

New twists in old tales

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1:10 A.M. — Here's an update on some previous columns.

Untimely foreclosure

You may remember the column I wrote about the Cape Coral woman who had a loan modification agreement with Bank of America. A communications mistake led to the home being sold in a foreclosure auction.

A lot of folks were moved by the story and stepped up to help Nicole DePuy.

Steve Shortino, the property manager at Spacebox Storage in Fort Myers, gave DePuy three months of free storage. And Danielle and Doug Martin, owners of the Beach Fender Mender, lent her a pickup and trailer to make the move.

Kevin Jursinski, a real estate attorney, also got on board to help her.

Just last week a FedEx package arrived at DePuy's former home. It was from Bank of America, congratulating her on being approved for the loan modification on the house the bank had sold months ago.

"I was amazed. I was speechless. I just couldn't believe it," DePuy said.

To me, it's another example of the bad communication that led to this woman losing her home.

Pest control needed

It turns out that Jason Jones wasn't the only reader to have problems with Morrison's Affordable Sod.

After the column ran last week, I received several e-mails from customers complaining about dead sod from this company.

But I also got a tip from Mike Rembrandt, who owns

a landscape business on Sanibel.

He wrote: "I don't know Scott Morrison or anything about his business. I do, however, know a lot about sod. It is very possible for new sod to have undetected fungus or pests from the sod field. ... (W)et sod is also the perfect environment for fungus to grow. New sod should immediately be treated with a broad spectrum fungicide right after it is laid."

I'm not blaming the folks who wrote me. I'm just saying if your sod gets sick right away, don't wait for Morrison to make it right. Call a pest control company.

Want cash? Ask for it

After writing about a customer who complained about getting a debit card instead of rebate check and objecting about having to pay for a faster rebate, I heard from the rebate processing company.

Hope Wilkerson, consumer advocate for Afligo, gave me an earful, or should I say textful.

Here's part of her response:

"For years we have offered an expedited service - a valet-like concierge service, and many of our applicants voluntarily participate, paying a small fee. We have heard nothing but rave reviews for this service. ... In terms of payment being with a Visa prepaid card, on each card there is an 800# to call

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Citi Bank and request either a check or an ACH (electronic payment)."

And finally, if you want cash instead of a gift card, you can go to a Visa-member bank and simply cash it in, she said. So there.

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