

Michael and Patti Cheikin
34820 Capstan Lane
Lewes, DE 19958
cell 610-639-6034,5
cheikinm@msn.com patti.cheikin@gmail.com

May 2, 2022

Ian McCarty, owner
Coastal Home Experts LLC
6199 Kirby Rd.
Milford DE 19963
302-505-6423
License Number #2018102502

Certified # 7009 1410 0000 7062 2881

Dear Ian:

We have not heard from you since the email you sent on 4/12 (in response to our 4/11 email) with an updated timeline. We have sent you two emails, enclosed, on 4/18 and 4/23 the contents of which are not reiterated in this letter, and which were which unanswered. Text messages to Meredith on 4/19, 4/22, 4/23 and 4/28 were unanswered. Patti also left voice mails on your number 302-505-6423 on 4/20, 4/23 and 4/28 which were also unanswered. We have been extraordinarily patient and trusting and are extremely disappointed in your conduct. We can no longer tolerate the lack of communication and minimal work at our house. **We know you have the capability to do the job; please get it done.**

This certified letter will serve as addition proof of our numerous attempts to communicate with you.

You were only on the site on 4/25 and 4/26 for less than half a day each. The week before, you were only on the site on 4/20 and briefly on 4/21. This is clearly a breach of the contract in which you provided the following language:

Start and complete on a 4-5 business week period...

We will continue the job until all is finished as agreed in this proposal / contract.

We again urge you to communicate with us ASAP and provide an accurate timeline for completion.

If the site is not ready for templating of the granite on Thursday May 26, we you will be replaced as our contractor and we will begin legal proceedings.

This letter will also serve notice that you and your agents will not be permitted any further access to our home after May 26 unless we grant permission in writing.

We urge you to create a win-win by working cooperatively with us to fulfill the contract.

Sincerely,

Michael and Patti Cheikin

Encl: emails 4/11, 4/12, 4/18 and 4/23
revised timeline sent by you 4/12

documents in chronological order

Cheikin follow-up

MICHAEL Cheikin <cheikinm@msn.com>

Mon 4/11/2022 12:36 PM

To: Ian Mccarty <coastalhomeexpertsllc@gmail.com>

Cc: Patti's Gmail <patti.cheikin@gmail.com>

Hi Ian,

We visited Lewes yesterday Sun 4/10 at 4pm to finalize colors as requested by Meredith in a phone call received on Tues 4/6.

Here's what we found:

1. Pantry cabinet without electric outlet
2. slab cutouts for electric not done, island not placed due to need for hookups.
3. No evidence of gas hookup by Chesapeake Gas.
4. Demolition not complete--house filled with trash piles (no dumpster), laundry room floor not removed.
5. Drywall not complete including walls and ceiling.
6. Slab has some demolition that looks confusing (can send picture)
7. double oven may not fit cabinet
8. heat set to 70 (last worker there on Thursday 4/7)
9. Hood vent not yet cut

You began demolition on Tues 2/15/2022. According to our contract, the job should be completed within 2 months of the start date (other than punch-list). Therefore completion date will be this Friday 4/15.

We will get color choices to you by Wed, though it appears that you will not be ready to paint for at least a few more days unless you plan to bring a large crew to the house over the next few days.

Please address the following by email asap:

1. An update with your plan and timing to complete the job.
2. Please be sure to address the need for an outlet in the pantry cabinet.
3. The widened opening to the kitchen from the hallway looks good but please cut the drywall to the ceiling since the "header" has no purpose and will look better without.
4. BKT recommended that your best guys are Hickory and Dennis. Are either on the job?

Would like to have a phone conversation asap. Please have meredith text in advance so we can set up a time.

