

BACKGROUND ON CONCRETE

This brochure is meant to provide homeowners with information about resources that can help determine if their concrete foundation is damaged, and help find potential options for repair.

The Connecticut Department of Consumer Protection and the Connecticut Insurance Department are among the resources homeowners can consult regarding foundation concerns.

While the Department of Consumer Protection gathers information from concerned consumers, the Insurance Department is helping potentially affected homeowners with any insurance related questions or complaints.

Residents are encouraged to email individual insurance related questions to cid.ca@ct.gov, or call the Insurance Department at 800-203-3447.

Connecticut
Department of
Consumer Protection

**Connecticut Department of
Consumer Protection**

Phone: 860-713-6100

Toll-Free in CT: 800-842-2649

www.ct.gov/dcp



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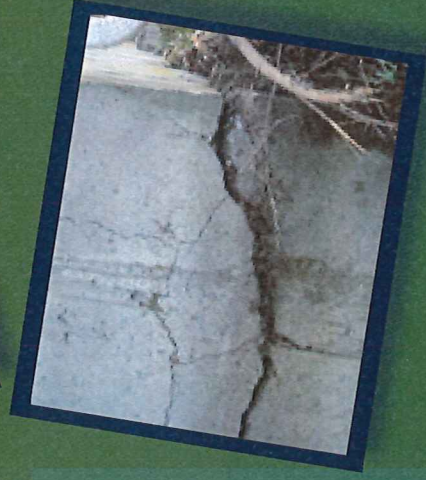
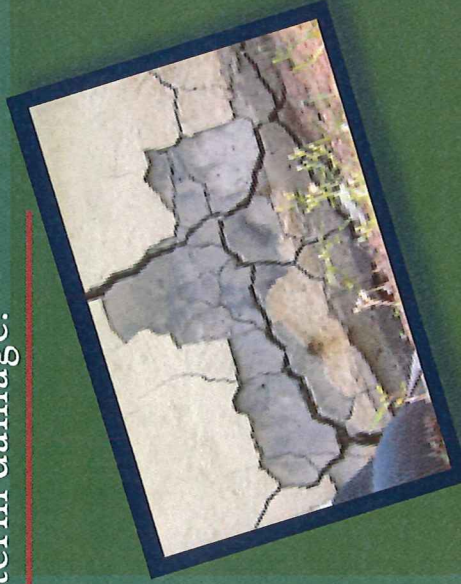
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CONCRETE FOUNDATIONS

INFORMATION AND
QUICK FACTS

If the concrete in your basement walls has large cracks like ones pictured, your home's foundation may be damaged and **should be inspected**. An inspection can identify solutions to prevent long-term damage.



What you need to know.

- During your conversations with experts about potential damage to your foundation, make sure you reference cracks in your foundation walls and floor individually. This will help the experts provide you with an adequate recommendation for repair.
- Cracks such as those in the photos shown here may take ten or more years after the foundation is poured to develop. Many of the homes that show damage similar to that in these photos were built in the 1980s and 1990s.



What you can do.

- Talk with a professional engineer about testing the concrete in your home for damage, and their recommended next steps for repair.
- You can verify that your professional engineer is licensed, and your home improvement contractor is registered at www.elicense.ct.gov.
- Contact the Connecticut Insurance Department to work through any insurance related questions or complaints.
- If you have questions or need support, please contact the Department of Consumer Protection at dcp.concrete@ct.gov.

What to avoid.

- There may not be a quick, or partial fix to the problem. Using a short term fix or partial replacement may result in more repairs at a higher cost in the future.
- Be aware of scams, and make sure you're using a registered and reputable home improvement contractor (take a look at www.elicense.ct.gov to verify their registration).