



Better Business Bureau

2655 McCormick Drive  
Clearwater FL 33759  
(727) 535-5522  
www.bbbwestflorida.org

**Case #:** 21601114

**Sent to Business on:** 04/22/2024

**Business Info:**

Integrity Home Solutions  
5904 Hampton Oaks Pkwy Ste C  
Tampa, FL 33610  
2392376013

**Consumer Info:**

kohalisky, david  
2745 5th Ct, Palm Harbor, FL 34684  
PALM HARBOR, FL, FL 34684  
17276233215  
charliehendrix1967@yahoo.com

**Nature of the Complaint:** Contract Issues

**Consumer's Original Complaint:**

There is a lot to this story about what happened, but I want to get to the point. The technician told my partner that he needed to sign the credit application and my partner told him that he had an eye impairment, and that he could not see, the technician placed a big "X" and told him to sign the credit application, at the time partner was on the phone with his therapist, and she heard the entire conversation. Come to find out the technician had my partner sign IHS contract. We have never seen it or had been shown it before. My partner would have not signed that because of his eyes, if someone is telling you are signing a credit application and tricks you into signing their contract that is fraud. When they installed the air unit, the same day which my partner was told that installation would take place in 3 to 4 days but showed up 2 hours later to install the unit. When the installation was finished, we asked for all the papers work including the contract, the technician told us he didn't have anything and that we it would be emailed with in 24 to 48 hours or Monday because of the weekend we were not happy we looked at each other and said this is not right, this began to draw red flags, when we did get the contract and went over it, we were not happy because there were things in the contract that we did not like. We demanded an itemized bill because we want to know what we are paying for. They refuse to give us one. Then we started talking to our neighbors and friends and told them how what we were paying for. After not getting the itemized bill as requested, we began to talk to people, everybody said that we were ripped off. When we talked the HOA PRESIDENT, she said they don't put 3-ton units in here just 2.5 ton she said she just had one punt and it has costed her \$6,300. They installed a 3-ton air unit, no one in our place

has a 3-ton unit. We started looking for our receipt for the last air unit we had installed and found it and it shows we had a 2.5 ton insta

**Consumer's Desired Resolution:**

\$4,000 overpriced. PLEASE REMOVE THE TWO REVIEWS THAT WE POSTED

## **Messages/Communication**

**From:** BBB BBB of West Florida, Inc.

**To:** Consumer

**Sent:** 04/22/2024

**Subject:** Your BBB complaint has been sent to the Business.

David Kohalisky

2745 5th Ct, Palm Harbor, FL 34684

Palm Harbor, FL, FL, 34684

Dear David Kohalisky:

Thank you for contacting Better Business Bureau (BBB). This message is in regard to your complaint submitted on 4/19/2024 against Integrity Home Solutions. Your complaint was assigned ID 21601114.

### **Now that I have filed, what is the next step?**

We have forwarded your complaint to the business for their response. We have asked the business to reply promptly, but some disputes may take longer than others to conclude. Please be patient as we work to ensure that your concerns are addressed.

### **What if I do not agree with the response from the business?**

It is important for both parties to maintain realistic expectations and respond in a professional, fair and courteous manner. Our goal is for you and the business to be able to work towards an amicable solution. Should this prove difficult, we may offer you and the business the opportunity to participate in binding arbitration. More information about these options can be found at [www.bbb.org](http://www.bbb.org)

### **What happens if a business does not respond?**

This business is a BBB accredited business and has agreed to abide by our standards for trust that include honoring promises, being responsive to complaints, and embodying integrity by approaching all business dealings with honesty and transparency. BBB will make every effort to obtain a response from the business, but some businesses simply do not ever contact us. BBB is not an enforcement agency. We cannot force a business to respond. However, failure to do so may result in a negative impact on their BBB rating, which may drive away future customers. BBB can also refer you to other agencies that may be able to assist you, depending on the specific nature of your complaint.

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution. Please do not hesitate to contact us with any additional questions or concerns.

Sincerely,

Susan Scott

Business Development Specialist

Phone: (727) 479-1290



**From:** BBB BBB of West Florida, Inc.

**To:** Consumer

**Sent:** 04/25/2024

**Subject:** Message received from the business about your complaint

David Kohalisky

2745 5th Ct, Palm Harbor, FL 34684

Palm Harbor, FL, FL 34684

Dear David Kohalisky:

This message is in regard to your complaint submitted on 4/19/2024 against Integrity Home Solutions. Your complaint was assigned ID 21601114.

BBB has received a formal response from Integrity Home Solutions. We ask that you review the response and understand that BBB is here to assist both parties in reaching a fair and reasonable resolution.

Please review their response to your complaint and advise us of your position in the matter **within 10 calendar days**. If we do not hear back from you, BBB will assume you are satisfied and will close your complaint as answered.

Please be sure to indicate whether the business' response is satisfactory or not and how you would like to proceed in this matter.

