

# PROHOME<sup>®</sup>

"Serving America's New  
Home Buyers Since 1983"

Your builder's

## COMMITMENT

after the sale.



**THE ORIGINAL  
3RD PARTY**

*warranty management*  
**SERVICE**

OVER 30 YEARS OF SERVING AMERICA'S FINEST BUILDERS

## ProHome Builders Provide the Very Best Warranty Management Available to New Home Buyers

ProHome's comprehensive warranty management system provides all of the following benefits:

- ☑ **Warranty Documents**
- ☑ **Professional Staff**
- ☑ **One-Call Convenience**
- ☑ **New Home Orientations**
- ☑ **24 Hour Emergency Service**
- ☑ **Trades Contractor Scheduling**
- ☑ **Quality Assurance Systems**
- ☑ **Warranty Term Walkthroughs**

## Homeowners across the nation are talking...

"ProHome got things done as soon as they got involved..."

- HomeOwner,  
Cincinnati, OH

"I've been in the construction business twenty years, and as a homeowner, I think this business is fantastic. The staff is very helpful, kind and considerate."

- HomeOwner,  
Las Vegas, NV

"Your staff is professional, honest, courteous and competent..."

- HomeOwner,  
Wichita, KS

## Congratulations on your choice of builder!

By providing you with ProHome, the Original Warranty Management Service for New Home Owners, your builder has elected to make a commitment to you after the sale. ProHome's long history of working with the home buyers of America's finest builders provides you with proven warranty management systems unmatched in the home building industry.

### Professional Staff

ProHome's staff of professionals have been trained to perform at a level of professionalism unique to the building industry. ProHome's stringent rules of conduct and professionalism will become evident as you witness the quality of our administrators, walkthrough and orientation experts.

### One Call Convenience

ProHome provides you with local service. Our knowledgeable staff is never more than a phone call away. We are always prepared to take your call and respond by dispatching contractors, performing walkthroughs or inspections or simply answering your questions.

### Walkthrough and New Home Orientation Experts

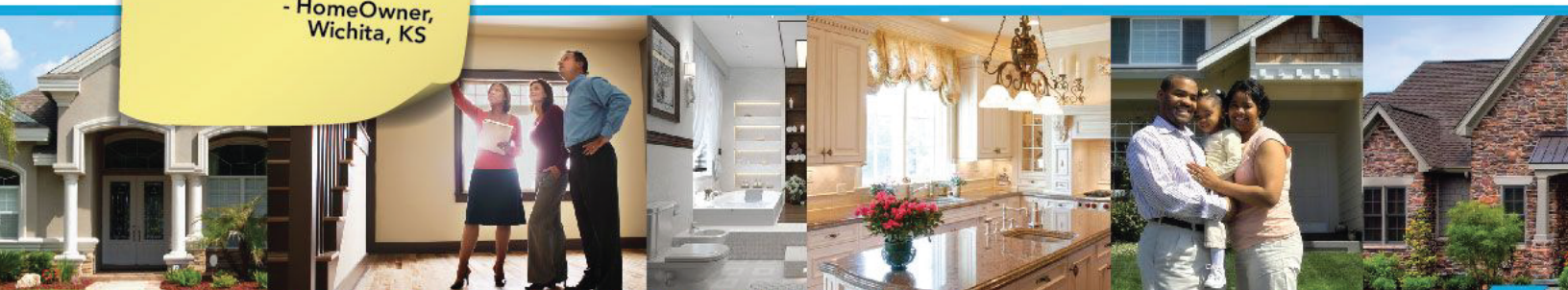
ProHome's professional representatives will perform a new home orientation with you explaining the functions and operations of many of the components of your new home. You will soon experience a "Peace of Mind" in knowing ProHome is there to assist you in determining warranty issues from normal maintenance responsibilities.

### 24 Hour Emergency Service

If an emergency in your home occurs, ProHome is there to field your call, make a determination as to the source of the problem and dispatch the appropriate contractor.

### Communication

ProHome communicates with your builder and the trades persons who were involved in the construction of your new home on a regular basis. Our staff stands ready to accommodate all of the communication needs you may have regarding the management of your warranty.



A NATIONAL COMPANY WITH CONVENIENT LOCAL SERVICE.

ProHome.com

Ask about our  
**HOME PROTECTION PLAN**

"Serving America's New Home Buyers Since 1983"

The First,  
The Biggest,  
The Best.

"It is great to have a third party do the walk through and explain the details of new home maintenance. I would highly recommend ProHome to every builder."

