

Here is some valuable information based on our industry experience on home warranties.

## **LONG TERM COSTS**

- Decreased retention
- Increased marketing dollars for new tenants
- Home warranty co-pays do not negate additional bills
- Lower quality vendors resulting in more repairs down the road

## **MAINTENANCE DELAYS CAN RESULT IN THE FOLLOWING:**

- Violation of the South Carolina Landlord Tenant Act
- Compensation to tenants for inability to use (appliance, heat, etc)
- Legal recourse
- Your valuable time spent as a result of additional communication with your management team and/or warranty company

## **ALREADY HAVE A HOME WARRANTY? HERE'S OUR POLICY:**

- In extreme circumstances such as extreme weather or no hot water, we reserve the right to contact our preferred vendors if the home warranty cannot dispatch one of their associated vendors within 24 hours.
- All other maintenance requests (i.e. malfunctioning appliance, etc.) should be addressed by the warranty company within 48 hours or we reserve the right to reassign to one of our preferred vendors.

## **ACCOUNT INFORMATION**

Log in information must be provided for the online account with the home warranty company so your property manager can create and follow up on work orders submitted.

**Account number:** \_\_\_\_\_

**Log in:** \_\_\_\_\_

**Password:** \_\_\_\_\_



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YOUR  
SUCCESS