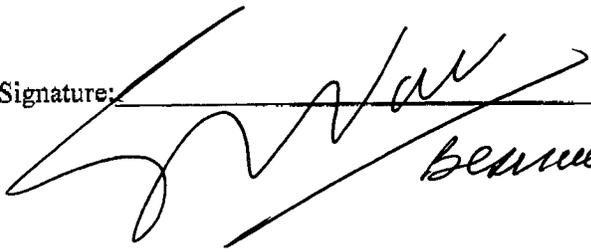
Date: February 19, 2015
Proposal submitted to: Best Western
Street: 3675 Foothills Way
City, State and Zip Code: Ft. Mill, SC 29708
Phone: 803-548-8400 or 704-542-8488
Job Address: Same as above

We hereby submit specifications and estimates to:
 Extend intake and exhaust for water heater from side wall of building to above roof of building. This estimate includes permit fee.

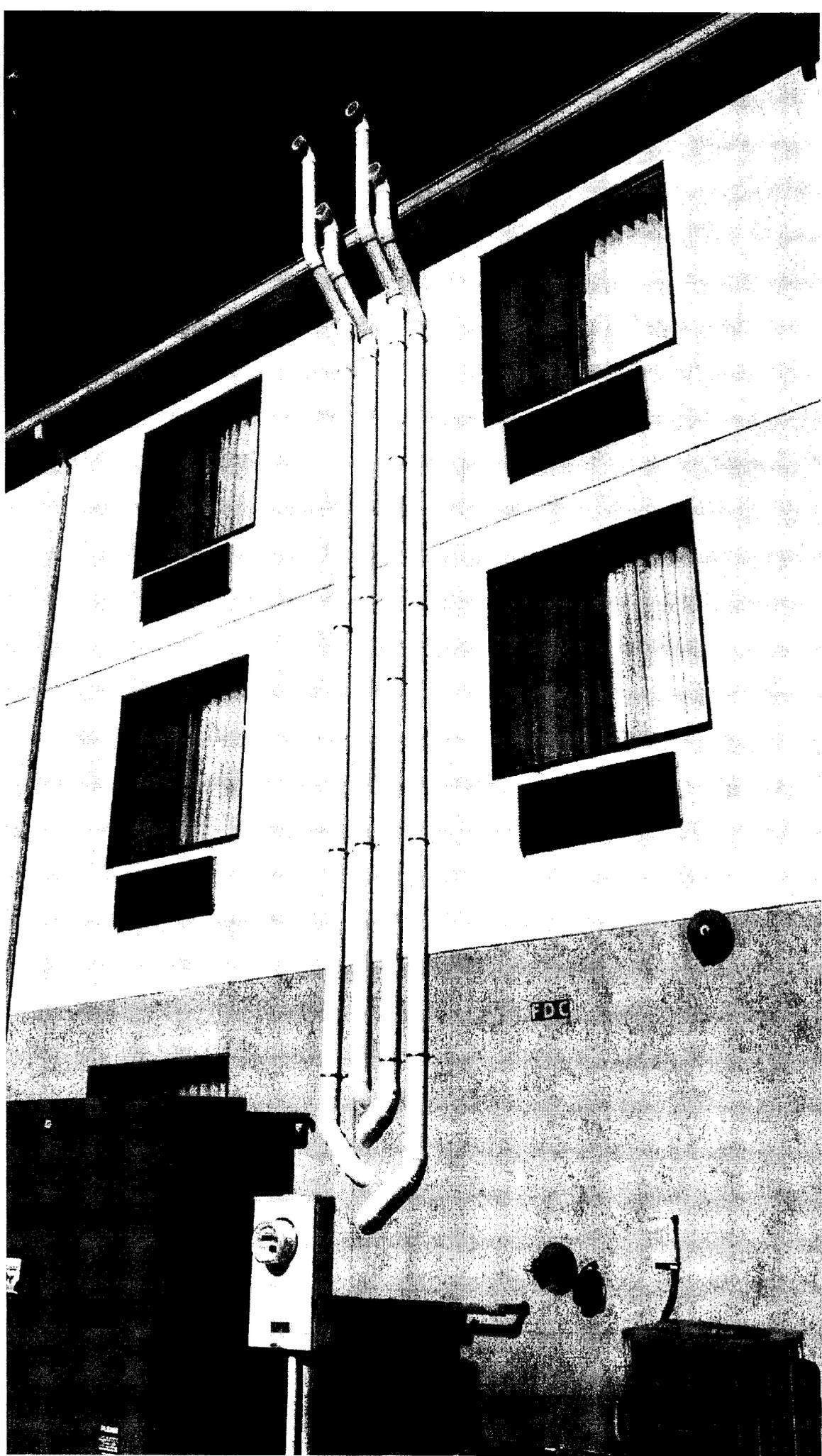
We propose hereby to furnish materials and labor—complete in accordance with above specifications, for sum of: Nine Thousand Nine Hundred Ninety Five Dollars (~~\$9995.00~~)

