

KB Home's repair promises frustrate Bay Area homeowners

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TAMPA, FL (WFLA) -

Bob and Karen Deguenther had no idea there was something seriously wrong with their Gibsonton home. Then one day, they opened their kitchen cabinet to find mold seeping in from within their walls.

An air quality test showed toxic mold, and their builder, KB Home, moved them into a hotel. KB hired Kevco builders to start ripping the home apart. The kitchen walls were rotting. Rotten wood was found throughout the house. Repairs by Kevco, though, have been painfully slow and the Deguenthers have no idea when they can move home.

"it had probably been three weeks to a month since anyone had been out here to work, and before that, it had probably been another three weeks to a month." said Bob Deguenther.

The Deguenthers aren't the only ones with a defected KB home. An ongoing 8-on-your-side investigation found similar deterioration at more than a dozen other KB communities. The neighborhood getting the most attention is the Willowbrook Condos in Bradenton. The balconies there were so rotted that some were literally falling off.

Kevco was the main contractor who worked to repair the troubled Willowbrook Condos. Frustrated residents say they dealt with poor repairs for years. It was Kevco, residents say, that stacked pavers from a rotting balcony in a resident's bedroom, and didn't come back to finish the work.

A KB spokeswoman says KB has been happy with Kevco's work and continues to hire the company to do repair work. However, the Degunther's still worried. They want assurances from KB that the home will be fixed, once and for all.