

The logo for PROHOME features the word "PROHOME" in a bold, black, sans-serif font. The text is positioned to the left of a large, blue, diagonal rectangular shape that points downwards and to the right, creating a stylized arrow effect.

## THANK YOU FOR CONSIDERING PROHOME'S PROVEN LINE OF BUILDER SERVICES

Listed below are just a few of the protections and advantages of implementing *PROHOME'S* 3<sup>rd</sup> Party Techniques into your current homebuilding operations:

### ■ DECREASED LEGAL EXPOSURE

- Full historical reporting systems that identify every customer conversation and warranty work activity while identifying trends.
- Proven 3<sup>rd</sup> Party documentation that will hold-up in a court of law.
- Complete compliance with National and Local standards to reduce homeowner complaints and legal disputes
- 3<sup>rd</sup> Party witness participation by nationally recognized warranty experts

### ■ INDEPENDENT THIRD PARTY CONSISTENCY

- Independent Quality inspections before home delivery
- 3<sup>rd</sup> Party Service Request Investigations eliminating Bias determination claims.
- Ability to act as Mediator in disputes between Builder and Homeowners or Subcontractors
- Builder retains reputation and becomes "Good will ambassador"

### ■ TRUE WARRANTY MANAGEMENT

- Fully Trained and certified Staff of Administrative and Walkthrough Experts
- Reduced service calls for maintenance or frivolous items
- Complete scheduling coordination of all trades through to completion
- Builders DIRECT, not manage daily warranty and callback activity

### ■ PRODUCT IMPROVEMENT

- Feedback reports on Quality inspection items, Pre-closing punchlist items, requested "service" items and Subcontractor Performance.
  - Identify and eliminate problem areas while improving superintendent performance
  - Documentation for subcontractor disciplines or contract awards

### ■ BACK-END COST REDUCTIONS

- Fewer service calls equates to fewer PO's for extra work
- Allows for reduced or re-directed staffing
- Flat fee structure allows for precision in budgeting of warranty costs

We customize our service programs to each Builder's needs for an efficient operation. Call us for a no-obligation evaluation and discussion of our complete services.