

Southern Energy Homes, Inc.
P.O. Box 390
Addison, AL 35540

To our Valued Southern Energy Retailers:

Two years have passed since the introduction of Southern Energy Homes, Inc.'s first Retailer Handbook. We are thankful for our retailers who embraced this handbook, and have seen their relationship and level of service with Southern Energy Homes, Inc. flourish.

We are excited about the future. We have improved our quality tremendously through our on going Quality Improvement Process (TIP). We have become customer focused and have reduced our service backlogs over 50% the last two years. Our manufacturing state complaints have decreased approximately 75% and are virtually non-existent. Our HUD conformance audits are setting new standards for the industry, as we continue to outperform our competitors by significant margins. Our homes have turn times that greatly exceed the industry average, providing more sales for our retailers. We are financially stable, poised to move ahead methodically and responsibly in our positively transforming industry. Simply put, Southern Energy Homes, Inc. is committed to being the leader in manufactured housing. We will be proactive and accountable to you, your customers and ourselves.

This second edition of our "Retailer Handbook" provides specific, simple, guidelines on how to do business with Southern Energy Homes, Inc. By following these procedures, you will help us help you. Our desire is that all of our retailers achieve unprecedented success with Southern Energy Homes, Inc.

It is a great time to do business with us.

With Your Greatest Success in Mind,

Keith O. Holdbrooks
President
Southern Energy Homes, Inc.

Southern Energy Homes, Inc. Contact Information

Southern Energy Homes, Inc.
Corporate Office
P.O. Box 390
Addison, AL 35540
Phone: (256) 747-8589
Fax: (256) 747-8586

Southern Energy Division	Southern Energy of Texas
P.O. Box 269	8701 Harmon Road
Addison, AL 35540	Ft. Worth, TX
76179	
Phone: (256) 747-1544	Phone: (817) 847-1355
Fax/Sales: (256) 747-1183	Fax: (817) 847-0332
847-0332	
Fax/Service: (256) 747-2963	

Southern LifeStyle Division	Southern Homes Division
P.O. Box 299	P.O. Box 639
Addison, AL 35540	Double Springs, AL
35553	
Phone: (256) 747-1509	Phone: (205) 489-3433
Fax/Sales: (256) 747-1583	Fax/Sales: (205) 489-3447
489-3447	

Phone/Service: (256) 747-1506 Fax/Service:
(205)489-8109
Fax/Service: (256) 747-1574

OUR MISSION:

Southern Energy Homes, Inc. will produce top quality manufactured homes with emphasis on customer service and total consumer satisfaction.

Table of Contents

Our Objective	1
Our Commitment	1
Our Goals	1
Retailer's Responsibilities	2
Sales Order Confirmation	2
Transportation / Delivery	3
Retailer Inventory	4
Closing Procedures	5
Set -Up / Installation	6-9
Customer Walk Through / Interview / Survey	10
Who to Contact / Service Procedures	11
SERVICE	
The Homeowner Satisfaction/Service Checklist	12
Emergency Service	13
Authorizations	13
Service Requests/Stock Homes	13-14

Parts	14
CURTAILMENT POLICY.....	14
SOFT COST ADMINISTRATION.....	14
Appendix A – Arbitration Agreement	15-17
Appendix B – Dealer Check-Out Sheet	18-20
Appendix C – Service Authorization/Request/Bill Back Form . . .	21-22
Appendix D – Closing Video Form	23-24
Appendix E – Homeowner Satisfaction/Service Checklist	25-27
Appendix F – Material Request Form	28-29
STAR OF EXCELLENCE AWARD	30

Our Objective

Southern Energy's objective is to deliver customer satisfaction that fulfills our homeowner's expectations. This handbook provides simple procedures that enable accomplishment of customer satisfaction at the earliest possible stage of ownership.

Customers Must Know:

- ◆ How the construction process will work.
- ◆ Who is responsible for each step in the construction process.
- ◆ Who to contact when questions arise.
- ◆ When they will be able to move in.
- ◆ We will do what we say we will do.

Our objective is simple, "Happy Satisfied Customers!"

