



*new homes*

*remodel*

*properties*

*developments*

Jack Salmans  
ProHome

February 16, 2012

Jack:

Thank you for being persistent when you first contacted me about ProHome. I thought that we did a good job of managing our warranty, and was not really interested. That was before I heard what all ProHome has to offer. After I finally agreed to an appointment, our team listened to your presentation and we were all in agreement that we needed to sign up. We had a full time detail and warranty employee that took care of the warranty issues, but due to the slow down, had laid him off. The superintendants were managing their own warranty as they could fit it into their schedules. Some of the time warranty was taken care of immediately and other times, when we were busy, it would take time to get it completed.

ProHome has taken the responsibility of doing the final walk through with our customers before move in and documenting everything. It is great to have a third party do the walk through, and explain the details of new home maintenance. Once the customer moves in, ProHome documents and responds to all of our customer's concerns. Everything is documented with pictures and notes. All phone calls, email correspondence, sub contractor's response and the homeowner sign off are all answered promptly and documented. We still take care of the Warranty that is not sub contractor related, but ProHome manages everything else.

I would highly recommend ProHome to every builder.

Thank You,

Cherie Nies Cowgill