

Home Warranty Policy

What is a Home Warranty Policy

A home warranty covers costly home repairs and replacements due to normal wear and tear. It's not your homeowner's insurance policy; a home warranty is a separate contract covering repairs and replacements on systems in your home, usually for a period of one year. Home warranties cover many, but not all, of your home's appliances and systems. Contract costs and coverage can vary widely. Warranties cover many of your home's crucial systems and appliances, but they must be in working order before the contract is entered into with the warranty company.

Plat Realty's Policy regarding Home Warranty Policies

We understand why many Landlords may want to have a Home Warranty Policy. They can create a cost savings for the Landlord, minimizing the risk against unexpected system failures within your home. From a Property Management perspective, they can have the opposite effect, and could end up costing the Landlord much more in the end.

When someone is leasing your home, and there is a systems failure, they expect repairs to be made in a timely fashion. This is not always the case with the Home Warranty companies. At times, they may take longer to complete the repair than necessary. There are certain home repairs that a Tenant would rightfully expect to be resolved quickly, such as plumbing issues, garage door openers, electrical problems, and the HVAC unit in the Dallas summer heat. It can take between 3-10 business days for Warranty Companies to fix an HVAC problem. It usually takes 2-3 business days to go to the home and diagnose the problem with the unit, and then having to order additional parts to make the repair, resulting in additional delays.

These delays will frustrate the Tenant and can lead to Tenant's not wanting to renew a lease if they feel significant issues are not going to be addressed in a timely manner.

Our experience with Home Warranty companies has proven to be detrimental to the relationship between a Landlord and Tenant, leading to increased turnover rates and overall leasing costs for the owner.

For the reasons above, **Plat Realty does not work with any Home Warranty policy on any property.** We have excellent relationships with a wide range of vendors, many that we have worked with for 10+ years. Our vendors consist of good, hardworking, honest people that complete their work in a timely and courteous fashion at a fair price. Many of our vendors will respond to and resolve an emergency maintenance item within a 24 hour period.

At Plat Realty, we take our maintenance requests seriously! We strive to have happy tenants, harvesting good relationships between our Landlord and Tenant, all while decreasing overall costs to our Landlords in the end.