TEXAS TIMES

Spring 2020 • The Newsletter for Members of HOME of Texas



DUTY & RESILIENCE

A YEAR AGO, few of us who are not health professionals had thought much about pandemics, and none of us had heard of or even contemplated anything called Covid-19. Now people in every corner of the world have been adversely affected by this invisible enemy, as the Covid-19 pandemic has destroyed lives, wrecked economies, and dominated the news for months. Faced with this, as with any, crisis, we search for ways to cope and find inspiration in our faith, in those around us and in our heroes.

One of our heroes here at HOME of Texas is the 26th President of the United States Theodore Roosevelt. He is often remembered as the brave warrior who led the charge up San Juan Hill during the Spanish American War, as the dynamic President who transformed America into a world power with his "Speak softly, but carry a big stick" diplomacy, and as the audacious leader of the Bull Moose party who came closer than any other modern American to winning a presidential election as a third party candidate. These and many other feats have won him a place in the hearts of his countrymen and even on the rocky slope of Mount Rushmore where he is immortalized with the likes of Washington, Jefferson and Lincoln, and rightly so.

But more than these triumphs, we find some of the less renowned aspects of Theodore Roosevelt's character inspirational in these troubling times. First among these was his resilience. He was a weak and sickly child, but he challenged himself to overcome his physical infirmities through a rigorous regimen of exercise and activity and became a great athlete and outdoorsman.

Continued on page 2

Sales Team Achievement Awards

By Suzanne Palkovic, VP of Sales

While in Las Vegas for the International Builders Show earlier this year, the HOME / RWC / MHWC 2019 Sales Achievement Awards were announced. While the majority of these awards are all based on "countable" results, our Top Award, Outstanding Account Executive of the Year, encompasses much more and includes all the little "intangibles" or hard to quantify qualities that are the hallmark of a great Salesperson.

Patience, tenacity, product knowledge, dependability, willingness to work selflessly for the team are just a few. Our companies are blessed to have a talented and extremely conscientious group of sales people which makes picking the "Top Dog" for any particular year a challenge.

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Duty and Resilience

Continued from front cover

He was a happy go lucky twenty-five-year-old newlywed when, on Valentine's Day 1884, his fifty-year-old mother and his twenty-two-year-old wife died in the same house eleven hours apart. The one entry in his diary that day said, "The light has gone out of my life." Even in the face of this unimaginable tragedy, Teddy Roosevelt did not quit. Later that year he moved west to the Dakota Territory and set up camp twelve miles from the nearest homestead. He lived a solitary life as a rancher and cowboy, often spending sixteen hours a day on horseback, and returned three years later to New York revitalized and ready to embark on a new life of personal and political triumph virtually unmatched in our history.

A couple decades later, when he believed his handpicked successor as President, William Howard Taft, was not being true to the ideals Roosevelt had advanced in his presidency, Teddy Roosevelt did not sulk or complain. Rather, he entered the arena again and tried mightily, albeit unsuccessfully, to retake the White House. Teddy Roosevelt's resilience was one of the keys to his greatness.

The other aspect of Roosevelt's character which we can try to emulate and from which we can draw strength and purpose is his sense of duty, which drove him throughout his life. In his 1913 autobiography he summed up one's duty in life by quoting Squire Bill Widener of Virginia: "Do what you can, with what you've got, where you are." Teddy Roosevelt recognized that the most important duties are not those of presidents or world leaders, but of parents to their children, neighbors to their friends, and citizens to their communities. When crises befall us then, we are obliged not to wring our hands and complain that others are not fixing the problem quickly enough, but to start where we are, use what we have, and do what we can to help.



When the towers fell on September 11, 2001, our world turned upside down. Americans felt an insecurity in their hometowns that they could never remember feeling in their lifetimes. At HOME of Texas we sent our employees home that day, but every one of our people showed up the next day—unsettled, worried, and changed a little—but manning their posts, doing their duty, and helping our members and their homeowners carry on with their businesses and their lives.

