

Protecting Wisconsin Consumers for 75 Years

Basement waterproofing can leave leaks

Unusual weather patterns have dropped enormous amounts of rain upon Wisconsin this summer. Along with the heavy rain comes flooding, and flood waters can do extensive damage to a home. This can create problems in your basement.

A leaky basement is one of the most frustrating problems a homeowner can face, but expensive waterproofing isn't always the answer.

Water problems are often difficult and costly to correct. Services offered to some consumers have been ineffective or inadequate for the correction of basement water problems. Guarantees given by some contractors are vague and confusing.

Due to the abuses of these services, Wisconsin has an unfair trade practice code that protects consumers by regulating basement waterproofing practices.

Law Protects Consumers

Under this code, waterproofers who sell services are required to do the following:

- Provide you with a "seller's analysis" which describes the water problem and the specific methods and material to be used in correcting it before finalizing any contract.
- Provide all guarantees in writing. Read these guarantees carefully because many exclude common conditions, such as dampness on basement walls.
- Have experience in basement waterproofing and use effective basement waterproofing methods before they can advertise their services.
- Basement waterproofing services using the pressure pumping method can be sold only if the need or effectiveness of this method is established by the waterproofing company and verified by an engineer's analysis.

If you decide to use a basement waterproofing service, make sure the provider complies

with all the requirements above.

If you believe a seller has violated any of these regulations, you have a remedy. In Wisconsin, you can go to court and ask to recover double the amount of any money lost, plus court costs and the attorney's fee. Contact your attorney to discuss this private remedy in your situation.

For more information, to get a copy of state regulations concerning basement waterproofing, or to file a complaint, contact the Bureau of Consumer Protection at:

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