



# Legacy Housing

## Park Sales 101

Legacy Housing started with the first sale to a park owner more than a decade ago. Since then, we've assisted park owners of all sizes and strategies to maximize their income and offer scalable solutions with a simple, straight forward process.

[WWW.LEGACYHOUSINGUSA.COM](http://WWW.LEGACYHOUSINGUSA.COM)

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## Statement From The Park Sales Team



### Michael Reeder

Park & Community Sales Manager  
Michaelreeder@legacyhousingcorp.com

Our goal is to provide you with an ordering and delivery process that minimizes the hassle that can come with large orders. Whether you are ordering two or twenty homes from us, our goal is the same – to make your experience enjoyable, stress-free, and simple.

For more than a decade, we have made the same bet: that customers who order through the Legacy Park Program generate a profit while adding a partner to help them increase their economy of scale. We've made tweaks here and there with a few adjustments along the way but overall, we have managed to create a win-win-win program. A win for park owners, a win for Legacy, and a win for the parks end users.



### Joey Powell

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## About Us

In business since 2005, Legacy continues to build a high-quality home at a substantial value to its network of mobile home park communities, independent retailers, company-owned stores, and their corporate customers. Legacy's ownership team of Curtis Hodgson and Kenny Shipley started working in the industry over forty years ago. In that time, they have become experts on every facet of the industry, utilizing that knowledge to build a company that is consistently an innovator in the industry, including with respect to Legacy's floor plan designs, the construction methods and materials, and available financing options. Building 120+ floor plans ranging from 1 to 5 bedrooms with up to 2,600 square feet, Legacy has built its reputation on designing family-functional floor plans and offering more standard features that most of the competition cannot match.

Legacy is also one of the industry leaders in the "tiny house" market, which are structures between 320 and 399 square feet in size. Legacy's tiny homes come in a variety of models and floorplans, which range from 1 to 3 bedrooms and even include the option of adding a large covered patio.





## Legacy Park Ordering Process



### Establish Needs With Your Legacy Sales Rep

- a. Number of homes considered
- b. Ideal timeframe and/or delivery schedule
- c. Upgrades or standards requested on homes
- d. Sizes of lots to fill and/or box sizes of homes needed



### Choose The Best Path

- a. MHPP Financing (6 home minimum)
- b. Cash Purchase (2 home minimum)
  - i. 10% deposit, homes are built, remaining balance due prior to delivery



### Select Your Homes

- a. Identify floorplans and request initial quotes
- b. Review quotes with your rep and refine options to meet community standards



**Finalize Order**

- a. A one page cover sheet with every quote and floorplan will be sent over to you for final review and signature
- b. Order is 'complete' when the production deposit is received along with the signed cover sheet, signed quotes, and signed floorplans

**Offline & Delivery**

- a. After orders are signed and submitted, your rep will oversee the approval of your orders and placement on a production schedule
  - i. Often your rep will create a shared spreadsheet for you to track the process
- b. Prior to offline dates you will be notified of balance due and/or contract documents for financing
- c. Once the balance is received and the contracts have been signed, homes will be released and scheduled for delivery



# LEGACY PARK FINANCE PROGRAM

Legacy Housing's Park Program has been a great success for both park owners and Legacy Housing.

## What all can be financed in the MHP Program?

The purchase of the homes, freight, HVAC system.



## What people are saying about our financing program:

Financing through Legacy is a transparent, consistently easy to navigate process that has enabled us to keep up with an ever growing market and fill our properties quickly so that we can focus our energy on the business of providing quality housing to our residents and keeping our properties occupied and thriving.

### What are the requirements for the MHP Program:

- ☒ 6 home min (\$2,000 per home due with order, remaining balance up to 10 or 20 percent due prior to shipping)
- ☒ 12 year term, 2 year fixed
- ☒ Option A: 10% down, 7.9% rate
- ☒ Option B: 20% down, 6.9% rate
- ☒ 1.5% origination fee
- ☒ No dealers license required
- ☒ Approval in as little as 48 hours
- ☒ Includes home, freight, and HVAC system (if purchased through Legacy)





**Top Park Model  
S-1664-32C**

## The following documents are required for each MHPP Data Sheet / Application:

### **Business**

- ☒ Most recent interim financial statements
- ☒ Annual financial statements (two years)
- ☒ Operating Agreement

### **Personal**

- ☒ Most recent interim financial statements
- ☒ Annual financial statements (two years)

### **Park**

- ☒ Legal description of the park
- ☒ Copy of the applicable promissory note, if you are buying the park on terms.
- ☒ Copy of the ownership document (Deed, Contract for Deed, Deed of Trust, etc.), which shows you as owner or buyer.