Our Commitment

Southern Energy Homes, Inc. will do things right, be easily accessible, and resolve issues quickly. By working together, our systems and processes will accomplish complete customer satisfaction.

Our Goals

- ◆ Provide No Hassle Service Response.
- ◆ Complete All Service Within 21 Days Of Service Request Receipt.
- ◆ Complete All Service Issues With One Visit.
- ◆ Minimize Service Issues Through Our Quality Improvement Processes.
- ◆ Minimize Paperwork through User Friendly Southern Energy Forms (see appendices).

With clear communication and joint cooperation, we can achieve these goals. This will enable you to spend more time doing what you enjoy, selling and installing more homes.

Retailer Responsibilities

In representing Southern Energy Homes, Inc., our retailers must work with our factories to achieve superior customer satisfaction levels. *It is essential that our retailers and our customers understand responsibilities associated with installation and warranty service.*

Key Responsibilities

- ◆ Properly Represent Products And Warranties.
- ◆ Provide Installation Which Meets All Requirements.
- ◆ Survey Customers For Satisfaction With Installation.
- ◆ Provide Emergency Service As Required.
- ◆ Work Within Southern Energy's And Your State And County's Required Procedures.

Sales Order Confirmation

A Southern Energy Sales Representative will provide sales order confirmations. These order confirmations must be approved prior to the construction process. We highly recommend retail customer signatures of approval for all retail sold home orders.

Our factories are responsible for delivering only that which is listed on the sales order confirmation. The retailer is responsible for any other commitments made to the customer.

Flooring of the home is necessary at point of order. Failure to provide flooring prior to construction can delay the construction process.

Home Transportation

Factory Delivery

Our driver's responsibility is to account for all items, including contents, prior to accepting a home. Our driver is responsible for obtaining a signature from a retailer representative upon delivery. The retailer's signature releases the driver from responsibility for damages or losses other than that noted on the Dealer Check Out Sheet (see Appendix B,). At this point the retailer accepts responsibility for the home/product. All ship loose items including miscellaneous parts orders must be signed for.

Dealer Pick Ups (DPU)

The driver, whether contracted or employed by the retailer, will walk the home, complete, and sign the dealer check out sheet. At this point the dealer has accepted responsibility for the home. The retailer is responsible for all non-noted damages occurring from this time through installation and acceptance at the customer site.

Delivery Fax Back Report

If you or your personnel are unable to check a home in at delivery due to time of day, unfavorable weather, etc. it is necessary that the Dealer Check-Out Sheet (Make a photostat of Appendix B) is completed and faxed back to the respective Southern Energy Homes, Inc. Division within 48 hours. Failure to return this form indicates favorable transportation with no resulting defects, shortages or non-conformances in the home.

Ship Loose Items

Great measures are taken to ensure ship loose kits are accurate and complete. For each home there is a specific list included in the dealer packet. Please use this list to verify that all set up materials are present.

Retailer Inventory

Set Responsibility

Multi-section homes, set for extended periods, require support post blocking to prevent sagging. All homes must be blocked at the front and rear I-beams and intermittently along I-beams instead of the hitch alone to prevent sagging or crowning of floors. If a home is off its axles it must be supported by blocking 8 feet on center. This helps preserve the integrity of the home.

Maintenance Responsibility

Retailers are responsible for maintaining the appearance of each home. *Windows, doors, close-up plastic, roof lines at marriage walls, and roof vents/penetrations must be kept sealed to protect the home from weather.*

Factory Servicing of Stock Homes

If service is required on a stock home, we request one complete list from our retailers (Appendix C). All service issues in need of repair must be reported entirely within 7 days after the home is lot set, not to exceed a maximum of 60 days, if the home is not set. It is our intention to ensure your homes are displayed in move in condition. Any service issue affecting the salability of a home will be addressed on an emergency basis. If a stock home has minor problems it will be serviced in accordance with normal service scheduling. Failure to report service issues within the above guidelines will indicate the home is free of defect.

Wear and Tear To Stock and Display Homes

Wear and tear that occurs in stock and display homes is not covered under factory warranty. We will provide initial service as with any new home except for wear related issues. We will refer customers to the selling retailer for resolution of wear related items.