When the housing bubble burst a dozen years ago, financial calamity hit the home building industry and millions of Americans lost their homes. Every day we received news of builders defaulting on their warranty obligations, filing for bankruptcy or simply disappearing. An unprecedented number of homeowners looked to HOME of Texas to repair their homes. Throughout that crisis we manned our posts, fixed those homes, spent millions of dollars doing so, and lived to tell the tale.

When the Covid-19 crisis hit, we were told to avoid large gatherings of people so that we could slow the spread of the virus. For the safety of our employees, their families and our community, we sent all of them home. For the first time in our history we asked them all to work remotely, which we thought we could pull off for a little while. Then the governor told us we could not go back to our office until further notice. We continued to operate remotely and, though the road was bumpy at first, we found a way to provide our usual high level of service from the more than hundred different places our employees live. We challenged our people to make it work, and as a result of their resilience and sense of duty, we barely missed a beat.

Here is the point in this article where we usually ask you to buy more warranties, but we're not going to do that this time. We just want you to know that, regardless of what crisis befalls us, HOME is here for you. Our people are resilient, and they know their duty. We are at our post, ready to use what we have, to do what we can for you and your homeowners. It's what we do, and besides, we know Teddy would want it that way!

Have faith, be strong, and know that we are hoping and praying for the health and safety of your families and you.

Building Systems Councils Announce 2020 Chair

Reprinted with permission from NAHB

Tifanee McCall is a longtime member of the Building Systems Councils (BSC) and a major advocate of the systems-built housing industry. She has been a member of NAHB for nearly 30 years and BSC member for over a decade. It is no surprise that due to her dedication to NAHB and the industry, she was recently named the 2020 BSC chair.



Tifanee McCall with husband and fellow BSC member, John McCall

"When I first joined NAHB, I knew I wanted to get involved to help myself professionally," said McCall. "But in the end, it's the networking that has paid off the most — both personally and professionally."

McCall has worked at HOME / RWC / MHWC for 21 years, and chaired numerous BSC committees and subcommittees. A member of the BSC Board of Trustees since 2015, McCall's BSC leadership positions include:

- 2019 BSC vice chair and joint subcommittee co-chair
- 2018 second vice chair
- 2017-2018 chair of the BSC membership and communications subcommittee
- 2014-2016 membership taskforce chair
- 2015-2016 BSC Showcase/Building Systems Housing Summit chair

A true believer and warrior of systems-built housing, McCall is never shy about engaging prospective members or to advocate for the Building Systems Housing Summit. She continually endorses the BSC at other off-site construction events and promotes the councils through her standing in the housing community.

"In 2020, I hope to lead and grow the BSC as the industry's greatest resource for off-site construction," said McCall. "Additionally, I'd like to help grow the BSC membership so more industry workers can take advantage of resources in overcoming labor shortages and high material costs."

Starting or Expanding Your

REMODELING BUSINESS?

Having a written warranty effectively reduces misundertandings that can result from a verbal agreement and a handshake.

With HOME's insurance backed protection, homeowners can be confident that their remodeling project is a worthy investment.

Diana Gomez and JT Laramore are our Account Executives in Texas. For more information about the remodeling program, or additional programs you are interested in, or if you have questions, contact:

Diana: 512-585-1909
diana.gomez@homeoftexas.com.

JT: 210-540-7891
JT.laramore@homeoftexas.com





You may also reach out to Susan Duncan for Customer Service Support.
Contact her at 800-683-6833 or 281-345-1300 *(local)* or susan.duncan@homeoftexas.com.

HOME OF TEXAS

www.homeoftexas.com/builders



Sales Team Achievement Awards

Continued from front cover

This year's ***Outstanding Account Executive of the Year*** accolade goes to ***Rich McPhee***! Rich (pictured, right) is the face of our company in Maryland, Delaware, Virginia, West Virginia, most of Pennsylvania and handles builders doing 50 or more homes in several more states as well. He willingly left his own territory multiple times during the course of 2019 to help us at a variety of shows and events and seems to be a candidate for this award every year. Rich has been with us for over 6 years, and he has made a huge impact on his territory, both with new sales as well as retention. His knowledge of the home warranty industry, combined with his excellent customer service, is unparalleled making him an invaluable asset to the many builder members he deals with on a daily basis.



