



For all the right reasons™

October 1, 2009

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Norton, OH 44203
(330) 658-2077

Ashland
1897 State Route 89
Jeromesville, OH 44840
(419) 368-4865

Portage
4327 State Route 14
Ravenna, OH 44266
(330) 325-9967

Delaware
11 N. 3B's & K Road
Sunbury, OH 43074
(740) 548-7500

Newark
9470 Lancaster Road SW
Hebron, OH 43025
(740) 928-4993

Bowling Green
6489 S. Dixie Hwy., S.R. 25
Cygnet, OH 43413
(419) 655-2535

Pittsburgh
7116 Route 22
Greensburg, PA 15601
(724) 668-8308

Sandusky
10001 U.S. 250
Milan, OH 44846
(419) 626-3009

HOME OFFICE
3777 Boettler Oaks Drive
Uniontown, OH 44685
(330) 896-7611

WayneHomes.com
1-800-Wayne-60

Teammates,

Congratulations! Wayne Homes has been selected as a Silver National Housing Quality (NHQ) Award recipient. Receiving this distinction means our company is among the best of the best. In the words of one of the judges, "In a time when the entire industry is looking for a corner where they can run into and hide, you are blazing a path to a bright tomorrow!"

And we are.

The NHQ is the most prestigious performance award an organization can attain – sometimes it takes years. This is the first year Wayne Homes applied and it is thanks to you and your commitment that we were successful our first time out! The award itself promotes excellence in organizational performance, recognizes the achievements and results of U.S. homebuilders and publicizes successful performance strategies. Wayne Homes was selected for our strong commitment to quality and performance, and in recognition for our industry-leading practices and superb customer focus.

The submission process is rigorous and takes hundreds of hours to complete. It includes providing detailed data about our business, evaluations with customers, employees, and trade partners and on-site visits with teams of examiners.

During their visit, the judges remarked that our people and our trade partners perform as *one team*, engaged and focused on creating loyal customers and consistent, predictable results. They said that our mission is not only shared, but it's obviously our collective passion.

We will receive the full NHQ report in the coming weeks and will share it with you.

It's an honor to be recognized among the best. Our goal, now, is to get even better.

Thank you, once again, for making *awesome* look easy!

Dave & Bill

A handwritten signature in cursive script that reads "Dave".

