

Mr. and Mrs. Leland Crockett
20580 County Road 2
Bristol, IN 46507

January 30, 2008

Dallas Barkman
Garden Homes Inc.

Dallas,

We just want to let you know that we really appreciated all the help and support you provided as we made our decision to build a house. I remember the first day that I stopped by the model there at Riverwatch to get some basic information. You were always helpful and interested but never pushy (which would have turned us away immediately). The information you provided as we sought to make a choice between builders or between stick built and manufactured housing was always timely and it was always presented in a way that was not critical of the other options we were considering at the time.

Once we had made the choice to build with Garden Homes you shifted gears and worked with us as we had to work through some of the problems we encountered with the sale of our existing residence and then the acquisition of the property for the house to be built on. We appreciate all the advice and help that we received from you, Leroy and Tony. The home we built is modest, so we truly believe that you folks make a habit out of going the extra mile for your customers. We also appreciated the straight forwardness of the transactions, the explanation of the contract and clarifications of responsibility and so forth, once we were able to proceed with the purchase of the house. All questions answered and every detail in writing; excellent communication!

When the build began there were many choices we were able to make (even with this predesigned home). You were informative, impartial, helpful and patient. We especially appreciated when you actually took us out to look at a color or design choice in a house already under construction. Doing so saved us from making some choices we would not have been happy with in the end. You always made it easy to make changes. You helped us feel ok about requesting a change; that it was going to be our house and we should have it the way we wanted it. It's clear that practice is inherent in the Garden Homes business philosophy in that there is no charge applied for a change-order. I forget now the number of change orders we ended up making but with many builders I may have had to limit the changes due to the charge itself. Thanks to your philosophy we ended up with a house that pleases us; we never had to defer a change simply due to a change-order charge. Thank you.

During the build we always had your support. You were present at important meetings with the utility company, lenders and even other Garden Homes staff. When we had a concern or question regarding construction, you were always attentive and responsive; either able to answer the question immediately or doing the follow-up and then getting back with us. We knew always that you would return our call and get us an answer. We knew that we could rely on you to be an advocate for us, even with Garden Homes. That says a lot for you but also for Garden Homes.

As you know, we spent 5 months in an 8' x 25' travel trailer and once the weather turned cold we were getting more than a little bit stir crazy. We thank you for getting the house finished and able to be moved into about two weeks earlier than the contracted finish date. There were still some things needing to be finished up when we signed over the final draw check. I remember telling you that I normally do not do that until all the work is complete. However you had earned my confidence so I did it in this case. I was not disappointed. You folks have done all that I expected and more.

The after construction follow-up has been great. Jeremy is terrific; another Garden Homes team member where customer service seems to be a natural God-given gift.

Dallas, you earned our trust early on in this process and proved it over and over again. We know that you are a reflection of the things that Leroy and Garden Homes stand for. You do it well! However, it is also evident to us that you are a person of integrity who does care about his customers. To us and every customer or potential customer of Garden Homes, you are Garden Homes.

The house you folks built is now our home and it is everything we had hoped it would be (though I still have to get a yard in this spring). Working with you and Garden Homes has been and is; a good experience. We're glad that we met you and chose Garden Homes to be our builder. Thanks to you and everyone else involved in bringing this about.

Sincerely,


Lee and Rebecca Crockett