Best,
Michael and Patti

4/12 email from ian, 2 pages

Fwd: cheikin timeline for completion.pdf

Meredith Smith <msmith.c.h.e.llc@gmail.com>

Thu 4/14/2022 2:00 AM

To: cheikinm@msn.com <cheikinm@msn.com>;patti.cheikin@gmail.com <patti.cheikin@gmail.com>

Cc: imccarty.c.h.e.llc@gmail.com <imccarty.c.h.e.llc@gmail.com>

----- Forwarded message -----

From: **Ian McCarty** <coastalhomeexpertsllc@gmail.com>

Date: Wed, Apr 13, 2022 at 21:27

Subject: Fwd: cheikin timeline for completion.pdf

To: <msmith.c.h.e.llc@gmail.com>

----- Forwarded message -----

From: **Ian McCarty**

Date: Tue, Apr 12, 2022 at 8:22 PM

Subject: cheikin timeline for completion.pdf

To: <coastalhomeexpertsllc@gmail.com>

<https://acrobat.adobe.com/link/track?uri=urn:aaid:scds:US:153fe34a-46dc-47db-bc1e-30314847f2a7>

Created and shared using Adobe Scan.

[Get the app.](#)

Hello, I have reviewed your email,

As stated in last phone calls of week prior and now email so we have documentation, I am sorry for the lack of time being spent on your project. We have not started any new projects until we are caught up on open jobs and customers are satisfied and contracts are completed, this including yours. You have not been forgotten but yes we did prioritize people who have had homes being worked on and living in there home during construction, this is not out of judgment or disrespect to you and your wife but trying to help the distressed customers who can't function because they have no kitchen or bathrooms in there home.

We are doing are best with the man power we have and time we are given day to day and have been working many many hours every week and trying to keep in touch with everyone and everything. There are many people that come together to make these projects happen and become complete.

Now due to the past five to six weeks we have had to let go of a good amount of workers and pick up/ fix the dirty messes they have created and now left behind. No this is not an excuse I expect to be understood for everyone is worried about their own homes and projects, but none the less doing my best to keep on track and catch up so we can get your home along with just a few others completed and back on your feet.

There is a timeline included in this email I feel we can complete on, not including backsplash and sink/dishwasher hook up but everything else agreed on in contract.

Q/A

Yes there is trash on site, we are not having dumpsters dropped off in your driveway for we have our own dump trailer and you live in a HOA we do not want any complaints.

We will have the trash moved away this week and weekly from now on as we work. Being spread out we are limited to what trucks and trailers are on what sites.

We will take the doorway to the kitchen from the hall and open it up to the ceiling

The concrete needs to be busted out to have water lines and electrical moved for island positioning then we will fill back in, timeline attached will give you more in-site to when this happens and what happens next.

Gas will not be touched until the time comes for the top hook up. There is nothing that can be done with the gas as of right now.

Your local home provider is who is hooking up your gas(Chesapeake gas and utilities)

Hood has not been worked on yet and vent has not been ran yet.

This is an open job site and is expected to have some material and trash about as we move around completing tasks but we are aware it needs to be thrown away.

I do not want to have another phone call about progress because it is unfortunate and I am sorry. I am more than willing to answer any further questions involving the job as long as it isn't a beat down party for I have had enough calls from everyone these past couple weeks and can't take it anymore, I can move forward on my timeline for completion or if you want me to I can stop work it is your call but I would like to complete the job for you and move on, the product left behind is always beautiful and I am doing all the work on your job myself with helpers, I am always the one there and I trust the workers I do have that's why I have kept them.

I can't express enough that I feel bad you got wrapped up in this nightmare we are going through. Nobody expected any of these things to happen.

Please review the timeline and email back for documentation.

Thank you

Ian McCarty

Coastal Home Experts LLC

Chicken Timeline

18-22

25-29

~~7-12~~ April

punch list timeline May 2-6 Complete

April-18-Island lines moved • Drywall

- 19 - Fill island floor, Drywall
- 20 Finish Cabinets, Finish Drywall
- 21 Plastic Cabinets & paint
- 22 Paint
- 25 Flooring
- 26 Flooring, Base, Trim
- 27 Trim, Caulk & paint trim
- 28 Hood install, Knobs & Pulls, Adjust Cab
- 29 Barn Doors, Finish List of objectives

May-2 to 6 open for punch list.