As any sales-driven organization is well aware, success of a company is unobtainable without hard-working and dedicated sales people. Again this year, we are blessed that several different Account Executives worked their way into contention for all of our companies' top awards, making ours a truly well-rounded and dedicated sales team. New for us this year, is an achievement award for our newest product line, Key Estates. We're all still getting our feet wet with this program but we have high hopes for it to be a robust revenue stream for the Parmer Organization in the not too distance future.

We especially want to recognize the following members of our team this year:

• Kudos to Jody Lehman, our Assistant Sales Manager, for helping to keep all the reps – and me – on point with the wide variety of tasks we had to complete. She's the rudder that keeps our ship moving forward rather than in circles.

• Ashley Lehman, our brand new Administrative Assistant, is doing a great job helping us keep our contact management system up to date, processing mailings and tracking down leads for the reps to pursue. She's even tackling Welcome Calls to our newly approved members.

• Agnes Brennan continues to be a critical team member, helping us to help our builders maintain their membership each year.

• Susan Duncan continues to provide knowledgeable support to our Texas reps. Texas is a massive territory, and Susan's efforts help Diana and JT keep their eyes on the prize.

• Ann Cooper, a new but not really new member of the team as she made her return to sales after a "short hiatus" elsewhere, has been one of our primary lead hunters for Key Estates, and she's tracked down literally hundreds of them for us so far.

While the sales people in the field generally are the ones who gain the recognition, the people behind the scenes are extremely important to provide the support needed to get the job done.Congratulations to Rich, to all the 2019 Sales Awards Winners and to our support team! Truly a job well done by all!!!

Continued ▷



△
Pictured clockwise Staci Cool, Diana Gomez, Freddy Pesqueria, Tifanee McCall, & Jana Watts.









Awards and Recognitions:

OUTSTANDING ACCOUNT EXECUTIVE OF THE YEAR

RICH McPHEE *first place*
Staci Cool *second place*
Freddy Pesqueira *third place*

MOST NEW APPLICATIONS

JANA WATTS *first place*
Freddy Pesqueira *second place*
John Felbaum *third place*

MOST PROJECTED HOMES TOTAL

FREDDY PESQUEIRA *first place*
Jana Watts *second place*
Staci Cool *third place*

HIGHEST APPROVAL RATE

JANA WATTS *first place*
Tifanee McCall *second place*
Freddy Pesqueira *third place*

AVERAGE SIZE BUILDER APPLICATION

STACI COOL *first place*
Freddy Pesqueira *second place*
JT Laramore *third place*

BEST RETENTION RATE

TIFANEE McCALL *first place*
Rich McPhee *second place (tie)*
Staci Cool *second place (tie)*
Fred Taylor *third place*

MOST NEW APPS OVER 20 HOMES PER YEAR

DIANA GOMEZ *first place*
Tifanee McCall *second place (tie)*
Freddy Pesqueira *second place (tie)*
Jana Watts *third place*

MOST KEY ESTATES & PLATINUM ADVANTAGE SIGN-UPS

STACI COOL *first place*
Lydia Toscano *second place*
John Felbaum *third place*

Builders Risk - What's in a Name?

By Doug Davis, RWC Insurance Advantage

I don't want to insult anyone's intelligence, but there's a misunderstanding that has come up more than once, and we need to make things clear: Builders Risk does not insure your liability to members of the public. Clear as mud, right? Well, don't shoot the messenger. Whoever came up with the name "Builders Risk" must not have thought about how anyone other than an insurance person would think. It sounds simple. If you're a builder you have risk, and Builders Risk insurance should cover that risk whatever it is. That should include a person tripping and falling at your jobsite and suing you for his injuries. Right? Wrong.

Builders Risk is a form of property insurance that covers you for the loss or destruction of your materials at the jobsite WHILE IN THE COURSE OF CONSTRUCTION. So fire, windstorm, hail damage, theft, vandalism and so on are covered. Trip and fall claims are not. You need General Liability for these – not Builders Risk.*



Builders Risk Insurance and General Liability Insurance are NOT the same...