Second Set Materials

The retailer is responsible for the purchase of materials necessary to set and trim a home for the second time. This applies primarily to the sale of display models.

Winterizing Stock Homes

Retailers are responsible for ensuring inventory homes are winterized. Antifreeze is necessary in units with water standing in tanks, bowls, sinks, traps, and all plumbing lines. If no water is present there is no need to add antifreeze. Do not invoice the factory for this preventive measure.

Closing Requirements

- ◆ The Customer Must View The Southern Energy Homes, Inc. Closing Video.
- ◆ The Customer Must Then Sign The Closing Video Script.
- ◆ The Customer Must Sign The Arbitration Agreement.
- ◆ The Customer Must Sign The Homeowner's Warranty Registration Card.
- ◆ The Original Signed (Retailer Signed Also) Documents should be sent to Southern Energy Homes, Inc. Keep a copy of these records in your permanent customer file.

Finally, present the COMPLETE Home Owner's Packet (delivered with each home) to the buyer. If any required closing items can not be located, call your factory sales department immediately – we will get these items to you. Any factory issues concerning the home's standards/specifications must be worked out prior to delivery.

Warranty Cards Are Required By HUD

Assist the customer in completing their Warranty Registration Card and send it to the factory. The Warranty Registration Card must be received at the factory to "register" the home warranty. These cards are required by HUD regulation 3282.255 a. and must be received in order for you to receive volume incentives. These cards are critical in enabling optimum customer service by Southern Energy Homes, Inc.

How To Get The Closing Video

A Closing Video will be delivered with each home. This video must be given to and viewed by the homeowner during closing. If for some reason the video was not shipped with the home, please fill out Appendix D of this guide and fax to the listed Southern Energy Homes, Inc. Fax #. A Spanish video is available by request (See Appendix D).

The 30 Day List

Please explain to our homeowners that we require a complete Homeowner Satisfaction/Service Checklist to be returned to Southern Energy Homes, Inc. within 30 days of home possession (see Appendix E). This form is included in the dealer packet and must be given to the homeowner at

closing. Failure to provide a complete service list to the respective Southern Energy Division will indicate the home is defect free. All cosmetic issues must be reported in writing within 30 days of retail customer home possession. Note: Replacement items may have slight color variations.

An Extra 5 Minutes during the closing can make all the difference!

Set - Up / Installation

Each retailer's set-up personnel fulfill vital roles in our commitment to achieve customer satisfaction. Our efforts to provide quality, high value products to our customers in a timely and professional manner can only be achieved through a professional and complete installation.

Each home we manufacture must be installed in accordance with the Installation Manual provided in each homeowner packet. There may be additional state and local requirements. As a result of transportation, adjustments are sometimes required at delivery and installation. For installation other than the one provided in the Southern Energy installation manual, consult a local architect or professional engineer.

Site Responsibilities

During the sale and at closing, the customer must be made aware of their responsibility for site preparation and accessibility unless the law requires otherwise. However, because a poorly prepared site can possibly result in owner dissatisfaction, the retailer should take additional steps.

If the customer secures a site likely to collect water, the customer should be made aware of implications this has on their home and warranty. Additionally, if the soil condition of the site is marginal, inform the customer before installation that settling may occur and to a greater degree than desirable.

There are site situations that will void certain portions of the homeowner's warranty. *The manufacturer will not accept responsibility for settling damages or for damages resulting from ground or environmentally induced moisture.*

The Process

- ◆ Communicate Site Responsibilities To The Customer.
- ◆ Complete Installation & Close Up.
- ◆ Complete Trim-out Operation.
- ◆ Complete Carpet Installation or Carpet Seam At Marriage Line.
- ◆ Complete Adjustments & Ensure Proper Operation.

