

PRESIDENT'S CLUB MONTHLY e-news

MAY 2002:

- Chuck Turns 25! (You wish!)
- Top 25 Salespeople thru 4/02
- SpecStar Is Coming
- Regional Scoop
- Manufacturing News
- Customer Letter Confirms We Are Best

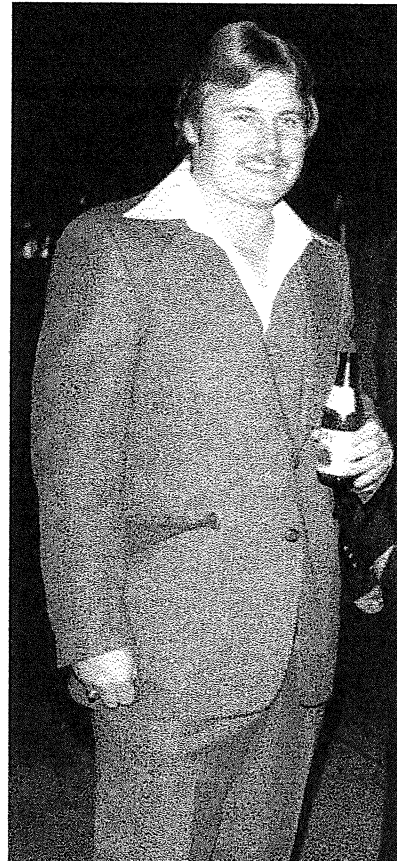
Chuck Carney Jr. Celebrates 25th Anniversary

Tuesday, May 21st marked Chuck Carney Jr.'s 25th year with the Mobile America/American Homestar family. His illustrious career began in 1977, when after giving up hopes of being a professional R&B singer (HA!), Chuck (pictured at right in 1978) graduated with a Marketing Degree from Eastern Kentucky University, drove his van to Beaumont, Texas and began working as a salesman for Mobile America.

Many years and beers later, Chuck is now the Chief Operating Officer of our Retail Division and continues to inspire his people and his peers with energy, humor, loyalty and unwavering support. The Home Office staff had the opportunity to congratulate Chuck in person at a lunch in his behalf. Here are some notes from some of the individuals who could not be there to join us....

My husband Dave Snyder and I became employees of Nationwide in Spring, TX in June of 1994. In January, 1995 only being employees for 6 months, we got to know first hand what kind of a company we went to work for. My husband had a massive Heart Attack and Chuck Carney Jr. was notified that morning of what had happened. He called back with in a matter of MINUTES, to tell our G.M. to be sure to continue to see that he receive a paycheck while he was off so we wouldn't have another stressful situation to deal with. We just want everyone to know what a Great Business Man, and also what a Great Compassion Man, Chuck is. Every time I see him he asks me about Dave and how he is doing (Eight Years). There have been several occasions that I was offered employment elsewhere. But every time, I thought why would I want to change employment, when I work for a Company that has people like Chuck Carney Jr. working for them.

Thank You Chuck, for making American Homestar/NationwideHousing Sys. a company you want to work for. Sincerely, Connie Snyder (OM)



Chuck Jr. is the only person I've worked with that can use the phone and not need an intercom or page system to transfer calls!!! Love Ya, Chuck! Kim Stafford (OM)

As a proud new employee of this company I can tell you without a doubt that Chuck Jr.'s commitment to excellence and his impeccable reputation in this industry is the reason that I came to work for this company. Congrats to true company man, Chuck Jr.!!

*Respectfully,
Jeff Girouard, (G.M.)*

Notes continued on pg. 2

More Notes to Chuck (continued from pg.1)

I have had some great times with Mr. Carney! I have also had times with him that were not so pleasant! I can tell you that I have never worked for a better person than Chuck Carney Jr.! He is a great family man, a great Supervisor and also a dear friend to my family and myself. I started with this company on 10/14/88, a mere 14 years ago! I plan on being here for my 25th also! Conrad's Chuck, we ALL love you! - Greg Burnett (GM)

It is very difficult to be a leader to leaders, but Chuck handles it in a most professional manner. The single aspect that impresses me most with Mr. Carney is his ability to always include employees from each side of our Company in the events surrounding work and play. I always feel that Chuck wants to make sure that I and my family are included in all important activities he is associated with. Although I am much older than him, I feel like he is my second dad and mentor.