When you think about Builders Risk, think about Course of Construction instead. That's a much better name for this very important coverage. Why all this concern about names? We've had more than one or two inquiries from builders looking for Builders Risk, but really needing General Liability. They make the mistake of thinking the two are the same. Some of these builders have allowed their General Liability policies to lapse thinking they didn't need them. Don't let this happen to you.

If you are not sure about what coverage you need, give us a call at 1-866-454-2155 or visit us at www.RwcInsuranceAdvantage.com. Allow us a few minutes of your time and we can help you determine your Builders Risk and General Liability coverage needs. We could save you from suffering an uncovered loss. We might even save you some money in the process.

**These statements are not meant to include all that Builders Risk and General Liability covers. For complete information, please read your policies.*

RWC LLC®
INSURANCE
Advantage

Six Construction Technology Trends for 2020

Would it surprise you to learn that construction technology was not an active tech market until recently? Studies still point to construction as one of the least digitized sectors.

The construction industry is one of the largest industries in the world, but also one of the most stagnant and least efficient.

As different types of construction technology become more accessible, the industry's landscape and contributions to the economy could change dramatically.

Although the construction industry is traditionally slow to change, productivity and applied innovation are on the rise. Construction technology startups have been investor favorites for the past few years and resistance to modernization has already started to slowly dissipate. As older generations retire, they are naturally replaced by younger workers who are internet savvy and dependent on technology.

None of these advancements will be unfamiliar to those that follow construction technology news, so, let's begin.

1. The Design-Build Approach

The design-build approach hinges on clients being able to contract a sole entity to compose, plan and construct a project. Streamlining the process results in shorter timelines and lower costs.

Moving away from a design-bid-build approach is gaining popularity. Design-Build Institute of America co-founder, Preston Haskell, asserted during the organization's 25th-anniversary event that design-build was no longer an alternative method, but rather an advantageous and viable option from the start.



2. Sustainability in Resources

The construction industry is focusing more on sustainability and resource efficiency. Because the sector is responsible for one-fifth of all global emissions, laws and policies have begun to steer the construction industry in this direction. Expect to see more vertical forests, solar panels, and low or zero-carbon housing options.

3. Modular Construction and Prefabricated Components

Offsite prefabrication lowers material costs and reduces lead time. The allure is in the consistent quality, time saved and the fact that leftover materials can be 100% recycled or used in future projects. Modular construction also causes less disruption and impact on the area surrounding the project.

4. Commercial Drones

Drones aren't new, but access to them has opened only recently. Flight approval used to take months, but now it can take minutes or even seconds.

Taking aerial photos used to be expensive and difficult. These days, software can help with mapping, surveying, analysis, heat imaging and more, and it's becoming more and more affordable and accessible for small businesses to utilize.

5. 3D Printing

In 2018, a French family became the first to live in a 3D-printed house. This year, China opened the longest 3D-printed bridge in the world. The latter took only 450 hours to produce, costing one-third the amount it would have taken to build a traditional bridge in Shanghai.

3D printing is cost-effective, fast, sustainable and allows for finer designs. The market for this technology was worth $300,000 in 2017 but is said to currently enjoy a compound growth rate of more than 300% annually.

6. More Advanced Materials

The most high profile of these is self-healing concrete. It repairs holes and cracks through self-activating bacteria that can produce limestone to fill in spaces that affect its structural integrity. Other materials to watch out for are transparent aluminum, carbon nanotubes, and more durable solar tiles.

The future is bright and brings much innovation to the industry. Start with just one new trend and build upon it. You may be pleasantly surprised what it brings to the table.



Where Can I Find...?

Want to check the enrollment status of a certain home or order brochures? The HOME website is chock full of resources for you. We listed some of the more frequently used sections below for easy reference. Start by visiting www.homeoftexas.com.

I WONDER IF THERE'S A WARRANTY FOR THAT?

HOME has more warranty options than you may realize. Hover over **"Builders"** to see, at a glance, all the products and features available. To go to the list of warranty options available, select *"Warranty Products"*.