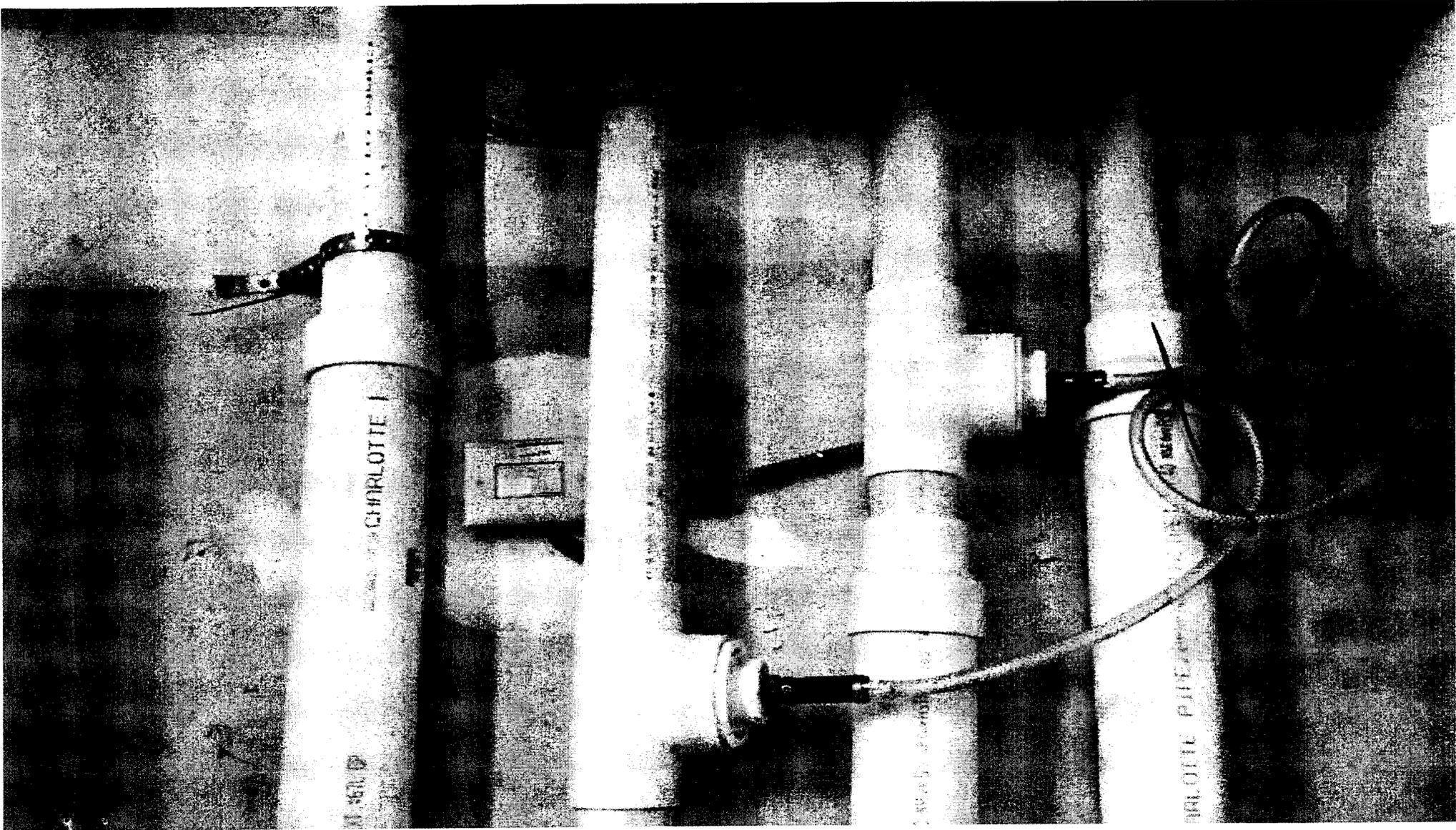
*Nine thousand
 (Ninethundred)
 \$ 9700 dollar*

