

Concerned Residents of Sun City Festival

16772 W. Bell Road Suite 110-613

Surprise, AZ 85374-9702

This is a call to action and we need your help. Concerned Residents of Sun City Festival has been trying to get Pulte to reconsider decisions that will negatively impact our peaceful enjoyment and use of our community. Pulte told the committee they will not consider our requests. See our concerns on our website [concernedresidentsofscf.org](https://www.concernedresidentsofscf.org)

Let's pull together to hold Pulte accountable for using "misleading advertising". **File a complaint today with the AZ Attorney General.**

Our best strategy at this point is to file consumer complaint forms with The AZ Attorney General office. We have evidence of false advertising by Pulte. The evidence is;

- Three committee members met with Pulte in December 2021. In the meeting Pulte stated they knew in 2017 they were not going to build additional golf holes in Sun City Festival
- Pulte continued to advertise until November 2021 that more golf holes were to be built, when they knew for more than four years this was false.

This is the essence of our complaint of false advertising. A member of the committee had previously submitted to the AG complaint for false advertising. The AG's office is keeping the complaint open but has asked for more individual complaints to continue to evaluate filing charges against Pulte.

If you were told or received promotional materials from Pulte that there would be 36 or 45 holes of golf and you purchased in 2017 or later, you may have a valid complaint against Pulte for false advertising.

There are several avenues for you to obtain the AZ Attorney General Consumer Complaint Form. On the Concerned Residents web site is a "Tip" sheet to help you through the process.

- Go to <https://www.azag.gov/complaints/consumer> You can fill out the form, attach scanned documents if applicable, and submit electronically. -or-
- Go to <https://www.concernedresidentsofscf.org/> click the link 'AG Consumer Complaint'. There is a pdf form you can fill out and then print. Or you can use the attached hard copy of the complaint form. This form is used if you want to mail or fax your complaint.

Office of the Attorney General
Attn: Consumer Information & Complaints
2005 N Central Ave.
Phoenix, AZ 85004-2926
Fax: 602-542-4579

Email: concernedresidentofscf@gmail.com

Sincerely,

Concerned Residents of Sun City Festival Committee

Consumer Complaint Form Tips - Only one Consumer Complaint Form Per Household

AZ Attorney General's Consumer Complaint Form can be found at:

- Go to <https://www.azag.gov/complaints/consumer> You can fill out the form, attach scanned documents if applicable, and submit electronically. - **OR** -
- Go to <https://www.concernedresidentsofscf.org> Click the link 'AG Consumer Complaint' at the top of the web site. There is a pdf. form you can fill out and then print
- Or, Fill out the attached hardcopy of the complaint form.

AG On-line version same questions as .pdf file/hardcopy, just in a little different format.

Section 1: Your Information - Make sure you use your Sun City Festival address

Section 2: Complaint Against - Pulte Business information on attached form and prefilled in the .pdf file

Section 3: Authorizations - Choose your preferences

Section 4: Statistical Information - Answers are Optional but entering your age group is preferred.

Section 5: Telemarketing - Choices are not applicable, skip to next section

Section 6: Complaint Details - Choose appropriate options. Have the date you signed the contract for your home. Have your Pulte Salesperson's name. Leave Total amount of Damages Blank. Enter the entire circumstances surrounding your complaint (up to 10,000 characters on AG on-line form) or if you are submitting a hardcopy, the .pdf file will only print the lines visible, attach additional pages if needed. Attach copies of any sales material you may have to support your complaint.

There are a few details you may want to consider including in your complaint explanation:

- Date/Year you signed the contract for your home in Sun City Festival
- Pulte Salesperson's name(s)
- Was the information about the golf amenities written and/or verbal (If you have the deceptive Pulte marketing materials, please scan or copy and include with complaint)
- Did Pulte Sales staff or sales material influence you to purchase your home at SCF? If yes, explain how.
- Are your expectations for Pulte to provide the Golf holes they marketed?
- **Tell Your Story in Your Words**

Below is a very short example of a Complaint explanation. Please use as many words as you need to explain your own unique situation:

"I have a home in Del Webb Sun City Festival and purchased my home in October, 2019. During the buying process, the salesperson, (name), presented me with information about the current and future golf amenities to be built. My buying decision was influenced by the 36 holes of golf to be completed by the time the property was built out. Pulte knew they were not building any additional golf holes when I purchased my home but still misrepresented the number of golf holes that would be available, I believe this is consumer fraud. The only remedy is for Pulte to build the additional golf holes. The land where the second golf course was supposed to be built is still undeveloped and available to build another golf course."

It is important to let the Committee know when you have submitted your Complaint to the Attorney General.

(optional) All you need to do is send a brief email to concernedresidentsofSCF@gmail.com. Your information will be kept confidential.