<p>Set-up certification courses are available. Please contact your State Administrative Agency.</p>
--

Installation & Close-up

The following items are standard installation responsibilities. The retailer is responsible for ensuring these services are performed in an acceptable (i.e. customer, government, factory) fashion. The retailer's installer of the home is responsible for the following items:

- ◆ Set-up home where floor is level throughout.
- ◆ Perimeter block exterior doors, fireplaces, and exterior openings (as per installation manual or state requirements).
- ◆ Install, trim, caulk, & paint all exterior close-up material (as applicable).
- ◆ Correct all damages, exterior blemishes, screw/nail holes, and scratches related to transportation and set-up, including the removal of road dirt & diesel exhaust if necessary.
- ◆ Perform minor adjustments to all interior and exterior doors and windows through proper leveling and door adjustment techniques. Exterior doors must open, close, lock and seal.
- ◆ Connect all utility crossovers and close up underbelly penetrations caused by transportation or set-up.
- ◆ Remove transportation related materials including all plastic, and properly seal roof where penetrated by transportation related fasteners. Install ridge row and replace shingles where needed.
- ◆ Ensure the HVAC crossover duct is properly installed and supported.
- ◆ Install fireplace extensions and caps where necessary. As a service to the customer, we **STRONGLY** recommend extensions be routinely added in high wind exposure areas.
- ◆ Install gas furnace caps where necessary. As a service to the customer, we **STRONGLY** recommend extensions be routinely added in high wind exposure areas.
- ◆ Route dryer vent and AC drain line to the exterior.
- ◆ Thoroughly clean the home of all set-up debris and remove shipping braces and all other installation related trash from the site.
- ◆ Perform a complete check on plumbing and drain systems.
- ◆ Perform a complete check on the electrical system.
- ◆ A layer of 6-mil polyethylene plastic is required to cover ground beneath the home.

<p>Note: Some factories or regions may require additional steps be taken. Please consult local, state, and federal requirements in addition to factory recommendations and requirements.</p>
--

Trim-out Operation

Standard trim-outs are a gypsum or panel type which is most often a combination of panel, battens, gypsum or luan paneling, and various corner molding. Trim-outs are a retailer responsibility. Trim-out drawings/instructions are available upon request.

Tape and Texture Finishing

Tape and texture homes are installed with tape and texture trim-out. Matching paint is shipped for trim-out. Any additional texture and color matching is a retailer responsibility. For specific trim-out requirements concerning a product, contact your factory sales representative.

Minor tape and texture cracks can occur due to transportation and installation. These can be easily remedied by sheet rock finishers and are not covered by factory warranty. For specific tape and texture repair responsibilities, contact your factory sales representative.

Ship Loose Carpet Installation

The installation of ship loose carpet is the responsibility of the retailer. Installation takes place after set-up and trim-out operations are completed. The retailer locates, schedules, and pays the installing contractor. When warranty situations arise relating to field installed carpet, the retailer and/or carpet manufacturer must identify and correct situations covered under warranty. The following information will assist you in administering your installation programs:

- ◆ Each participating home will be supplied with carpet (as ordered) and carpet pad (as ordered). These materials will be shipped loose in the designated home. Southern Energy Homes, Inc. does not provide carpet bars or tack strip.
- ◆ The installer is responsible for inspecting the carpet prior to installation. If a defect or shortage is found, we will address the problem immediately. Do not have carpet with a known defect installed as a means to get the customer moved in; the warranty will be compromised.
- ◆ Some of our designs require carpet installed up the side of the framed bathtub skirt in the master bathroom. This will need to be installed by the carpet contractor.

- ◆ The carpet contractor will be scheduled and paid by the retailer.

Non-Reimbursable Costs

The following procedures are part of normal set-up and are not reimbursable:

- ◆ Installation of exterior globes, interior globes, screens, screen door closures, stacks, etc.
- ◆ Carpet installation problems related to set-up.
- ◆ Minor adjustments of drawers, doors and windows.
- ◆ Completion of exterior door installation.
- ◆ Tighten loose lag bolts.
- ◆ Leaks at outside water and sewer hook-ups.
- ◆ Replacement of appliances covered by the original manufacturer warranty.
- ◆ Replacement of water heater elements, unless approved by the appliance manufacturer.
- ◆ Costs associated with improper hook-up to a power source.
- ◆ Changing orifices in furnace, water heater, or stove.
- ◆ Problems related to A/C installation or thermostat replacement.
- ◆ Touch up interior and exterior caulking.
- ◆ Re-nail loose trim or touch up of scuffs.
- ◆ Moving or changing location of dryer vent access hole.
- ◆ Anything cosmetic not reported within 30 days of homeowner possession.