-Charley Boyer (GM, OCH)

Congratulations on your 25th Anniversary with the best Mfg Housing Company in the industry. You were, and continue to be one of the greatest assets this company has or will ever have. I would have never guessed that the man I saw dressed in women's underwear on his 24th birthday would someday lead a multi-million dollar company!!!! -Your first Pasadena roommate!

The last three years CC Jr. has helped me tremendously in my business career, my personal life, as well as my financial life! Thanks for everything Chuck!

-Tim Foster (GM)

After working both with you and for you for 11years, I can say you are the best boss I've ever had and I will no doubt miss you terribly. Congratulations on this anniversary and your 25th with Sandy!

Much love to you and yours, - Laurie Lowery

More Notes to Chuck continued on page 5

Top 25 Salespeople

017
RUSSO, ROBERT
1,147.58

017
NAVARRO, JUAN
1,080.43

094
CRAIG, ROBERT
1056

045
DUPRE, LISA
923.28

017
STALEY, JESSE
812.43

056
BERRY, DELBER
715.38

079
WILSON, RANDY
692

057
HARVEY, NICOLE
646.73

092
PROVOT, WILLIAM
630.72

061

June Retail Anniversaries

1 year

Rebecca Turner, lot 57

Gregory Cooley, lot 78

Shawna Richards, Home Office

SpecStar Is Coming

SpecStar is a new program designed by American Homestar to aid sales personnel in accurately quoting the retail price of a new home for a customer. The program is currently testing in the Houston, Austin, and Dallas / Ft. Worth area retail locations and will be available company wide by July 2002. Steve Comstock, Marilyn Comstock, Lenora Grandel, and Curtis Hardick developed SpecStar over the past year.

So what does the program do? Here is a short list of features SpecStar will bring to your location:

- Spec out a home over the Internet and create a model value guide for the customer on the spot.
- Print out a catalogue of standard features, available options and pricing for any model, model line, or entire plant inventory.
- Instantly create a model value guide for an existing stock model.
- Print a floor plan for any model.
- Print a picture of any model.
- Print a set of standard features for any model.
- Detect if a customer has been quoted a price at another retail location.

SpecStar is definitely the way of the future for American Homestar. The program will allow sales centers to provide uniform pricing to its customers, adding credibility and integrity to the current pricing structure. It will allow a sales person to spec out a home any time – day or night, faster and virtually error free, because the program automatically adds items often missed when quoting a price on a new home. **Continued on pg.3**

SpecStar continued

No more low paying grosses and problem deals due to overlooked commission sheet charges. Most importantly, pricing is updated automatically! When you log in to SpecStar, you can feel confident that you are getting the most up to date and accurate pricing available from the plants.

Curtis Hardick will be coming to your location soon to install the program and give your sales staff a training session. Please welcome him when he stops by!

Regional Scoop

Region 2 Highlights

- SC#68 GM Jimmy Dromgoole sent these fabulous pics of new employee **Mandy Hill** (top left) who closed her first house with only 2 weeks on the job and their beloved OM and new bride **Stephanie Graham** (top right). Congratulations, ladies and thanks for the pictures, Jimmy!!!!
- Congratulations to **Sam Rice** and **Connie Fort** (pictured below right) who got married on May 5th in Galveston on Royal Caribbean's Rhapsody of the Seas. You look marvelous!

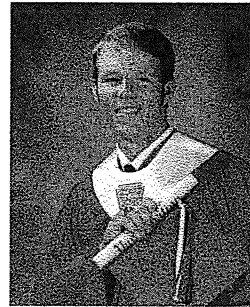


Connie & Sam tie the knot!

