



Accused of stonewalling customers awaiting delivery of new homes, Jim Walter Homes Inc. has found a formula out of its troubles: You can't break promises if you don't make promises. In an agreement this week with the Florida Attorney General's office, the Tampa builder will drop references to completion dates from future new home contracts. Walter blamed hurricanes for construction delays that sometimes stretched past two years, prompting 39 complaints to the state. As part of the deal, Walter didn't admit wrongdoing, but promised to set up a toll-free hot line for customers and pay \$45,000 to cover the cost of the state investigation.

A tinge of hope for Citizens customers Citizens Property Insurance Corp. just got a tiny bit smaller. Tampa-based American Integrity Insurance Co. of Florida has taken out 55,000 policies from the state's insurer of last resort. CEO Bob Ritchie pledged the homeowners will see a rate reduction when their policies come up for renewal. However, they have the right to opt out of the deal and stay with Citizens. For homeowners who have been dropped by other companies, American Integrity offers a glimmer of hope. The company, which was licensed in September, plans to start writing policies in the third quarter of this year. It has about \$10-million in surplus and will be working with a network of more than 2,400 agents.

Help TIA get more nonstop flights Tampa International Airport has recruited outside help to target new cities for nonstop flights. Leaders of area economic development and tourism groups are giving advice on the airport's marketing plan to pitch new routes to airlines. Some business groups have criticized airport officials for the lack of flights to international destinations. The plan isn't complete, but Louis Miller, Tampa International's executive director, says the top priorities are the area's largest U.S. markets without nonstop service: San Francisco, Seattle and San Diego. Airport marketers will try to get flights resumed to Nassau, Bahamas, and new service by Latin American carrier Grupo TACA to Costa Rica.