As always, be sure to obtain authorization for factory warranty service (see Service Authorization).

Walk-Thrus and Surveys

Southern Energy Homes Inc. strongly recommends that each customer receive a tour of their new home, including demonstrations of GFI receptacles, smoke detectors, main water line cut-off valve, and all other functional/safety items, etc. These are value-added services provided at the discretion of the retailer to familiarize each important customer with their new home.

Customer Survey – Installation

After you have installed a home, you should contact the consumer and survey them, specifically concerning delivery and installation. Be sure to resolve all complaints as soon as possible. Place a copy of the survey and resolution of any complaint in your customer file.

If factory issues are mentioned, refer those to the Homeowner Satisfaction/Checklist (Appendix E).

Customer Survey – Retailer Provided Service

You should also survey your customer after each warranty service visit. Be sure to resolve all complaints as soon as possible. Place a copy of the survey and resolution of any complaints in your customer file.

Southern Energy Homes, Inc. Customer Survey

Southern Energy Homes, Inc. will send a “Welcome to Your New Home” package. Included with their gift is a Customer Satisfaction Survey. Once completed and returned to Southern Energy Homes, Inc., the consumer will receive a one month extension of their warranty.

Please review the Customer Satisfaction Survey and the extended warranty opportunity at closing. We will forward survey copies to you when received.

Who to Contact Concerning:

Service:

1. Work through the factory service center. As a general rule, you should work through your assigned Service Coordinator.
2. If an adequate response is not obtained from your service coordinator, talk with the Service Manager.

State Complaints:

Concerning state complaints, contact the Service Manager or factory General Manager immediately.

Legal Activity:

Concerning legal activity, contact the factory General Manager or the Customer Satisfaction Hotline immediately at (256) 747-8589.

Quality Issues:

Concerning product quality problems, contact the factory General Manager.

All delicate customer situations requiring a corporate response should be directed to the Corporate Office at (256) 747-8589.

Thank you for allowing us the opportunity to serve you! By contacting the appropriate person we will be able to respond to your needs faster.

SERVICE

One List, One Visit

The Homeowner Satisfaction/Service Checklist

If a customer requires factory warranty service, we require one complete list. We intend to complete this list in one visit to the home. Our retailer's involvement in the explanation of one complete list is critical to ensure we can provide the complete, hassle free, timely service you and your customers deserve.

The first time a customer requests factory warranty service, The Homeowner Satisfaction/Service Checklist should be used. This form is included in the dealer packet (See Appendix E). It is imperative we receive a definitive, complete list of expectations from the customer.

The Homeowner Service/Satisfaction Checklist must be completed by the customer and sent directly to the respective factory no later than the 30th day of home possession. We will respond and arrange to service the home within 30 days of receipt. The process is as follows:

- ◆ The customer receives the Homeowner Satisfaction/Service Checklist at Closing.
- ◆ The customer completes and sends to the respective factory within 30 days of home possession. It is critical that all service required is listed completely.
- ◆ The factory responds, acknowledging receipt of the service request.
- ◆ The factory responds within 30 days to complete service.

Do not tell the customer the factory will take care of everything. The retailer, factory, and appliance manufacturers are responsible for servicing items in each home sold. Do not modify The Homeowner Satisfaction/Service Checklist in any way. This is a factory form.

All service requests must be in writing. Retailers are not authorized to make commitments concerning service on behalf on the factory.

Emergency Service

It is our goal to respond to emergencies within 24 hours. The retailer must contact the factory and respond immediately to emergency issues.

An emergency is a hazardous gas leak, electrical condition, source plumbing leak, water in the belly of the home, and any immediate warranty issue that could cause home damage.

Service Authorization, Requests, Bill Backs

The Service Authorization/Request/Bill Back Form (Appendix C) provides space for all information required for service approval, service requests, and bill backs.

