



21 September 2000

Mr. Larry R. Williams
Associates Housing Finance, LLC
4650 Regent Blvd., #100
Irving, Texas 75063

RE: Letter of Recommendation

Dear Larry,

One of the most challenging jobs a general manager can undertake is to try to turn around a failing location. This was the position that was given to Tony Kovach, and he has performed it very well.

When I went to our Cleveland store at the end of July to tell the staff about the transition in management, we held our meeting in the lobby. The lot was dead, and the phone rang one time during a meeting that went well over a hour. Three weeks later, on one of my visits, all six phone lines were in use, and customers were coming in and out of the door. The contrast was startling.

Tony inherited a demoralized staff that had been through eight managers in one year. He terminated two sales people who were not adjusting their attitudes, and recruited some fresh faces.

Through training and motivation, he has taken the Cleveland location to consistently maintaining either the number one or number two spot in deposits in my region every week. Our Corporate Trainer, Jimmy Morton, states that he rarely walks into an office that has such positive attitudes and willingness to perform as needed, as the Cleveland store now has, under Tony's leadership.

With Sheri working credit, this duo has taken deals that would previously have been TD's and turned many of them into repo approvals and profitable land/home deals. They have established a pipeline of business that bode well for the future of Cleveland for our company had your Company not elected to take this location.

Through personal efforts, training and organization of his team, delegating and overseeing the operation, Tony has accomplished many notable items:

- * increased phone and walk-in traffic,



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* dramatically increased deposits and sales (Cleveland had taken no deposits in almost 3 weeks prior to Tony's arrival, they took three deposits their first weekend),

* improved the look of the office, display and the inventory,

* identified areas such as signage that could further enhance walk-in traffic.

I am glad to have Tony on my team, and he would be a valued General Manager at a Nationwide location. I can gladly recommend him for this position, which could further enhance the relationship between Associates Housing Finance and Nationwide Manufactured Homes.

With his performance in Cleveland, his background in repo sales and the industry in general, Tony and Associates looks like a good fit.

Regards,

A handwritten signature in black ink that reads "Dave Schwartz". The signature is fluid and cursive, with the first name "Dave" and last name "Schwartz" clearly legible.

Dave Schwartz,
NWHS Region 7 RVP

DS/dh