# MOBILE HOME PARK PROGRAM DATA SHEET/APPLICATION

A separate MHPP Data Sheet / Application must  
be completed for each separate entity



## COMPANY INFORMATION

Company Name (including any dba) <input type="text"/>			
Corporation <input type="checkbox"/>	Partnership <input type="checkbox"/>	Sole Proprietor <input type="checkbox"/>	LLC <input type="checkbox"/>
Company Mailing Address <input type="text"/>		Company Email <input type="text"/>	
<input type="text"/>		<input type="text"/>	
Name of Guarantor <input type="text"/>			
Title of Guarantor <input type="text"/>			

## GUARANTOR #1 INFORMATION

Full Name (First, Middle, Last) <input type="text"/>	
Driver's License number <input type="text"/>	Date of Birth <input type="text"/>
Social Security Number <input type="text"/>	
Physical Address Of Guarantor <input type="text"/>	Mailing Address of Guarantor <input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
Email <input type="text"/>	Phone <input type="text"/>

## GUARANTOR #2 INFORMATION

Full Name (First, Middle, Last) <input type="text"/>	
Driver's License number <input type="text"/>	Date of Birth <input type="text"/>
Social Security Number <input type="text"/>	
Physical Address Of Guarantor <input type="text"/>	Mailing Address of Guarantor <input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
Email <input type="text"/>	Phone <input type="text"/>

## GUARANTOR #3 INFORMATION

Full Name (First, Middle, Last) <input type="text"/>	
Driver's License number <input type="text"/>	Date of Birth <input type="text"/>
Social Security Number <input type="text"/>	
Physical Address Of Guarantor <input type="text"/>	Mailing Address of Guarantor <input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
Email <input type="text"/>	Phone <input type="text"/>



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Email  
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Address  
1600 Airport Freeway, Suite 100,  
Bedford, Texas 76022



# MOBILE HOME PARK PROGRAM DATA SHEET/APPLICATION

A separate MHPP Data Sheet / Application must be completed for each separate entity

## PARK INFORMATION

If multiple locations, you must include a separate sheet for each park

Park Name		# of Spaces in Park	
Physical Address of Park		Phone:	
Park Manager's Name		County of Park	
Mailing Address For Park		Year Established	
Land Owner			
Finance Amount Will Be Used For			

The facts set forth in my MHPP data sheet/application are true and complete. You are hereby authorized to make any investigation of (i) my personal history and (ii) my financial and credit record through any investigative or credit agencies/bureaus of your choice. In making this application, I authorized you to make an investigative report whereby information is obtained through personal interviews with my neighbors, friends or others with whom I am acquainted, and with any source of public or private information

Date

Owner's/Agent's/  
Applicant's Signature

Return MHPP Data Sheet/Application via email to [lindamartinez@legacyhousingcorp.com](mailto:lindamartinez@legacyhousingcorp.com)



Phone  
(817) 799-4917



Email  
[Lindamartinez@legacyhousingcorp.com](mailto:Lindamartinez@legacyhousingcorp.com)



Address  
1600 Airport Freeway, Suite 100,  
Bedford, Texas 76022

# SERVICE REQUEST GUIDE



## PART I - SERVICE REQUEST FORM

Dealer/Customer – Park Owner/Tenant

Service requests must include:

- Service Request Checklist
- Dealer Information
- Homeowner Information
- Home Information
- Service Work Information
- Customer Signature
- Pictures

This form must be complete. All boxes should be filled with either the required information or N/A.

The exception being "Legacy Bill Back PO#." The information required on the Service Request helps the Legacy Service Dept. quickly process the request.

New to this part of the process is the Customer Signature. This will ensure that the customer approves of what you're submitting for the Service Request.

This protects the Customer, the Dealer/Park Owner, the Legacy Service Dept., and the Contractor from not being informed of what was submitted. The customer should also be instructed to include absolutely everything they'd like reviewed. This will cut down on us having to revisit the home multiple times.

Every request must have pictures included with the service request submission. Pictures must be included in the same email as the Service Request, not a separate email. Pictures ensure that we are able to provide the correct colors/parts necessary to complete approved requests.

Any service requests that don't have the above requirements completed, should not proceed to the next step.

## PART II - SUBMITTING THE SERVICE REQUEST

Dealer/Customer Owner

There are two options for submission that are determined by the Serial Number of the Home.

- o If the Serial Number begins with "L1&L2##," it should be emailed to: [ftwservreq@legacyhousingcorp.com](mailto:ftwservreq@legacyhousingcorp.com)
- o If the Serial Number begins with "L3#####," it should be emailed to: [eatsservreq@legacyhousingcorp.com](mailto:eatsservreq@legacyhousingcorp.com)

Subject line must include the full serial number, and customer last name.

At this point, the service request will be checked by the Service Department. If any part of the request has not been completed properly, we will respond and identify what needs attention.

## PART III - SERVICE MGR/GENERAL MGR

Service Request Review

In this step, all of the information submitted with the Service Request will be compiled and reviewed. This process includes the Service Manager and General Manager of the appropriate production facility.