GET A GL INSURANCE QUOTE

The RWC Insurance Advantage can meet many of your business insurance needs. Get a quote by clicking on the **"RWC Insurance Advantage"** tab or go directly to www.RWCInsuranceAdvantage.com.

ENROLL A HOME

In the top right corner of any page on our site, see the link to **"Warranty Express"**. Sign in to Warranty Express with your registration # and password. Select *"Warranty Express"* to begin the enrollment process.

CHECK THE ENROLLMENT STATUS OF HOMES

Once logged into **"Warranty Express"**, you will see options for things like *"Order History"* and *"Report"*. From here you can order an enrollment report or check the status of a specific home.

ORDER FREE MARKETING MATERIALS

From the main menu once you are logged into **"Warranty Express"** go to *"Order Supplies"* to request sample warranty books and marketing pieces.

WHAT IF I HAVE QUESTIONS?

HOME provides a list of *"FAQs"* for Builders. See the link in the **"Builders"** supermenu. If you need additional information, all our contact information and helpful contact forms can be found in **"About Us"**.

FIND YOUR ACCOUNT EXECUTIVE

From any page, hover over either **"Builders"** or **"About Us"** in the blurred bar at the top and click *"Find Your Account Executive"*.

ANSWER CLIENTS' QUESTIONS ON THE WARRANTY

Hover over **"Homeowners"** in the blurred bar at the top of any page and find links to *"FAQs"* for homeowners, seasonal maintenance checklists and many reasons why a HOME warranty is valuable to your buyers.

LOOKING FOR A FORM YOU NEED TO COMPLETE YOUR APPLICATION OR MEMBERSHIP RENEWAL?

Check out our *"Forms Library"* from the **"Builders"** supermenu.

QUICK TIPS

Pay Online

To expedite the processing of your warranties, you can elect to pay for the warranty online and email the signed Application for Warranty form to Warranty.Express@Homeoftexas.com. By doing so you'll save time and money. The $6.95 service fee is waived when the warranty is paid online and there will be no need to cut a check and send the documents by mail.

Stay Secure

HOME /RWC strongly encourages you to use the secure upload portals on each of our websites to send important documents rather than emailing, faxing or mailing information regarding new memberships, renewals, or warranty resolution matters.

Secure upload links can be found in Warranty Express. Simply login to the Warranty Express system from our website (Go to **www.homeoftexas.com** & look in the top right corner for the link); then click the "Upload Files" button. If you are not currently using Warranty Express, call us and we can get you set up quickly. Even if you don't want to enroll homes electronically, Warranty Express has other benefits to check out. Keeping yourself secure from theft and vulnerability is a top priority. Better safe than sorry!

Lean In

By Staci Cool, RWC Account Executive

If there is one thing that seasoned professionals in our industry can agree upon, it is that we are resilient when it comes to surviving hard times. Be it builder, mortgage lender, or real estate broker, if you have been in any aspect of this career field for a while, you may have a bit of a familiarity with the term 'this too shall pass'. Even with this in mind, the impact of the COVID-19 pandemic on daily life may feel never-ending.

We are all experiencing the effects of this global pandemic, emotionally, mentally, and physically, if not through illness than through the safety restrictions in place across the country. Despite how it may appear, the proverbial sky of our economy is not actually falling, and it will rebound. As professionals in the real estate industry, we universally share a propensity toward being skilled at perseverance. Perseverance helped many of us survive the worst financial crisis of our lifetime in 2008. The ebb and flow of the market is not unfamiliar, but this crisis is coupled with a physical threat. The response to this pandemic is pounding our economy, while simultaneously threatening us with physical illness. This cocktail of discomfort makes for a challenge unlike anything most of us have faced in recent history.

Fear of the unknown, an enemy we cannot see, pressurizes the anxiety and uncertainty of our experience. The word being utilized most often to describe our current state of being is 'unprecedented'. It goes without saying, because there is no rule book guiding us, the feelings associated to a lost sense of control are amplified. Adapting to this new way of life plays a role in our quest to regain some semblance of normalcy.



