

# Heritage Homes — Core Values



## **FAMILY**

Personal & Accountable  
Honest & Ethical  
Consistent & Dedicated  
Respectful & Considerate

The Heritage Homes Team delivers on our promise to provide *More of Everything* to the Heritage Homes Family by living our Core Values in our everyday lives; in every decision we make; and in every conversation. These values were chosen together, as a Team, and we hold each other accountable for living the Core Values.

The capstone to the Heritage Homes Core Values is FAMILY. We believe that our Team is a Family, and with each Heritage Home built our FAMILY expands.

### **Personal & Accountable:**

Holding each other accountable and being accountable to our customers is ultimately the only way our Team can deliver on our promise. It's our goal from the sales process, through construction and into warranty that we deliver outstanding service on a personal level.

### **Honest & Ethical:**


We're not perfect, but the Heritage Homes Team believes that being honest and ethical, regardless of the situation defines character. No matter the decision or situation, we endeavor to always be truthful and treat our customers and associates the way we would expect to be treated. We strive to tell the truth the first time, every time.

### **Consistent & Dedicated:**

Our pledge to building high quality homes while delivering considerable value takes a dedicated commitment. Being consistent and dedicated is doing the right thing all the time. It is the key to gratification.

### **Respectful & Considerate:**

Everyone has control over how they treat others. Our Heritage Homes Team believes that being respectful and considerate is the path to a positive relationship. We understand the confidence and trust a family gives us when they chose Heritage Homes to build their home. Everyone deserves to be treated with respect.



*"Heritage Homes strives to sell, build, and warranty affordable houses, with exceptional value, superior quality, and unmatched customer service."*