Several factors are considered in making the approval/denial determination. If at this point any information necessary to make the determination is not present, it will be removed from Part III and returned to Part I.

Realize that not every item on a Service Request Submission will be approved.



# SERVICE REQUEST GUIDE



## PART IV - ISSUING THE WORK ORDER

Legacy Service Department

It is at this time, we will inform the dealer/customer, via email, what has been approved/denied.

The items on the Service Request that are approved will be added to the Work Order and the appropriate parts will be pulled to be picked up by the Contractor.

The Service Department will compile Work Orders in the same area to put together a "Run" for the Contractor. This step could take up multiple weeks as we try to make sure the Contractor will have multiple jobs to complete, rather than traveling long distances for only one job.

## PART V - SCHEDULING

Contractor

At this stage, the Contractor will be issued the Work Orders and will begin scheduling appointments to complete the work on the homes.

Legacy Service Department does not schedule when the Contractors are to be at each home. The schedule is determined by the Contractors and Homeowners. We've asked that the Contractors give as much lead time as possible to ensure there is someone available to be present at the time of the repair.

## PART VI - COMPLETING THE WORK ORDER

Contractor - Customer or Park Owner/Tenant

The Contractor will only be able to work on what is listed on the Work Order. Home Owners/ Tenants are not allowed to request further service to the home.

If there are problems that have arisen after the original Service Request was submitted, a new Request will be needed.

## PART VI - COMPLETING THE WORK ORDER

(Part VI Continued)

Once the work has been completed, the Customer, Tenant or Park Owner must initial each item on the Work Order to show that it was completed. If there are items that were not completed, the reason given by the Contractor/Present Party must be included on the Work Order. This is non-negotiable.

This protects the Customer, Tenant or Park Owner from having a contractor come out and not complete everything listed. The present party must also sign the bottom of the Work Order to acknowledge their presence, approval of the work done, or understanding of why items were not completed. We are working towards having no revisits; everything completed in one visit.

## PART VII - SPECIAL CIRCUMSTANCES

We, at Legacy, realize that certain service issues are of higher priority than others. Problems such as, Air Conditioning, Roof Leaks, Window Leaks, Water Line Leaks, Gas Leaks, Etc, will be brought to the top of the list and handled as quickly as possible.

## PART VIII - BILL BACKS & REIMBURSEMENTS

In some instances, a Bill-Back will be the quickest way to handle an approved Service Request. This could be because the issue is a safety hazard or we do not have a contractor, we typically use, that will be able to resolve the issue in a timely manner. This is determined on a case-by-case basis and will still require approval.

Cases that are determined to be best handled by a Bill-Back will be decided upon during Part III. The rest of the process will continue in the same manner as a regular Service Request.

# BILL BACK GUIDELINES AND REQUIREMENTS



1. Purchase Order Number must be issued BEFORE work is done on any repairs costing over \$300.
  - Any work orders totaling less than \$300 can be completed without a PO and will be reviewed after they're turned in.
  - You may email your PO Requests or Service Bill Back Requests to [ftwservreq@legacyhousingcorp.com](mailto:ftwservreq@legacyhousingcorp.com) or [eatsservreq@legacyhousingcorp.com](mailto:eatsservreq@legacyhousingcorp.com) with all necessary information filled out.
2. Bill Back forms must be filled out in their entirety. Bill Backs missing information will be returned.
  - All dealer information, homeowner information, and home information must be completed. (Please use the current date for the Request Date).
  - Bill Backs must list a detailed cause and description of the issues, and method of repair in legible writing. We would prefer the file be typed rather than written.
3. Once the work is completed, you can submit those to the email listed above. One Bill Back per email.
4. Bill Backs must include all receipts for materials purchased and used to complete a job. We will not reimburse for any tools purchased.
5. Rates for bill back works as follows:
  - Labor - \$30/hr
  - Drive Time - \$15/hr
  - Mileage - \$0.45/hr
6. Legacy does not cover cosmetic damage, trim out responsibilities, or normal wear and tear. Federal regulations require Legacy to correct non-compliance with HUD code. If you are unsure what is covered, contact the Service Department and we can clarify.
7. Legacy will not cover transportation damages done by outside transportation companies. If damage was done by Legacy transport, it must be reported immediately as to not add uncertainty about who caused the damages.



