

Better Building Solutions Better Building Solutions Introduces New 3rd Party Reo Warranty Service

BBS Meets Lenders Demand for Flexible, Cost-Effective Loss Mitigation Options & Risk Controls

April 17, 2010 (FPRC) -- Responding to lenders' need for additional loss mitigation and REO management solutions, BBS has expanded the Pre- & Post-Sale Customer & Warranty Service solutions it offers on a third-party basis to include REO Warranty Service.

As foreclosures and 'problematic loans' continuing to rise, lenders are forced to assume the role of developer/builder/seller along with the same risk exposure. BBS REO Warranty Service solutions will save lenders time and money by providing customized loss mitigation strategies

"Providing REO Warranty Service solutions, is the logical next step for BBS due to the compatibility of our service model, our experience, knowledge and commitment to reduced risk exposure," said Kathryn Tierney, company founder and president.

Ms. Tierney went on to explain the company's commitment to reduced risk liability, flexibility, enhanced connectivity with its online management system, field-tested processes and procedures developed for their core service, 3rd Party Customer & Warranty Service, make BBS uniquely positioned to offer comprehensive, efficient, cost-effective REO Warranty Service solutions.

Besides providing lenders with protection against most statutory liability, examples of some of the additional benefits of BBS REO Warranty Service solutions include increased REO sales prices, reportedly as much as 4% according to recent surveys; enhanced resource focus by relieving the Marketing Team of calls, inquiries, questions unrelated to sales and acting as a 'buffer' for lenders by assuming all post-sale service responsibilities including complaints and service requests validation, scheduling, follow-up, documentation (available in 'real time') and record retention requirements.

"I'm confident BBS REO Warranty Service solutions will be an invaluable tool in helping lenders deal successfully with today's challenges," Ms. Tierney states.

Timed to coincide with the announcement of its new REO Warranty Service solutions, BBS has launched its "new generation" website. In addition to an updated, streamlined 'look', the new and improved site includes more detailed information on all of its quality 3rd Party Pre- & Post-Sale Customer & Warranty Service solutions, a brief profile on Kathryn Tierney, a Trades section and an online Service Request form for homeowners' added convenience.

The new site was designed in direct response to research conducted by BETTER BUILDING SOLUTIONS as to what its customers want. Kathryn Tierney says "We analyzed our site traffic, determined what our users are looking for and redesigned the site accordingly, making it more intuitive and user-friendly."

"We know that no other 3rd party warranty provider offers as many features at such a bargain price and we will continue to refine our services to meet the needs of the residential construction industry

– now & in the future.”

ABOUT BBS

In business since April, 2005, BETTER BUILDING SOLUTIONS 3rd Party Pre- & Post-Sale Customer & Warranty Service solutions include 3rd Party Warranty Service for new construction, customized, project-specific Homeowner & Shell Maintenance Manuals; Delivery Quality Assurance; Developer Transition/HOA Coordination; Project Move-In Management & the new REO Warranty Service solutions.

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