Region 3 Highlights

Larry Speck

- Winners for Spring Deposit contest were as follows:
Weekly Sales Pro's winners: **Richard Sage #51**, **Cathy Flanagan #58**, **Nicole Harvey #57**, **Cindy Schoonover #59** and **Race Schlemeyer #88**.
- Congratulations to **Cindy Schoonover** the "Superstar" from Tyler #51 for winning the over all contest. Cindy and her husband enjoyed The Big Race at the Texas Motor Speedway, even though it rained all weekend!
- The Big Cruise weekend get away was won by none other than the illustrious **Mr. Leon Dooley** and his "side kick" "Super Cruiser" **Mr. Jimmy Whatley**. Leon's troops sold 9 NEW HOMES during the 2 month contest. Jimmy contributed with a strong 4 New. Way to go Athens team!
- 3rd Qtr Eagle Award Winners!!
Hey, Dave in Tyler#59...the Athens team #11 wants their "THE EAGLE AWARD"! Congrats to NW#11 for a banner QTR and a 6.8 % Pre-tax Profit. Hats off to Leon's team of **Mr. Randy Taylor**, "**Super Cruiser**" **Jimmy Whatley**, **Ms. Vivian Lowery** and **Mr. Mark Pell**. You guys are Super!! Second place goes to none other than **Mr. Robby Golden's** Sales Pros at NW#78 in Denton. Robby's team had another terrific QTR @ 6.1 % pre-tax profits!! Great job Denton Team!! The 3rd Overall winner was **Mr. Greg Burnett's** WEST TEXAS Gushers in Midland. Greg and his Faithful and Hardworking Team produced a strong 5.7% in pre-tax profit!
- East Texas, West Texas and North Texas have been dominating the landscape, but we are starting to hear rumblings out of the "OKIE's" and maybe even the D-Metro Locations. Could it be we may have a new winner in the 4TH QTR!! We all wait with baited breath!



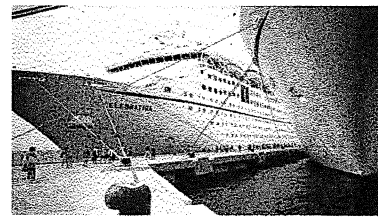
Will Ehrle Scholarships Awarded

Matt Norton, son of proud Mom and OM **Devra Norton**, was recently awarded the Will Ehrle Scholarship from the TMHA. Matt graduated from High School in 2000 with a 4.36 GPA and has just completed his second year at Angelina College on the Deans List. He will be transferring to Stephen F. Austin in the fall to complete his Agriculture Development degree and plans to ultimately use his talent for speaking as a teacher. Also receiving the Will Ehrle Scholarship was **Amber Richards**, daughter of **Nancy and Ronnie Richards**. Amber will be a sophomore next fall at SWT. Congratulations to Matt, Amber and their families!

Region 4 Highlights

Jack Maxey

- Cozumel Cruise winner's:
Lisa Dupre -Top GM -#45
Mike Shea -Top Sales-#33
Nathan Garcia- Distinguished Guest- #45
- "Welcome" **Jeff Baker**- NewGM OCV#24-Granbury
Jeff is doing a GREAT job and we will be seeing big things out of OCV #24.
- "He's Back"! - **L.A. "Ruby Slipper's" August** is back with the company at OCV #24 in Granbury. You might remember "His Studness" when he was setting sales records in Abilene.
- Congratulations to **Mike Shea** OCV #33 who is fresh off the Cozumel cruise and stepping up as General Sales Manager at #33.
- Special thanks to **Renee Kale** OCV #33 who we know as "office manager" and who has now stepping in as Sales Manager supreme.
- Congratulations to **Flor Galendo** who is expecting a new baby in July!
- Mike Levin would like to recognize and thank **Debbie Maxey** for all of her help and support.
- A belated "Happy Anniversary" to **Sherrie Halbert** on her 6th year with the company in April!



All Aboard to Cozumel!



Lisa DuPre (left) enjoys a group hug with Leon Dooley and his wife in Cozumel.