# BILL BACK PO REQUEST FORM



Request Date  day / month / year

## DEALER INFORMATION

Dealer name:   
Address:   
City:  State/Zip:   
Phone:  Requested By:   
Email:

## HOMEOWNER INFORMATION

Name:   
Address:   
City:  State/Zip:   
Home Phone:  Cell:   
Email:

## HOME INFORMATION

Location of Home:  PHYSICAL ADDRESS IF DIFFERENT FROM ABOVE  
Manufacture Date:  Under Warranty (Y or N):   
Transported from factory by:  Serial #:   
Purchase Date:  Model #:   
Transport to site date:

## SERVICE WORK INFORMATION

Item #	Work Description	(M)issing, (T)ransport, (D)effect
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>
11	<input type="text"/>	<input type="text"/>
12	<input type="text"/>	<input type="text"/>
13	<input type="text"/>	<input type="text"/>
14	<input type="text"/>	<input type="text"/>
15	<input type="text"/>	<input type="text"/>

Please list all items the Homeowner would like reviewed by the Legacy Housing Corporation Warranty Service Department for repair by the Dealership or Dealership's Contractor

Customer Signature

Date:

Please send all Bill Back Request Forms to: [ftwservreq@legacyhousingcorp.com](mailto:ftwservreq@legacyhousingcorp.com) or [eatsservreq@legacyhousingcorp.com](mailto:eatsservreq@legacyhousingcorp.com)

# PARTS REQUEST FORM



Request Date  day / month / year

## DEALER INFORMATION

Dealer name:   
Address:   
City:  State/Zip:   
Phone:  Requested By:   
Email:

## HOMEOWNER INFORMATION

Name:   
Address:   
City:  State/Zip:   
Home Phone:  Cell:   
Email:

## HOME INFORMATION

Location of Home:  PHYSICAL ADDRESS IF DIFFERENT FROM ABOVE  
Manufacture Date:  Under Warranty (Y or N):   
Transported from factory by:  Serial #:   
Purchase Date:  Model #:   
Transport to site date:

## SERVICE WORK INFORMATION

Item #	Work Description	(M)issing, (T)ransport, (D)effect
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>
11	<input type="text"/>	<input type="text"/>
12	<input type="text"/>	<input type="text"/>
13	<input type="text"/>	<input type="text"/>
14	<input type="text"/>	<input type="text"/>
15	<input type="text"/>	<input type="text"/>

## SHIP VIA (FOR LEGACY USE ONLY)

Dealer pick up:

Ship In Home:

Driver Signature

Pick Up Date  
(For Legacy Use Only)

Serial Number

Delivery Costs

A delivery fee will be charged for any parts that are purchased.

Please send all Parts Request Forms to: [ftwservreq@legacyhousingcorp.com](mailto:ftwservreq@legacyhousingcorp.com) or [eatservreq@legacyhousingcorp.com](mailto:eatservreq@legacyhousingcorp.com)



# SERVICE WORK REQUEST



Request Date

DEALER INFORMATION	
Dealer name:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/> State/Zip: <input type="text"/>
Phone:	<input type="text"/> Requested By: <input type="text"/>
Email:	<input type="text"/>

HOMEOWNER INFORMATION	
Name:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/> State/Zip: <input type="text"/>
Home Phone:	<input type="text"/> Cell: <input type="text"/>
Email:	<input type="text"/>

HOME INFORMATION	
Location of Home:	<input type="text"/> PHYSICAL ADDRESS IF DIFFERENT FROM ABOVE
Manufacture Date:	<input type="text"/> Under Warranty (Y or N): <input type="text"/>
Transported from factory by:	<input type="text"/> Serial #: <input type="text"/>
Purchase Date:	<input type="text"/> Model #: <input type="text"/>
Transport to site date:	<input type="text"/>

SERVICE WORK INFORMATION		
Item #	Work Description	(M)issing, (T)ransport, (D)effect
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>
11	<input type="text"/>	<input type="text"/>
12	<input type="text"/>	<input type="text"/>
13	<input type="text"/>	<input type="text"/>
14	<input type="text"/>	<input type="text"/>
15	<input type="text"/>	<input type="text"/>
16	<input type="text"/>	<input type="text"/>
18	<input type="text"/>	<input type="text"/>
19	<input type="text"/>	<input type="text"/>
20	<input type="text"/>	<input type="text"/>

COSMETIC CONCERNS ARE NOT COVERED UNDER LEGACY'S WARRANTY

Customer Signature

Service Technician Signature

Approved By

Work done by (L)egacy, (D)ealer

Completion Date

## ***WE MAKE THE WORLD A BETTER PLACE TO LIVE BY:***

- Helping our CLIENTS achieve economic success and financial security
- Creating a place where EMPLOYEES can learn, grow, and be fulfilled in their work
- Making the COMMUNITIES we deliver homes to better places to live and thereby;
- Optimizing the long-term return for our SHAREHOLDERS, while providing a safe and sound investment in Legacy Housing



### **Legacy Housing Corporation**

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Fort Worth, Texas 76106

Sales: (817) - 624-7565

[parksales@legacyhousingcorp.com](mailto:parksales@legacyhousingcorp.com)

[www.legacyhousingusa.com](http://www.legacyhousingusa.com)



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