



*25 Years of Building Homes
and Transforming Lives*

P.O. Box 333
Longmont, CO 80502-0333

Phone: 303-682-2485
www.stvrainhabitat.org

February 26, 2016

To Whom It May Concern:

I'm writing to express my appreciation for Bill Armstrong and ProHome Colorado.

Habitat builds and *sells* homes to homeowners that have rarely, if ever, owned a home. In fact, many of our homeowners' parents and grandparents have never owned a home. As a result, we have to manage expectations regarding maintenance and how to handle the occasional issue with a home. Since homes are built with the community's funding and volunteers, homeowners can also be a bit hesitant about asking questions about how something was constructed.

Since 2009, ProHome has generously been donating their time to Habitat for Humanity of the St. Vrain Valley for pre-close, 30 day and 11 month walkthroughs. They show our homeowners where critical shutoffs are, the operation of their home and talk with them about maintenance. They also provide a great service on giving our homeowners someone more comfortable to talk with about construction details and what's typically within construction standards.

We require our homeowners to work on-site and help build their home and their neighbor's home, as sweat equity. Although this is an incredible experience for volunteers, homeowners and staff, it can muddle the warranty process a bit. When a potential warranty claim comes up in a casual conversation on-site its peace of mind that we can ask the homeowner to call ProHome and they would walk them through the problem, document that claim and work with the trades to get a solution.

We're excited to continue working with Bill and ProHome going forward!

Warm Regards,

Dan Northcraft

Operations Director, Habitat for Humanity of the St. Vrain Valley