Region 7 Highlights

Dave Schwartz

- Out hats are off to **Rosenburg SC#18 GM Ron Allison** and his determined staff for pulling of 5 New homes and 2 Repos in April after losing their office to a fire the same month! See the whole gang pictured at right, in front of their new and improved Sales Center. Nice job!
- On April 26, 2002, **SC#34 GM Hans Hammond** had the opportunity to drive a real Winston Cup NASCAR. He went to Texas Motor Speedway and after taking a three-hour "crash course" in NASCAR BASIC DRIVING SKILLS AND OPERATION was put behind the wheel of a 700 horsepower NASCAR. Hans says, "It was the most thrilling experience of my life." He completed 8 laps of the 2.5 mile track at a final top speed of 143.96 MPH and has a new respect for the professionals burning up the track. "It is not as easy as it looks and not just anyone can get out there and do it." The same could be said about the professionals in our business.
- Hans wanted to recognize new salesperson, **Blake Jackson**. Since being hired on in mid-February he survived 2 weeks of rigorous training and hit the sales floor in early March. Since then he has taken 23 deposits, delivered and funded 4 homes, and has 7 deals in the pipeline for June and July. We are very proud of his performance thus far and expect great things from him in the very near future.



Rosenburg Team Rises from the ashes in rare form.



GM Hans Hammond having fun behind the wheel!

Manufacturing News

Lancaster Update

Chad Gaston

Oak Creek Homes of Lancaster has taken our 552 and 553 and packaged them like the 549/550 to bring you two more 28 X 52's at an incredible price. The new packaged price is even lower than the old base prices. The 552 (for lots selling Galaxy) and 553 (for lots selling Northstar) are packaged exactly like the 549/550 with the exception of floor plan differences.



In Memory of Charlie Pahira

On May 1st, American Homestar & Nationwide lost friend and GM Charlie Pahira in a car accident. Our prayers are with his family.

Analytical Homebuyer Confirms We Have Best Product, Best Team

Homebuyers are not all as analytical as the new Oak Creek homeowner that wrote the attached letter. If they were, our job would be much easier. As you read this letter, note the strong points of our product versus the competition and make certain you point out our standard specifications and how they compare with the competition. Be sure to print a copy of this letter for everyone on the staff and keep it nearby to show shoppers. **Good job Tulsa team!**

To: Rick Vaughan, Oak Creek Village, Tulsa

I want to thank you for the great buying experience my wife and I had in purchasing our new mobile home from you. Since I am an Engineer by trade, I investigated all the mobile homes I could find to look at before I decided which one we wanted to buy. You allowed us to come and go as many times as we wanted (and that was many times) without pressuring us to purchase. What I found out in the comparing many times with other makes, is that you truly have one of the best homes on the market along with one of the most competitive prices.

The Oak Creek Homes built by American Homestar of Lancaster have many features that are superior to other makes. When comparing several manufactures we found that:

- 1. The water lines use the Vanguard Vanex PEX with copper fittings. Other homes use plastic fittings, PVC pipe, or travel trailer type water lines.*
- 2. All the water shut off valves are copper. Most mobile companies use plastic.*
- 3. The wall studs on both the sides and the ends are spaced 16 inches apart. Not always the case on the other models.*
- 4. The cabinets in the kitchen are far and above the average quality. The cabinet shelves are made out of 3/8-to-1/2 inch material, not the 1/8 to 3/16 that we found in the other mobile homes.*
- 5. The overhead cabinets also were finished with liner underneath the bottom shelf. I did not see them in the other homes.*
- 6. The over sized windows with the inside storm windows are fantastic. This makes the entire mobile appear bigger as it lets in much more light for us, gives a much better view of the lake. Most trailers have the smaller windows.*
- 7. The walls and ceiling are a vinyl or pre- finished gypsum interior. These walls appear to be 1/4 to 3/8-inch thick walls. This makes a lot of difference.*
- 8. The Oak Creek Home also has 7 1/2 foot high outer walls with vaulted ceilings throughout. The other homes we looked at only had 7-foot walls and the vaulted ceilings were only in the living room and kitchen area. The 7-1/2 foot walls make a big difference.*

When we closed, Rhonda was excellent in explaining everything that needed to be done. In fact all of the people at Oak Creek Village were always kind and professional whenever we came in.

Then when it came to the set up, Oak Creek Village had one of the best crews installing the home. Several homes have been set up in our park on Ft. Gibson Lake in the past three years. Every one in our park commented on how good these guys were and how professional they acted. And not only was the set up excellent, the air conditioning and skirting were all complete within a week after the initial set up. Most of the other homes that I have seen set up in the past three years took about 1 month to get the air and skirting finished.