Authorizations

Service authorizations are required for providing quick response to emergencies or other service situations. The request must include material requirements (non-factory parts to be used and/or parts needed from the factory), all applicable labor rates/charges, cause of defect(s), and method(s) of repair(s). The respective service center will accept or reject the request and advise appropriate corrective action.

- 1) Initiate the service authorization form to request authorization to perform warranty service, including all information as listed above. *Complete the form entirely.*
- 2) Fax the request to the respective division service center. Incomplete requests will be faxed back for correction/completion.
- 3) The service center will respond with a service authorization number or an explained refusal. *Approvals are good for 60 days only.*
- 4) If parts are required, your faxed authorization will notify you of action being taken concerning shipment or delivery of parts.

Service Requests/Stock Homes

- 1) Initiate the service request form to request warranty service, including a complete description of all issues needing repair and fax to your respective service center. *Please ensure the list is 100% complete. Your stock homes should be displayed in move-in condition.* Please refer to the “Retailer Inventory, Servicing Stock Homes” section of this handbook for reporting requirements.

Service Bill Backs

Service bill backs should be sent to the respective Southern Energy Homes, Inc. Division using the Service Authorization/Bill Back Form (Appendix C). *The form must be filled out in its entirety, including the Southern Energy Homes, Inc. authorization number, cause of defect(s), method of repair(s), customer signature, and all applicable charges.* The original supporting documents must be attached for any parts purchased or labor performed by outside/independent contractors. This must be included for our files as required by the Department Of Housing and Urban Development. All bill backs must be mailed to Southern Energy Homes, Inc. within 60 days of performed service.

Parts

Parts can be ordered using the Southern Energy Homes, Inc. Material Request Form (Appendix F). Please complete the form entirely including the reason material is needed and forward to the respective division. If parts are being purchased, please include your purchase order number on the form. It is imperative that shortages or damages (parts) are noted on the Dealer Check Out Sheet at time of delivery as previously noted in this handbook. Parts not noted short at delivery will be considered received. Any replacement parts will be charged to the retailer.

Curtailment Policy

Southern Energy Homes and various lenders from time to time enter into certain wholesale financing agreements for the purpose of floor planning homes for our independent dealer network. As a part of this wholesale agreement, the lenders require the dealer pay curtailments on their stock units when they reach a certain age. It is the dealer's responsibility to ensure curtailments are paid to the lender in a timely manner.

Soft Cost Administration- Furniture/Dec/Advertising

Southern Energy Homes, Inc. will allow our independent dealers to include factory "paid" furniture packages and décor kits on our invoices for finance purposes. Factory paid furniture is defined as; "Furniture accompanying a manufactured home that is ordered by a manufactured home manufacturer and paid to a furniture vendor by the manufactured home manufacturer." The invoice item for drywall finishing, commonly referred to "tape and texture" will be an approved finance item.

Southern Energy Homes, Inc. will not allow for third party furniture/decor packs, advertising allowances, and excessive advances to be included as finance items.

APPENDIX A

Arbitration Agreement

APPENDIX B

Dealer Check Out Sheet



Quality Product / Dealer Check-out Sheet

This form is to be completed prior to the HUD label being placed on the home. Initialing the item indicates that the item is present and in good condition. Indicate with N/A any item not applicable to this home.

Serial Number: _____ Model Number: _____ Date: _____

Bedrooms	#1	#2	#3	#4	#5
Carpet					
Ceiling					
Wall boards					
Mouldings, crown and batten					
Mouldings, doors and windows					
Doors and hardware					
Light fixtures, globe and shades					
Bed, frame and mattress					
Draperies and spread					
Mini blinds					
Window screens					
Storm windows					
General cleanliness					
Other:					

Interior	#1	#2	#3
Floor covering, carpet or tile			
Appearance and condition of plastic			
Ceiling			
Wall boards			
Mouldings, crown and batten			
Mouldings, doors and windows			
Doors and PRIVACY hardware			
Window, Safety glazed if required			
Draperies			
Mini blinds			
Window screens			
Storm windows			
Tub and Lavatories			
Stoppers for tub and lavatories			
Mirror and moulding			
Light fixtures and globes / shades			
Exhaust fan and cover			
Toilet tank top			
Cabinets, door square and secured			
Shower curtain and / or door			
GFI receptacle labeled			
General cleanliness			
Other:			