To cope, we often lean on the principles of self-distraction. However, with distraction, a level of responsibility is imperative. For example, disregarding the social distancing rules, intended for the protection of those most at risk, could prove detrimental to physical well-being. Mental and emotional exhaustion are heavy, but gambling with your physical health is inadvisable as it not only harms you, but it endangers everyone you encounter.

The biggest key here is that no one, not any single one of us, is spared from what is happening. However, it can be a unifying feeling when stepping outside of oneself to take inventory of the ways in which we are all in this together. Much like a new baby coming into the world, we are all learning how to crawl and then hopefully how to walk during this crisis. Having hope is the life-bread of seeing our way to the other side.

Channeling perseverance effectively can feed hope. Refocusing uncertainty into the pursuit of small goals can create a positive and healthy impact. Examples of healthy outlets include: setting an exercise schedule; hiking in a park you have never visited before; fostering a pet; taking one hour a day to learn a new hobby; or teaching yourself a new technology to keep you connected with others.

Amidst the chaos, there can be gifts hidden below the surface that await discovery. The social downtime we have at hand may be exactly what has been needed for us to rediscover our sense of community and self-connection. If you give into the opportunity to heal relationships at this time, even with yourself, then you may find that, when the time comes, you will reenter the world stronger than ever before. Now is the time to lean in, through our individual strength we can continue to persevere, to rebuild, and to heal as one. Be safe, stay strong, remain healthy.

Maximize the Marketing Power of Your Warranty

By adding a link from your website to the HOME site, your prospective home buyers will be able to read valuable information about what the warranty will do for them. You can even use our logo! Link to **www.homeoftexas.com/homeowners**

Questions: email info@homeoftexas.com or call 800-445-8173 Ext 2149



Great Customer Experiences Are Essential

Running a successful company requires great customer support. Satisfied customers will remember you long after projects are completed, and disgruntled ones more so. It's prudent that your employees provide quality customer service at all times.

HOME of Texas and affiliates would like to take some time to share a few notes that were received over the last several months. Kudos to the folks mentioned below and to our entire support system, armed with warranty wisdom, and ready and willing to listen and assist in any way possible.

A Realtor who helps several of our Builders with their renewals said that HOME/RWC is the easiest and best warranty company to deal with. In addition, she said they always encourage their clients to use HOME/RWC because of those reasons.

I had a question and entered a warranty request online... I received 3 phone calls from your company! It's a nice change to have a company looking to serve their customers so proactively. I had the pleasure of talking to both Dawn Knull and Joelle Gross. Dawn and Joelle were polite, cordial, professional and detailed everything I needed to know. Thanks for providing such good customer service and staffing with such nice employees
- *Satisfied Homeowner*

Thank you, Dana Myers. I got an email from your team already. Your customer service is really impressive.
- *Satisfied Homeowner*

DIRECTORY

NOT SURE WHO TO CONTACT?
Give us a call- We'll do our best to help! First and foremost, know that your Account Executive is ready, willing and able to help you with all of your warranty and insurance needs. Contact them directly and let them do the legwork for you.

Who is My Account Executive?

Diana Gomez
TX (eastern)
512-585-1909
diana.gomez@homeoftexas.com

JT Laramore
TX (western)
210-540-7891
JT.Laramore@homeoftexas.com

Tifanee McCall
All Manufacturers & MHWC Builder/Dealers
800-247-1812 x2132
tifanee.mccall@mhwconline.com

Questions on the RWC Ins. Advantage Program? Call 866-454-2155 or Email:

Quotes and Underwriting:
Roberta, x2272
roberta.woodhall@theparmergroup.com

Certificates and Loss Runs:
Roxanne, x2363
roxanne.harrell@theparmergroup.com

Claims:
Laura, x 2278
laura.current@iadclaims.com

As always, you can also visit **www.homeoftexas.com** for additional information, forms, quotes & contact info.

