

December 6,2022
Attn: Joe Coletti
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I Patrinia Hankins applied for Rebuild of NC on January-February 2021, I had 3 inspectors and was approved for a new single wide home. I was told that the materials were hard to get. On February 25,2022 I received my Award Letter for a new home which then was a modular home-Summit-Whitney II. I Patrinia Hankins signed the acceptance letter and sent it back to Rebuild of NC. In September I called Rebuild of NC 833-275-7262 and spoke with a lady you wanting to do a complaint and a supervisor called me named Rebecca who took my complaint after this I received another call from Nicotte the Navigator of Rebuild 919-817-3371 which also made a complaint as well. During the complaint, my Liaison Melinda Banfield and her supervisor Kelsey called me on a 3-way call and offered me yet another home (3rd one) and stated if I took the home that I would be in it soon. My liaison Melinda stated to me the contractor would be in contact with me in October or November. On November 21, 2022, I reached out to Melinda Banfield about an update on my project, she stated to me on a voicemail that her supervisor was talking to the contractor on November 21,2022 and she would reach back out to me that afternoon or the next day, I never received a call back. On November 23,2022 I called her back and she stated again that her supervisor was talking with the contractor at 11:00am and she would call me back, again I never got a call back. I told her she told me the contractor would be contacting me by October-November, and she stated she did not say that. My opinion, the reason Melinda and her supervisor contacted me about giving me another home was so the complaint I made would be closed. I have called Rebuild of NC several times to talk to a supervisor so I can get an update of my project but still no one has returned my call as of today December 6,2022. I am 63 years of age and disable with a lot of health issues. I had to put my knee replacement off until I can find out about my home. I must sleep in a mobile home that the floors are about to fall in, in my bedroom my legs to my bed have fallen through the floor in a hole, my top is leaking, it rains in my windows, I have several soft spots throughout my home, there is mold and mildew in my closets and in my bathroom and ceiling, and mold all over the walls of my bedroom. Rebuild said they will move me out, but I cannot move my furniture out, so I refuse to leave my furniture for it to get messed up or stolen. All I get is false promises and the run arounds from Rebuild of NC. I will be attending the meeting on December 14,2022 in Raleigh. I have attached pictures of my home to this email.

Sincerely
Patrinia Hankins

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