



TESTIMONIALS

The best measure of our success is the solid relationships and trust we've earned from builders over time. Here's what one of our long-time Builder Members has to say about working with us.

FINE | LINE H O M E S

We have enjoyed a long standing relationship with RWC which started back in 1981. We do so because we know that finishing a home isn't the end of the job. No matter how carefully a home is built, questions, service requests, and warranty issues are part of the business. This is where Residential Warranty Company comes in. The biggest reason we've continued working with them year after year is simple: they make us look good.

When a homeowner has a concern, they don't separate the builder from the warranty provider. In their eyes, it's all one experience. If the warranty company is difficult to reach, slow to respond, or creates unnecessary friction, it reflects on our reputation. RWC understands that. Their customer service team communicates clearly, responds quickly, and treats homeowners professionally. That takes a tremendous amount of pressure off our team.

Another aspect we appreciate about RWC is consistency. Over the years, we've worked with enough vendors and service providers to know that reliability is worth its weight in gold. We know what to expect from RWC, and they know what to expect from us. Their processes are straightforward, their coverage is clearly defined, and there are very few surprises. When an issue comes up, we don't have to spend hours figuring out procedures or arguing over responsibilities.

The risk management side is also a major factor. As builders, we're managing a lot of moving parts and a lot of potential liability. Having a warranty partner that helps document claims, track service requests, and provide clear resolution processes gives us confidence that problems won't spiral into larger disputes. That's valuable protection for both our business and our homeowners.

We also find favor that their warranty program adds credibility during the sales process. Today's buyers do their homework. Many of them ask detailed questions about post-closing support and warranty coverage. Being able to point to a recognized warranty company helps reinforce the message that we stand behind our work. It shows we're serious about quality and customer satisfaction.

Lastly, we have seen that RWC continues to evolve with the industry. Building practices, homeowner expectations, and regulations all change over time. RWC regularly updates resources, training materials, and educational content that help us stay informed. We see them less as a vendor and more as a business partner.

At the end of the day, strong partnerships have to be earned. The reason we've stayed with RWC isn't because of a contract or habit—it's because they've consistently delivered when it matters. They help create a better experience for homeowners, reduce risk for our business, and allow us to focus on what we do best: building quality homes.

Fine Line Homes continues to renew our membership with RWC because they offer us a great value overall and the RWC team has proven reliable and very helpful when needed and for us, that's a partnership worth keeping.