- Cherie Nies Cowgill,  
Nies Homes  
Wichita, Kansas

"Instead of spending hundreds of thousands per year to support our in-house team, we now are saving this amount and are providing our customers with an exceptional level of service. Another benefit to McStain outside the financial aspect is the third party representation ProHome provides. This un-biased representation does not put McStain in the middle anymore."

- David Ware,  
President  
McStain Neighborhoods  
Denver, Colorado

## Written Warranty Protection

Be in compliance with accepted warranty standards. Signed warranty acknowledgments on every home.

## Preclosing Walkthrough & New Home Orientation

Documented lists and buyer orientation. Define and budget construction cost vs. warranty costs.

## Warranty Term Walkthrough Investigations

Consistent 3rd party influence to review warranty claims. Photographic documentation delivers an accurate picture of claims.

## Full-Time Staff With 24 Hour Emergency Service

Our uniformed professional staff is available for your buyers 24/7. Our exceptional service never "takes the day off" so you can.

## Complete Administrative Services

Taking phone calls, scheduling, & tracking your sub-contractors. Professionals trained to reflect your individual business philosophy.

## Customized Reports With Scheduled Reviews

Complete documentation and reporting records weekly, quarterly, and annually. Also an archived history on every home.

## ProHome International Corporate Headquarters



# We Manage the Warranty

**Leave it to the experts. Established in 1983 by builders, ProHome is the Original Third-Party Solution to New Home Warranty Management.**

## **THE THIRD-PARTY ADVANTAGE**

ProHome is staffed with professionals who understand the warranties. Dependent on your choice of various management styles, we'll be clear with the homeowners about what is (and is not) covered.

## **WE ADMINISTER THE WARRANTY**

We'll guide the owner from the preclosing orientation all the way through the expiration of the warranty term. We'll coordinate your subs and meet with you weekly, setting you free to build homes.

## **WE DECREASE YOUR LEGAL EXPOSURE**

Our standardized system, experience, documentation, and customized software systems assure you of having the information when you need it.

## **WE MINIMIZE YOUR HEADACHES AND SAVE YOU TIME AND HASSLES**

No longer will the homeowners call you when they think there's a problem. We field the calls on any and all warranty claims, including explaining non-warranty claims. We even have a 24-Hour emergency call line so you won't be bothered after hours, on weekends, or holidays.

## **WE SAVE YOU MONEY**

Our costs are far below national averages spent on warranty service. By maintaining a fair and reasonable warranty, we keep the cost of the warranty service to a minimum. That saves YOU money.

*Go With The Pro*

**Serving America's Finest Builders since 1983, more than 100 markets nationwide, over 5,000 builders strong and growing.**

- Comprehensive Warranty Document
- Improve operational efficiency
- Reduce Litigation Exposure
- Increased Brand Image
- Improve Trade Partner Accountability
- Historical Documentation & Audit Trail
- Increase customer satisfaction...
- Save time & hassles

- ☑ Reduce litigation exposure
- ☑ Improve operational efficiency
- ☑ Reduce warranty related costs
- ☑ Increase control
- ☑ Increase brand image

"ProHome has provided warranty service solutions for hundreds of homes that our company built; and partnering with ProHome was one of the best decisions we ever made."

- Robert C. Porter  
 Managing Director  
 Mountain Pacific Group  
 Scottsdale, Arizona

"Having ProHome administer our warranty has brought value to everyone involved in the process. I strongly recommend ProHome"

- William Levinson,  
 President  
 Benton Homebuilders  
 St. Louis, Missouri

"Our collaborative effort to complete the punchlist in a timely fashion while also meeting the level of expectation of the owner make a great overall relationship between all parties involved. ProHome is an excellent company and I know that they would be a great addition to any project team."

- Robert Karlmoto,  
 Project Engineer  
 Bovis Land Lease, Inc.  
 San Francisco, California

"Your company is unique in that our buyers have grown accustomed to having to work through ProHome and feel that they are getting an extra benefit to their purchase while we developers feel we are the ones that have received the benefit from ProHome."

- Fabian Lobbi,  
 VP, Development  
 The KOR Group  
 Beverly Hills, California



"I have found ProHome to be very valuable and knowledgeable in maintaining our Condominium Warranty Service. Our company has used ProHome on other Condominium projects nationwide, their services are highly recommended."

- Tyson Bessler,  
Project Manager  
Fairfield Residential  
Miami, Florida

# Serving America's Finest Builders

Now that you've got the home of your dreams...enjoy it! Get true  
**PEACE OF MIND**  
with ProHome.

[www.ProHomeMichigan.com](http://www.ProHomeMichigan.com)

**(248) 449-1100**

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**PROHOME<sup>®</sup>**

Since 1983