Living Room	Living Room	Dining Room	Den / Family	Retreat	Hall
Carpet					
Ceiling					
Wall boards					
Mouldings, crown and batten					
Mouldings, doors and windows					
Doors and hardware					
Light fixtures, globe and shades					
Ceiling fan and globes					
Draperies and spread					
Mini blinds					
Window screens					
Storm windows					
Sofa					
Chair					
Coffee table					
End table					
Lamp					
General cleanliness					
Other:					

General	
Ship-loose exterior lights and globes	
Exterior door closer and chain	
Ship-loose plumbing, glue, strap & print	
Furnace cover	
Smoke detectors	
Fireplace chimney kit	
Stereo and speakers	
Ship-loose / close-up items (multi wides) with printed ship loose list	

NOTE: This is page one of a two page inspection.



Quality Product / Dealer Check-out Sheet

Page 2 of 2

Kitchen / Utility	Kit	Util
<i>Tile or roll good:</i>		
<i>Ceiling</i>		
<i>Wall boards</i>		
<i>Mouldings crown and batter</i>		
<i>Mouldings, doors and window</i>		
<i>Mouldings, cabinets and base board</i>		
<i>Light fixtures, globe and shade</i>		
<i>Fluorescent light & lens</i>		
<i>Draperies</i>		
<i>Mini blinds</i>		
<i>Window screens</i>		
<i>Cabinet, doors square and secure</i>		
<i>Cabinet tops, edge and back splash</i>		
<i>Fire protection at range</i>		
<i>Back splash behind range</i>		
<i>Sink stoppers</i>		
<i>Range secure</i>		
<i>Refrigerator secure</i>		
<i>Microwave</i>		
<i>Dishwasher</i>		
<i>General cleanliness</i>		
<i>Other appliances, (list)</i>		

Exterior	
<i>Appearance and condition of siding</i>	
<i>Appearance and condition of plastic</i>	
<i>Shutters</i>	
<i>Bottom board</i>	
<i>Caps on water and gas inlet</i>	
<i>Caps on drain drop:</i>	
<i>Roof protection</i>	
<i>Roof jacks and vent cap</i>	
<i>Brake axles (Qty.)</i>	
<i>Axles caps</i>	
<i>Exterior receptacle</i>	
<i>Marriage wall gaske</i>	

MPO #:	
MPO #:	
Note any known shortage at time of shipping.	

Southern Energy Homes
Quality Mission Statement:

Southern Energy Homes, Inc. will produce the highest quality manufactured homes with emphasis on customer service and total consumer satisfaction.

I have personally inspected the condition of this home prior to affixing the HUD label and certify by signature that everything indicated in this home and in good condition.

Signature: _____

Date: _____

Serial number: _____

Driver signature accepting condition of home listed above, at time of shipping:

NOTE: Dealer must sign and date at time of delivery. Notations of any shortages or damage must be noted on this form. Driver will be held responsible for any shortage not noted at the time of delivery.

I did not have time to check out this home when received. I will send in a copy of the Dealer Check-out within 48 hours. Signature: _____

Dealer comments:

Roof damage? _____ Exterior damage? _____ Window damage? _____ Bottom board damage? _____

Dealer Signature: _____ Date: _____

Driver Signature: _____ Date: _____

APPENDIX C

Service Authorization/Request/Bill
Back Form

- Prior Authorization Request
- Factory Service Request
- Bill Back Request

Southern Energy Homes, Inc.

Fax Numbers:
 Southern Energy Homes 256.747.2693
 Southern LifeStyle Homes 256.747.1574
 Southern Homes 205.489.8109
 Southern Energy Texas 817.847.0332

Unit Information

Serial No.: _____
 Purch. Date.: _____
 Model: _____

Homeowner Information

Dealer: _____
 Address: _____
 City/State: _____
 Zip Code: _____
 Phone: () _____

Owner: _____
 Address: _____
 City/State: _____
 Zip Code: _____
 Hm Phone: () _____
 Wk Phone: () _____

Office Use

Approved By: _____
 Date Approved: _____
 Date Paid: _____
 P.A. Number: _____

Authorization Information

Date Submitted: _____
 Estimate: _____
 Page: _____ of _____

Prob. Code	Problem Description	Corrective Action	Determined Cause	Labor Hrs.	Hr. Rate	Material Cost	Item Cost	Wrk Comp.