For questions about the Warranty Program? Call 800-445-8173 or Email:

Dept of Member Services (Texas)
Joelle, x2366
joelle.gross@rwcwarranty.com

Remodeling & Garages, Warranty Express
Sandra, x2107
sandra.sweigert@rwcwarranty.com

Membership/Renewal Questions and Membership/New App Status
Susan, x2136
susan.boyanowski@rwcwarranty.com

Texas Inspections & Certifications
Jeff, x2140
jeff.painter@rwcwarranty.com

Warranty Resolution
Diane, x2144
diane.naguski@rwcwarranty.com

FREE Marketing Materials
Victoria, x2459
victoria.sontheimer@rwcwarranty.com

Logos for Websites
Ron, x2169
ron.bostdorf@rwcwarranty.com

Accounting/Invoicing
Shirley, x2173
shirley.poligone@rwcwarranty.com

Accounting/Incentive
Scott, x2102
scott.longer@rwcwarranty.com

Get to Know the HOME Warranty Resolution Technical Team Members

SCOTT LACKEY
Warranty Performance Supervisor



I have been involved in the residential construction industry in one form or another my entire life. As a teen, I worked as a gopher for my father John's and my uncle Patrick's construction company, Lacko Construction, a new-home builder. My father and uncle taught me valuable carpentry and mechanical skills. As a Journeyman, I expanded my tool chest from the basic hand tools to a full library of hand, mechanical, cordless and power tools. During this time, I also attended Harrisburg Community College and Penn State University (both in Pennsylvania) studying Mathematics and Engineering Technology.

In my twenties, I started working for River City Construction Company. River City was awarded construction contracts with the City of Harrisburg, PA. Some of the projects were Riverside Village Park, the John Harris Trading Post, Harbor Town, Harrisburg Trolley/Stops, the Pride of the Susquehanna and similar projects for the Senators Baseball Stadium on the State Capital's City Island. And in my late twenties, I worked for a Philadelphia based company DeSousa Brown.

Approaching thirty and looking to the future for new opportunities, I was hired as lead Superintendent for a Harrisburg based remodeling contractor, Four Seasons. As Superintendent, I was responsible for leading several crews, scheduling and managing new home additions start to finish, including demolition, construction, electrical and mechanical assignments, and finally closing out the jobs with homeowners.

While I enjoyed remodeling work, I wanted to get back into new home construction, and opportunity came knocking. I was contacted by Vanguard Homes, another Philadelphia based construction company regarding a Superintendent position. They were building in Harrisburg, Mechanicsburg and Carlisle, PA. The position started in Harrisburg, but then my job moved to developments in Carlisle, specifically Mayapple and Dickinson Green. This was another good time in my life. I was working for a prominent new-home builder, running all aspects of new home construction start to finish, bringing in the streets and sidewalks, building the new model homes and working with new home buyers building their dream homes. Construction trailers were set up in both developments where I established offices, prepared building/construction schedules, and worked with General Contractors, Vendors and Material Supply companies to ensure these schedules were met, all in preparation of the final walkthroughs, settlements and closings.

In my late thirties, another opportunity arose. I was hired as a Technical Advisor for HOME of Texas / RWC. I have been working for HOME / RWC the past 21 years and currently serve as Supervisor in the Warranty Resolution Department. As Supervisor, some of my day to day tasks are overseeing the Technical Staff and several other warranty resolution staff, working with Builders, Engineers, Contractors and Homeowners bringing covered Warranty issues to resolution.

JEFF PAINTER
Technical Administrator



My construction experience began early in life going back as far as I can remember. Even before I was 8 years old, I would tag along with my father and brother to all the remodeling projects they performed as a side business. They mainly designed and built exterior covered patios and sheds, as well as basement remodels and other small home repair projects. I was commonly given the detail of general clean-up which mainly involved picking up nails.

I was also a volunteer on many building projects through our Church in my teen and High School years including the cupola designed and built by my father that still sits atop St. Timothy Lutheran Church, in Camp Hill, PA. At age 14 and 15, I spent two consecutive summers working for my brother in Virginia building Custom Homes. The summers I spent with my brother provided me with excellent skills. I became very efficient as a cut man running the circular saw on an everyday basis, and did plenty of hammer swinging. At age 18, after High School, I moved to Colorado to again work with my brother and his Custom Home Building Company, Blue Marlin Construction based out of Boulder, Colorado. Approximately two years later I returned

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Get to Know the HOME Warranty Resolution Technical Team Members

to the East Coast and stayed close to the construction trade helping a friend with a remodeling business.