Backsplash will be completed after tops installed along with hook ups

Re: cheikin timeline for completion.pdf

MICHAEL Cheikin <CHEIKINM@msn.com>

Mon 4/18/2022 8:36 AM

To: Meredith Smith <msmith.c.h.e.llc@gmail.com>; patti.cheikin@gmail.com <patti.cheikin@gmail.com>

Cc: imccarty.c.h.e.llc@gmail.com <imccarty.c.h.e.llc@gmail.com>

Hi Ian,

We have reviewed your email received from Meredith on 4/14 and understand your situation. Please stay healthy. As we have stated, we want "right, not rushed" and certainly would prefer quality and no shortcuts.

We are willing to extend the deadline from 4/15 till 5/25, the date BKT is scheduled to make the template, ONLY IF all work is done to our satisfaction. Clearly some parts of the job cannot be completed until after the granite is put in place. We are unclear of when the granite will be delivered and then when the job will be fully complete. We will not waive the 1% per day provision after 4/15 at this time, but we will be willing to consider adjusting this figure when we see how and when the final job is completed.

Your email did not address your plan regarding two items in my prior email of 4/12, specifically,

1. No outlet in the pantry cabinet
2. Fitting the double-oven into the cabinet (very very tight or not do-able?)

According to your timeline, you will begin work today, 4/18. We will be visiting Lewes this Fri or Sat to review the progress--will be glad to meet if helpful.

We expect regular communication by email at least weekly from you, including photos of your progress. That means an email by Saturday every week.

Please acknowledge receipt of this email and your plan regarding the two items above.

Sincerely,
Michael and Patti Cheikin

From: Meredith Smith <msmith.c.h.e.llc@gmail.com>**Sent:** Thursday, April 14, 2022 1:59 AM**To:** cheikinm@msn.com <cheikinm@msn.com>; patti.cheikin@gmail.com <patti.cheikin@gmail.com>**Cc:** imccarty.c.h.e.llc@gmail.com <imccarty.c.h.e.llc@gmail.com>**Subject:** Fwd: cheikin timeline for completion.pdf

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cheikin follow-up

MICHAEL Cheikin <cheikinm@msn.com>

Sat 4/23/2022 11:23 AM

To: Meredith Smith <msmith.c.h.e.llc@gmail.com>; patti.cheikin@gmail.com <patti.cheikin@gmail.com>

Cc: imccarty.c.h.e.llc@gmail.com <imccarty.c.h.e.llc@gmail.com>

Hi Ian,

Please be sure to respond to this email today to avoid any negative consequences. I did not receive a response to my email of Monday 4/18 and Patti texted Meredith twice this week without a response. You did not follow the work schedule that you sent last week. Your crew worked at the house only once this week, perhaps a second time for 30 minutes.

We want the remainder of this process to go as pleasantly as possible. My email of 4/18 outlined a very fair and generous way to get this job completed.

Based on my experience as a business owner and physician, I can tell you that most law suits come from failure to properly communicate. This is true for you. If you set honest expectations (i.e. make a schedule you can follow) and prioritize proper communication you will avoid further bad reviews and legal costs. It will improve your status in your community and decrease your stress.

We are headed to Lewes now to finalize colors and look further at the tiles. We expect you to meet or at least call us while we are there. I will send a text when we are 30 minutes away. We expect to arrive somewhere around 1:30-2:00.

Once we are forced to engage a lawyer, your costs and stress will go up. Please do the right thing and meet or call us today.

Sincerely,
Michael Cheikin MD

From: MICHAEL Cheikin <CHEIKINM@msn.com>

Sent: Monday, April 18, 2022 8:36 AM

To: Meredith Smith <msmith.c.h.e.llc@gmail.com>; patti.cheikin@gmail.com <patti.cheikin@gmail.com>

Cc: imccarty.c.h.e.llc@gmail.com <imccarty.c.h.e.llc@gmail.com>

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