Travel Hrs.: _____ x Hr. Rate: _____ = _____
 Mileage: _____ x Rate: _____ = _____
 Total Authorization Reimbursement: _____

Labor/Parts Total: _____
 Signed: X Service Technician _____ Date _____
 Signed: X Homeowner _____ Date _____

I hereby certify that the parts and work described hereon have been furnished and repairs made to my complete and total satisfaction.

APPENDIX D

Closing Video Form

Southern Energy Homes, Inc.

Closing Video Order Form

Fax to: Southern Energy Homes, Inc.
Customer Relations Dept.
(256) 747-8586

Please send me _____ copies of the Southern Energy
Number of Copies

Homes, Inc. Closing Video to the following address:

Please Check Version: _____ English _____ Spanish

Dealer Name

Requested By

Mailing Address

City, State, ZIP

Phone #

Fax #

Signature

APPENDIX E

Homeowner Satisfaction/Service Checklist

HOMEOWNER SATISFACTION/SERVICE CHECKLIST

Customer Factory Warranty Service Request Form

Please complete all sections of this checklist and send to the manufacturer no later than 30 days. This satisfaction checklist is very important in providing a quick response to your service request, which we intend to complete in one visit to your home. Future visits to the home would be limited *only* to future warranty failures – if any. To determine which items are the responsibility of Southern Energy Homes, please refer to the "**HOMEOWNER'S MANUAL**" under the "**ONE YEAR LIMITED WARRANTY**" section. Also, review your "**CLOSING VIDEO.**"

"X" if OK Detailed Description of Complaint, Including Quantity, Size, Location, Etc.

Appliances _____

Cabinets/Countertops _____

Ceilings _____

(Exterior) _____ Doors

Electrical _____

Siding _____ Exterior

_____ Roof

_____ Coverings

_____ Furniture

_____ Lavs/Commodes/Sinks>Showers/Tubs

_____ Plumbing

Panels

Wall

Windows

Other

HOMEOWNER SATISFACTION/SERVICE CHECKLIST-CONT

Comments

Serial # _____ Date _____
Purchase _____

of

Homeowner _____

Address _____
Name _____

Dealer

_____ Location _____

Dealer

Home Phone _____
Phone _____

Work

Mail or fax this form to the applicable Southern Energy Homes, Inc. Division.

A Service Representative will contact you to confirm warranty coverage and to schedule service.

APPENDIX F

Material Request Form

Authorized By: _____ **Date:** _____

Star of Excellence Award

At the end of each calendar year, Southern Energy Homes, Inc., selects our “*Star of Excellence*” Award Winner. The criteria are:

- ◆ Warranty Card(s) Returned.
- ◆ Arbitration Agreement(s) Returned.
- ◆ Video Script(s) Returned.
- ◆ Corporate Complaint(s)---goal of zero.
- ◆ Satisfaction Survey Results.
- ◆ Minimum Volume Purchased—(\$500,000).

Awards

- ◆ Star of Excellence Crystal Trophy.
- ◆ Southern Energy Homes, Inc. Banner for Sales Center.
- ◆ Exclusive Trip for Owner, Manager, Top Salesperson, and Service Manager.
- ◆ Large Billboard Advertising as Southern Energy’s Star of Excellence Dealer.

Southern Energy Homes, Inc. Website

To be marketed on the Southern Energy Homes, Inc. Web site, please fax your completed address, phone numbers and any other applicable information to:

Web Master, Southern Energy Homes, Inc. (256) 747-7586

www.southernenergyhomes.net

2nd Edition----10/2000

I acknowledge receipt of the Southern Energy Homes, Inc. Retailer Handbook and I agree to follow the policies and procedures as written.

By: _____

Dealer Name

Date