All material is guaranteed to be as specified. All work to be completed in a workman like manner according to standard practices. Any alteration or deviation from above specifications involving extra costs will be executed by agreement, and will become an extra charge over and above the estimate. Our workers are fully covered by Workmen's Compensation Insurance. Proposals good for 45 days.

Acceptance of Proposal Signature:  *Benjamin Cavarrino*

For your information
 Donnell Helms 803 909 7620 -803 909 7620
 Buddy Hester 803. 909. 7200 Lofoe





Southern Piedmont/Charlotte, NC

Change Location

BBB BUSINESS REVIEW

What is a BBB Business Review?

CONSUMER COMPLAINTS

BBB ACCREDITED BUSINESS SINCE 11/23/2009

**Hospitality
Heating
& Air
Conditioning,
Inc.**

Phone: (803) 980-4677

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Customer Complaints Summary

3 complaints closed with BBB in last 3 years 0 closed in last 12 months	
Complaint Type	Total Closed Complaints
Problems with Product / Service	3
Advertising / Sales Issues	0
Billing / Collection Issues	0
Delivery Issues	0
Guarantee / Warranty Issues	0
Total Closed Complaints	3

Complaint Breakdown by Resolution

[About Complaint Details](#)

Complaint Resolution Log (3)

Complaint resolved with BBB assistance (2 complaints)

06/12/2013 Problems with Product / Service | [Read Complaint Details](#)**Complaint**

I was charged for work that was never actually done.

Hospitality was authorized to do repairs to my air handler and heat pump units by AHS, and we were informed that we would have to pay extra because there would be extra work involved, including pouring a new cement pad, altering duct work, and installing a new thermostat. Despite AHS sending them all the parts required, we were told this extra work and cost was necessary, and so we allowed the service. When the repairmen were here, they did -none- of the extra work they claimed would need to be done. No cement was poured, the thermostat was not changed, and no ductwork was altered that I can see. I would love to know why, then, I have to pay this extra money, unless the company is just trying to make a few extra dollars of a customer they think is too stupid to figure it out?

Desired Settlement

Because the work we were charged for was never done, we should not be charged for it. I would like the money for said supposed repairs refunded immediately.

Business' Initial Response

The Saturday following the complaint I met with Mr. xxxx. I gave him a breakdown of the pricing for the \$1300.00 bill that we charged. The original amount quoted was for \$1750. I had spoke with Mr.xxxx the week before and had adjusted the price from \$1750 to \$1300. The \$450 discount was for not changing the pad and price reduction for duct modification. Mrs.xxxx that he was satisfied and that it was a simple misunderstanding. He signed our paperwork and I installed the programmable thermostat that was required by code. At the time of installation we were not sure what the County would require for a thermostat. When I left the home that Saturday everything seemed to be resolved and the customer pleased.

Consumer's Final Response

I still have not been given an itemized bill from the company, and the 'gentleman' xxxx who just came to my home to explain to me why it cost so much was rude and demeaning.

10/03/2012 Problems with Product / Service | Read Complaint Details

BBB found business made good faith effort to resolve complaint but customer not satisfied with business response (1 complaint)

05/23/2013 Problems with Product / Service

Industry Comparison | Chart

Heating & Air Conditioning, Heating Contractors, Air Conditioning Contractors & Systems

As a matter of policy, BBB does not endorse any product, service or business.

BBB Business Reviews are provided solely to assist you in exercising your own best judgment. Information in this BBB Business Review is believed reliable but not guaranteed as to accuracy.

BBB Business Reviews generally cover a three-year reporting period. BBB Business Reviews are subject to change at any time.

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