**If you received this complaint via Postal Mail, you may respond online using the link below or respond by mail using the address above.**

**To access/respond to this complaint online:**

Go to: <https://respond.bbb.org/letter/>

Enter the following code: 21601114-65CEO

Sincerely,

Susan Scott

Business Development Specialist

Phone: (727) 479-1290

**MESSAGE FROM BUSINESS:**

A cease to desist letter was sent to the customers on 4/19/24 for harassment to our establishment. All documentation has been provided to our lawyers discrediting their claims. This is buyer's remorse, and no reimbursements are due at this time.

We consider this matter addressed and advise all communication to be directed to our legal team.

**From:** Consumer david kohalisky

**To:** BBB

**Sent:** 04/25/2024

**Subject:** I do not accept the response made by the business to resolve this complaint

At first, we thought this was signature fraud because we had never seen these documents until Saturday the 24th. When I called synchrony bank they said "we don't have you sign for the credit application" and that it was done all online, pieces began to come together. When Integrity Home Solutions came to our house I thought I could trust this company especially when They have "integrity" as their name, but I don't think they know what that means. When the technician says "you are signing a credit application" (my partner therapist heard the same thing) you would take him for his word. When he told my partner to sign the credit application, my partner told him he had an eye impairment and could not see. Is this what their employees do? Lie, cheat and take advantage of someone who has a disability that is just disgusting and low? They take advantage of seniors and veterans. My partner was finished with his therapist, the technician was wrapping up things, he was on the phone with someone from Integrity Home Solutions. He told me that it would take about 3 to four days to have the unit installed, then about 20 minutes later he came back and said they could install the same day. I was surprised. I didn't even know they were doing the unit that day because I was at work. When I came home, they were finishing up and when they were done, I asked where the contracts and paperwork were, they said we will get it 24 to 48 hours or Monday because of the weekend. We were taken back and not happy, we are like what the hell just happened. Then we started calling, asking questions Grace (IHS) said that they are paperless company and we would be emailed the contract and all the paperwork, but they didn't have my email, to make this short, I was told that the finance manager was going to call me, that hasn't happened up to this date. Nobody from this company is telling us what \$12,142.00 was for, simply I wanted a detailed bill showing what I was paying for, not part by part but simplistic what the air unit cost, what the breaker cost, the thermostat, labor ect.. This company refused to give us an itemized bill (part of their MO). IHC was asked not to contact my partner, they continued to call and email him, we had changed the phone number because of the harassment. I had to go to my partner's email account and block all emails from this company. I have all email and text telling them to leave him alone. Then this company goes through all my partners' reviews and makes up disgusting lies saying that my partner is ATTACKING THE REPUTATION WITH FALSE ACCUSATIONS. We have all the proof that this is a lie coming from a LIAR. We have submitted all the proof to the BBB. THIS COMPANY IS APPARENTLY PLAYING GOD TELLING WHO WE CAN POST REVIEWS ON. When you look at all the YELP REVIEWS from all their other company's they are just horrible, they should be ashamed, when you have this company send you a text saying the dispute was closed and when in their favor that is just more lies coming from this company. The dispute was closed on April 10th, 2024, and this company said it was closed on March 27th, 2024. This is just a BIG LIE. WE HAVE ALL THE TEXTS (sent to the BBB). We have a receipt saying we had a 2.5 ton air unit. This is just more lies and cover up from this company. MY PARTNER IS IN FEAR BECAUSE HE NEVER WANTS THEM BACK IN OUR HOUSE. We refiled the dispute with the synchrony bank. SO, WHEN OTHER COMPANIES WE HIRE AND THEY DAMAGE OUR PROPERTY Integrity Home Solutions says we have no right to say anything. We have sent the BBB all the proof. If we had a 3-ton like they said, they would have not damaged the tray when they put the new air unit in. Nobody in our townhome complex has a 3-ton and the HOA VICE PRESIDENT said this and all my Neighbours. The unit did not pass inspection and they need to come back out BUT LIKE I SAID MY PARTNER IS PETRIFIED TO LET THEM COME IN OUR HOME. This company doesn't want to answer any questions, they did not even show up to the Pinellas county consumer complaints. At this point we do not want this company back in

our house because of their harassment of my partner, but then who is going to fix the issues that the building department said that need to be fixed in order to pass for the permit plus we have a two year warranty parts and labor, which was told to us that we could cancel it and get some extra money, but without the detail bill we have no idea what they were charging, so with all the lies and deceit, how can we even trust them going forward. I responded to their so-called legal person, a paralegal, who I called twice and left messages and she has not contacted me even though her letter said "you can contact me". JUST SO YOU KNOW, WE HAVE ALL THE TEXTS, DOCUMENTS AND WITNESS (WHO IS A DOCTOR) TO BACK US UP, PROVING ITS NOT "BUYERS REMORSE" MORE LIKE CATCHING THE RAT WHO TOOK ADVANTAGE OF A PERSON WITH A DISABILITY, A SENIOR AND VETERAN, we were told by the bank that we should continue to file disputes about this until this is completely resolved. At this time, I am in contact with the Florida Attorney General's office Seniors VS Crime Project.

