

## Client of the Month ~ Connecticut Home Network

For homeowners who need the services of someone, whether it is a handyman, a roofer, or a general contractor for a planned renovation, WHO you gonna call? You don't want the headache of interviewing several while trying to decide which one is the most qualified and someone you can count on. There is someone who can help you, someone you can call.

CT Home Network, brainchild of Dean Bosse of Bozrah, is a resource for consumers in need of contractors. Dean, a computer programmer by profession, got the idea for his business after experiencing typical homeowner troubles with various contractors.

The service is free to the homeowner. The contractors pay him a commission, like a finder's fee, once they've been paid by the homeowner. As he builds his network of professionals, Dean meets with a variety of contractors who are interested in joining. To start, each contractor has to be licensed and must provide proof of insurance. "There are a lot of criteria," Dean says, "I want to make sure that they are the kind of people that I would want to do work in my home."

Dean checks the contractor's credentials with the state, his or her standing with the Better Business Bureau, interviews each contractor and speaks to the contractor's references. "If I don't get glowing reports, I hesitate to bring them into the Network. I'm looking for professionals who have the customer service aspect of their business down, too."

Once Dean has matched a contractor and a homeowner, the contractor handles the details from there on. Dean checks in with the homeowner while the work is being done to be sure everything is going smoothly and then again when the work is finished.

Dean has worked as a software developer for nearly 25 years, primarily in the Mail and Fulfillment business, although he started in the shipyard at Electric Boat, maintaining the software that managed the tool cribs. The last eight years, his responsibilities have focused on web-based business applications.

Dean grew up in Lebanon, CT, and graduated from Eastern CT State University with a degree in computer science. He has been married to Kimberly, a schoolteacher in Norwich, for 18 years. They have two sons, Nicholas, a sophomore at Norwich Free Academy, and Aaron, who's in the 7th grade at St. Patrick Cathedral School in Norwich.

After his first son was born, and up until the birth of his second son, he worked as an independent software consultant. He enjoyed the freedom of working independently and running a small business. Since then, he was always looking for new and different opportunities, hoping he could find another small business to start up.

For awhile, he thought about how he could help contractors run their businesses more efficiently. One day, in a car ride to New Hampshire, his wife read an article about a woman on Long Island who started a Homeowner Referral Network, and Dean felt a spark of interest. Dean researched her product (materials to assist others in starting their own HRNs), liked what he saw and bought into it.

One aspect that he enjoys about his business is that it is a win-win-win situation for all parties involved. Contractors win because he can give them qualified leads with no upfront investment. Homeowners win because he puts them in contact with reliable contractors for free. Dean wins because he can help contractors find additional work, homeowners get their projects completed with little or no stress, and everyone is happy.

Dean is also in the process of developing a low cost website for contractors. Features include services offered, a work request page which generates an email to the contractor, a gallery page to show before and after pictures of their jobs, and a testimonials page.

You can contact Dean Bosse, CT Home Network at 860/917-8202 or [www.cthomenetwork.com](http://www.cthomenetwork.com).

