



PEABODY  
RESIDENTIAL

### How do you handle maintenance requests?



Tenants are required to submit all non-emergency maintenance repairs through their online account. For emergencies, they may call us or have rotational staff schedule and also utilize a 24 hour answering service that will contact us after hours. After receiving a repair request, we will contact the tenant and ask them questions in order to help us determine the exact nature of the problem before sending a service technician. We make sure it is not something the tenant can fix themselves (ex: reset button on the disposal, tripped breaker etc.) before your money is spent on a service call. After determining that it is a legitimate problem, we will send the appropriate service vendor to make the repair. We tell our tenants that we are able to handle most repair requests within 1 to 3 working days, and, in fact, are usually able to do so. Comfort items such as air conditioning, no hot water or heat, receive highest priority and are usually attended to the same or next business day.



### Do you use the cheapest maintenance people you can find?

We do not! They are competitive in price, competency and reliability. We have access to "all-around" maintenance technicians who are skilled in a wide range of home repairs including air-conditioning, light plumbing and electrical. We save our owners money by using general technicians for the majority of multi-trade and make-ready tasks. Another benefit of using these technicians is the opportunity for checking out the general condition of the property - something that a single trade vendor will not do for you.

### Do you hold some of my money for repairs? How much?



We require a \$500 reserve per property in your account so that there are always funds to pay the vendors quickly. We also require you deposit to us through your online account all funds needed to complete repairs if we do not have enough funds available in your account to pay for the entire invoice. We always will work with you pay the contractor directly via any method of payment they accept to help you control your cash flow from the property.



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### **How do I know you won't spend my money on large repairs without my approval?**

This is the greatest fear of most new owners. We promise in writing not to do that. Ordinary maintenance and repairs of less than \$500 are paid out of your account, and you will see this in your monthly statement. If we think a repair might exceed \$500 and if we are unable to reach you, we may initiate repair work even if it is higher than \$500 as stated in the management agreement; for the following cases: (1) the health or safety of a tenant is an issue; (2) the property will incur damage if immediate action is not taken, (3) In instances where there is only one option to consider. We will not leave a tenant waiting in 90+-degree heat without A/C or without hot water, or a leaking roof while we try to contact you for permission to do the obvious.

Sometimes an owner will complain that we spent \$585 (for example) when it was not an emergency. The simple explanation for this is that the company that went to the property charged a \$85 service call (for example) to go out to the property whether they fixed anything or not. Therefore, instead of having the owner incur a \$85 service call just for us to get an estimate and then having to send the company back out to do the repair and the owner having to incur another \$85 service call, the owner saved \$85 by having the repair done the first time.

We always tell the maintenance companies to alert us if the repair is going to be over \$500 or a specific amount depending the type of service dispatch. Sometimes the maintenance company may think that the repair will not go over \$500, but after they get working on the repair, they find that there is more to fix than they could see before they started the job. It would not make good sense and it could be a safety issue if the company had to leave an air conditioner or dishwasher, etc. torn apart while we waited for your permission to ok the additional \$50.00 (for example) and then the maintenance company could charge another trip charge on top of the extra money for the repairs. This would not be in your (the owners) best interest.

**Peabody passes any discounts or coupons that contractors we to the owner.**



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**My brother-in-law is fairly handy; will you use him to perform repairs?**

No, we only use our qualified vendors. We are not able for liability reasons to use your friends or relatives to perform work on your home unless they are in fact licensed vendors (see below).



**What if I want you to use my plumber, A/C Company, etc.?**

We will be happy to invite them to join our vendor list if they are qualified and insured, but we cannot promise that a specific vendor will be dispatched to your home for certain repairs. We already have a stable of very qualified and reasonably priced vendors that we have used for many years. If a company you prefer wants to be added to our vendor list, they can contact us and we will interview them and let them know what documentation and references we need. However, we cannot guarantee that your favorite company will be sent on all service calls to your property. Our concern is always to resolve repair problems in the timeliest way possible with the best available vendor at the time. We cannot keep track of a pre-established roster of which vendors are assigned to certain properties - it would be very cumbersome and inefficient and would not achieve the best service to you, the tenant, or your property.

**Our professional reputation, with both tenants and owners, is largely, if not entirely, determined by how well we handle maintenance. Therefore, we follow a practice that is most likely to insure the best possible response and resolution to problems.**



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**I want you to use a Home Warranty for all covered repairs, is that ok?**

We prefer that the owners do not use a Home Warranty Company to make repairs at their rental property.

**There is a HUGE problem in the home warranty industry, and the public is becoming savvy to it.**

Try searching Google with the name of your favorite home warranty company and the word 'complaints' or 'fraud'. You will be amazed. Find out how many people feel like they got burned, turned down wrongfully, or got seriously bad service. Furthermore, feel free to visit [www.my3cents.com](http://www.my3cents.com) for even more examples of this currently growing problem; *THERE ARE MANY OTHERS.....*

Warranties are typically purchased by home sellers or their real estate agents to avoid lawsuits if something breaks in the first year. Not to be confused with a builder's warranty, a so-called home warranty -- Actually a service contract -- is typically purchased for existing homes, especially homes sold by real estate agents. These service contracts generally cost \$400 to \$600 for a year-long basic-coverage plan that includes items like ceiling fans, water heaters and furnaces.

The contracts come with loopholes. You need to carefully read your service agreement to determine what is and what isn't covered. Coverage for plumbing, for example, typically ends at your home's foundation, so leaks or breakages beyond that would be your responsibility. "Pre-existing" problems typically aren't covered, nor are breakdowns that result from poor maintenance or improper installation. The contract also may require that a system be upgraded to current building code standards -- at the homeowner's expense -- before they agree to consider repairs. People who have had problems with the home warranty companies say that the more expensive the repair or replacement, the more likely home warranty companies are to invoke these exclusion clauses. You don't have control over who does the work. The home warranty provider contracts with local service companies to perform the actual inspections and repairs. You don't get to choose, and scheduling repairs can sometimes be a trial. The service technician may also try to sell you unneeded services.

**We have had hundreds of problems with home warranties.**

Tenants have more rights now than they ever have had in the past and Judges are normally on the side of the tenants and if repairs are not made timely, owners can find themselves on the wrong side of the legal system. It is hard enough to try to use a home warranty on the home that you live in. It is not cost effective or practical to use a home warranty on a rental property.

We will not use any existing Home Warranty Company for "first responder" service calls to the property, under any circumstance. Covered items that need replacing will be run through the Home Warranty Company only after an initial determination is made that replacement may be necessary.

So when might a home warranty make sense?

If you are trying to sell a house, a home warranty can give buyers some peace of mind and may reduce the chances of your being sued should an appliance or system break down after the sale. We can discuss this if you choose to have us help you sell the property and benefits at that time as they relate to marketing the property for sale.