Complaint: 21601114

I am rejecting this response because:

Sincerely,

David Kohalisky



**From:** BBB BBB of West Florida, Inc.

**To:** Consumer

**Sent:** 04/26/2024

**Subject:** Message received from the business about your complaint

David Kohalisky

2745 5th Ct, Palm Harbor, FL 34684

Palm Harbor, FL, FL 34684

Dear David Kohalisky:

This message is in regard to your complaint submitted on 4/19/2024 against Integrity Home Solutions. Your complaint was assigned ID 21601114.

BBB has received a formal response from Integrity Home Solutions. We ask that you review the response and understand that BBB is here to assist both parties in reaching a fair and reasonable resolution.

Please review their response to your complaint and advise us of your position in the matter **within 10 calendar days**. If we do not hear back from you, BBB will assume you are satisfied and will close your complaint as answered.

Please be sure to indicate whether the business' response is satisfactory or not and how you would like to proceed in this matter.

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Enter the following code: 21601114-65CEO

Sincerely,

Susan Scott

Business Development Specialist

Phone: (727) 479-1290

**MESSAGE FROM BUSINESS:**

We have attached the cease to desist letter.

**From:** Consumer david kohalisky

**To:** BBB

**Sent:** 04/28/2024

**Subject:** I do not accept the response made by the business to resolve this complaint

Complaint: 21601114

I am rejecting this response because:

Sincerely,

David Kohalisky We have been asking IHS for an itemized bill from the very first day, 3/22/24, and for them not to provide it, makes us wonder what are they hiding? We asked about the warranty, 2-year parts and labor, what are we paying for this warranty. This is not an unreasonable request; it should be simple to provide this to any customer.

If we had read your "Yelp" reviews we would of never of used your company, we learned that they manipulate their google reviews to benefit their standings.

There was a meeting set up between us and IHS with the Pinellas County Consumer Complaints department at the State Attorney's office, we waited almost an hour for IHS to show, they never did, then said we refused to take a phone conversation with them after we waited over an hour, the purpose was for us to have a face-to-face meeting not a phone call.

How is it possible that IHS technician could say that Charlie was signing a credit application when it was the contract for your company? When the technician made this statement, Charlie was on the phone with his doctor on a telehealth call who heard the entire conversation. The technician was informed by Charlie could not see what was on the IPAD, the technician said sing this, making an "X" for him to sign the credit application, which was now what we found was not an application but IHS contract, how is that possible, he used trickery, that is far from the word "Integrity".

Everything that we have stated is 100% truthful, with documentation and statements backing up our claims, we shall not be threatened, bullied or intimidated, this may work on the other customers that have issues with you, but you cannot Bullie us and force us to not make a truthful review against your company(s).

IHS had attacked Charlie's position on past reviews with other companies who wronged him, they stated that "this apparently is not your first time attacking the reputation of business with false accusations due to price objection." and that "or did they settle to stop your bullying and attack in their reputation." this person made this

attack on Charlie without posting or telling the full facts of the reviews as she just paraphrased without the complete story to make it look as if Charlie just liked attacking other companies just because, the full details are in the reviews and all pictures of the damage, if they spend less time going through my partner reviews and spend more time getting us itemized bill and how about going through the reviews and look at all the damage. documentation forwarded to the BBB and will be forwarded to any other entity as we see fit.

We have also received their email from their Paralegal that ended that if there was any questions to contact her, we reached out to this paralegal, with no response back, we were told by IHS that we were not to speak to any of them but thru their legal department, well then, this legal department has failed to do their job just as the company they seem to represent has failed to do theirs.

We have a Receipt showing we had a 2-half ton. when they put a 3-ton in. damaged the platform because the unit was much larger. so how can we even trust this company at all.

**From:** BBB BBB of West Florida, Inc.  
**To:** Consumer  
**Sent:** 04/29/2024  
**Subject:** BBB complaint has been closed

David Kohalisky  
2745 5th Ct, Palm Harbor, FL 34684  
Palm Harbor, Fl FL 34684

Dear David Kohalisky,

This message is regarding Complaint ID # 21601114-Integrity Home Solutions

Thank you for following up with BBB regarding your position in the above-mentioned dispute.

We understand that you are NOT satisfied with the business's response and have noted your dissatisfaction in our files. While we regret we were unable to reach your desired resolution, the business has provided BBB with its position. This matter is now closed in BBB files, and will appear in the company's BBB Business Profile reflective of your dissatisfaction.

Please note, the text of your response may be publicly posted on BBB's website. BBB reserves the right to not post in accordance with BBB policy, and we may edit your response to protect privacy rights and to remove inappropriate language.

Thank you for this opportunity to serve you.

Sincerely,

Susan Scott

Business Development Specialist  
Phone: [\(727\) 479-1290](tel:7274791290)

MESSAGE FROM BUSINESS:

We have attached the cease to desist letter.

