



June 29, 2005

Better Business Bureau of Western Pennsylvania  
300 Sixth Avenue, Suite 100  
Pittsburgh, PA 15222-2511

To Whom it may concern

This letter is in response to a complaint files with the Better Business Bureau of Western Pennsylvania, Inc. by one of our homeowners, Dave Romesburg (RE:11006594).

We met with Mr. Romeburg and discussed solutions for his door and wet basement problems. We are currently working with Mr. Romesburg to remedy these issues.

Respectfully,

A handwritten signature in black ink that reads "Rick Murray".

Rick Murray,  
Warranty Manager,  
Heartland Homes, Inc.

cc: Dave Romesburg  
27 Castlevue Drive  
McKees Rocks, PA 15136