After 4 years in the Army, and a few years of truck driving, I was approached by an old friend about an opportunity. From 1996 through 2001, I worked for Greg Wilson Building and Remodeling. Our work consisted of all phases of construction, from foundations to finish, including framing, drywall, floors, windows, decks and roofs.

In 2002 I took a job with Safeway Steel in Harrisburg, PA designing steel scaffolding layouts. Due to my interest in construction, I took Construction Code and Safety Science courses and in 2003 I was hired by HOME / RWC where I have worked as a Technical Advisor for the past 17 years.

My certifications include being an ICC Certified Residential Building Inspector and my Harrisburg Community College Diploma, Construction Codes and Safety Science.

PETE VERBOS
Technical Director



I have been in construction for 31 years. I started in 1989, working with my uncle in PA, doing home remodeling. I continued working for him as I attended Harrisburg Area Community College (HACC) completing an associate degree in Architectural Technology.

I then moved to New Hampshire and worked for a company, as a carpenter, doing historic renovations in the Cambridge area. After a few years I moved to Colorado and worked as a carpenter in the Denver area before spending some time in Venice Beach, CA, still working as a carpenter for a custom cabinetry company. I moved back to MA and eventually opened a General Contracting business with a friend and obtained an Unrestricted Construction Supervisors License for the state of Massachusetts.

After I got married and my wife and I decided it was time to have children, we moved to PA to be closer to family. I started my own remodeling company in the Harrisburg area. When we found out my wife was pregnant with twins, we decided it was time to find work with a company that offered health benefits. I started working at a cabinetry company as a field manager. I was responsible for supervising the installers, inspecting the work, and meeting with homeowners to resolve warranty claims. I then worked as a superintendent for a commercial contractor before coming to HOME / RWC, where I've been working for 4 years as Technical Director in the Warranty Resolution Department.

My certifications include: Associate Degree in Architectural Technology; ICC certified Residential Building Inspector; and Certified Home Inspector.

OSHA Electrical Cord Safety Tips



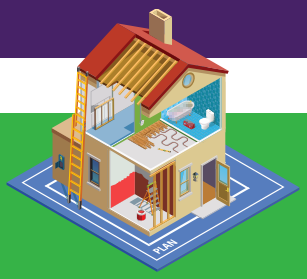
Extension cords are simply a way of life on job sites during the construction process. There are not always receptacles conveniently close by to plug tools and equipment into, but the convenience of getting power where you need it should not be taken lightly. OSHA requires that specific guidelines are followed to avoid misuse of extension cords for the safety of the crew.

- *Do not overload the extension cord.* Powerful equipment that draws too much current can cause the cord to overheat and short out.
- *Do not use extension cords in place of permanent wiring.* Extension cords are intended as a temporary power source – usually defined as 30 days or less.
- *Do not use extension cords rated for outside indoors.* They are not designed to stand up to the extreme outdoor conditions such as heat, cold, ice/snow and rain.
- *Do not run extension cords through windows.* If the window gets closed, the cord can become pinched and weakened. It may break the insulation on the wiring, exposing the electrical conductors inside.
- *Do not use damaged cords.* Deep nicks or breaks in the jacket should be reported to a supervisor immediately. Federal OSHA electrical safety standards state that cords should not be repaired with electrical tape, but instead either replaced or repaired (if possible) using proper methods, per a safety representative.

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- Table Tents
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- Sample Books

There are several easy ways to order these items:

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EMAIL info@homeoftexas.com

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MAIL form found in our Marketing Essentials brochure (#8542)

2

Our website is a wealth of resources for homeowners.

Homeowners have access to many easy to understand educational resources and can find answers to their questions in the HOMEOWNER section of our website.

3

FREE warranty book samples are available.

We encourage all Members to provide each and every homebuyer with a sample warranty book. This allows buyers to review and become familiar with the warranty.