And last, this was the first home set up in our park in the last few years that did not have broken water lines. There was absolutely nothing wrong with this home except for the minor things that the factory has you write up and send into them to fix like door latches, minor scratches, or missed nail holes that were not filled. These are really minor, but that is all we found on our home. It really is the perfect home, and I would highly recommend your homes to anyone to buy.

*Sincerely Yours,
Al and Judy Folske*

Larry Wilkinson Named Director of Community Development

Regional Vice President **Larry Wilkinson** has recently changed hats and become the new "Director of Community Development" for Oak Creek Homes. Larry has served in many capacities with Nationwide Housing since 1995, from the development and construction of retail sales locations across the entire country, to Region 1 RVP sales responsibilities. His new job duties include representation of all new home product - including both HUD code and IHB, or "modular" units - to independent developers and builders. Larry's background of residential building and land development make him a qualified candidate to "partner up" with real estate professionals.... with Oak Creek serving as either a supplier of new home product, or with Nationwide as a teaming participant in a retail sales opportunity.

- Keep your eyes open and your ears to the ground in your local geographic area with regards to planned and upcoming subdivision and/or community projects of interest. As we continue as a company to move forward as a leader in the land home sales and financing of factory built housing, it is imperative that we identify projects of opportunity as early on in the subdividing and platting process as possible, so as to secure a position as a "player" in the best of best.
- Reach Larry at the corporate office at (281) 334-9707, or by pager at 800-906-8053 if you become aware of what appears to be an subdivision/community opportunity, get with Larry to evaluate, qualify and quantify the project. Both Paul Hopkins and Ronnie Richards, Vice President of Marketing and Advertising, are committed to support Larry in his efforts.

More Notes to Chuck continued from page 2

Since knowing Chuck for over 27 years it would take an encyclopedia to mention all the "hilarious and outlandish" things he has been involved in. I won't even mention all the "gory details"...but I would like to say how much I appreciate his friendship and leadership over the years. Chuck, you truly are a great friend and business partner. Thank you for all the memories! May God richly bless you and your family in the years to come. I love you...Man! -Larry Speck

Thank Goodness for Chuck, his family, his cronies from Ohio, and Eastern Kentucky or the manufactured housing business in Texas would never have been what it is today or tomorrow. Thanks Chuck and best wishes. -Dave Miller (GM)

Another Satisfied Customer At Pine Trace SC#32

*Dear Oak Creek Village,
I just wanted to write you guys to tell you how please we are with our home and our service from you. I really never thought we could actually own our own mobile home but you proved me wrong. If I had to do it all over again, I would go right back to Oak Creek. Again, I just want to say thank you and special thanks to Rick and Eric for all their hard work. Again, thank you so much!*

Sincerely, David & Frances Cook

Congratulations Home Office Employee of the Month for May: Susan Ketchum

June Retail Birthdays

Halbert, Sherrie	2-Jun
Beall, Kelly Rochelle	2-Jun
Hickerson, Jeremy	3-Jun
Norvell, Nancy	4-Jun
Morris, Ron	5-Jun
Clay, Jody	6-Jun
Sanders, Richard	9-Jun
Maxey, Debbie	9-Jun
Bozant, Scott	9-Jun
Berry, Delbert	9-Jun
Clark, Melissa	10-Jun
Johnson, Evelyn	12-Jun
Jones, Matthew	16-Jun
Baldwin, David	16-Jun
D'Arcy, Brandon	17-Jun
German, Jesse	18-Jun
Beard, Christina	18-Jun
Sandoval, Gricelda	19-Jun
Provot, William	19-Jun
McCoy, Melinda	19-Jun
Sturdy, Janis	23-Jun
Cook, Devin	23-Jun
Reinhold, Ernest	25-Jun
Hammond, Hans	27-Jun
Lavo, Robert Allen	28-Jun



Next Issue...

Thanks to those who contributed to this fabulous and extremely long issue of the PCM!

The deadline for articles and photos for the much-anticipated "Winners Issue" will be Monday, June 17th.

