



BETTER COMMUNITIES THROUGH SOUND GOVERNMENT

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Dear Member,

Being part of the Virginia Municipal League means having access to opportunities thanks to the league's partnerships with regional and national organizations. I want to make sure you are aware that our partnership with the National League of Cities (NLC) means you can take advantage of the NLC's Service Line Warranty Program offered by HomeServe at no cost to VML members.

The Service Line Warranty Program educates homeowners about their service line responsibilities and provides optional, affordable protection from unanticipated service line repair costs. Homeowners in participating municipalities are eligible to purchase low-cost repair service plans for broken or leaking outside water and sewer lines, covering up to \$8,500 per occurrence.

More about HomeServe:

HomeServe is a leading provider of home repair solutions in North America, with an outstanding national reputation. With the current health and economic strains all of us are experiencing, HomeServe believes it is essential for localities to offer solutions that ensure the safety and livability of residents' homes while helping them avoid unexpected repair expenses.

Benefits to residents and municipalities include:

- Free education for homeowners (with added benefit of reduced complaints to local officials)
- No cost for Virginia localities to participate
- Revenue share component to help drive dollars back to the locality
- Affordable rates for residents

Important features of the program:

- Program pays for the repairs, not your residents
- Customers are provided with a 24/7/365 repair hotline staffed with live agents
- All repairs performed to local code by rigorously vetted, licensed and insured local-area contractors
- