

March 30, 2004

Mr. Dave Brown
4974 Cemetery Road
Hilliard, Ohio 43026

Dear Dave,

In the “buyer beware”, accept-mediocre-quality evolution of American society in which we seem to live these days, what a pleasant surprise – and treat – to discover Regent Homes!

From the beginning, our experience with you and your friendly staff; Doug Neal (marketing for you at the time), Tom, Sarah, Larry, and Jim, was different than what other buyers talk about. (Not to mention your unique vintage exteriors and great open floor plans that attracted us, in the first place!)

You truly make the building experience personal! It felt like we were planning something special with old friends that really listened to how we envisioned our home. You were completely flexible when we expressed a few changes in plumbing, etc. – and your own extra touches, like the beautiful Amish rockers placed on the front porch as a house warming, are way beyond anything any other builder does.

Inevitably, there are issues that arise after closing. When unexpected minor problems came up, your response turned into our strongest endorsement of all. Not only did you make yourself available, almost immediately, you worked through every single concern, personally, with us and saw that everything was resolved to our complete satisfaction.

Once again, I want to point out that our son-in-law is management level at another large local building company. He actually laughed when we first told him that we were optimistic about Regent Homes following up with all the details we discussed, both before our purchase and after living in our home for several months. We are extremely grateful and proud to say that “we enjoyed the last laugh”!

Thank you – all – very much for the great job you’ve done (including providing me with an “I told you so” for our “self-assured” son-in-law)!

If you look up the word regent in the dictionary, it means “.....one who rules”. That pretty much sums up our building experience: Regent Rules!

Tim and Pam Norman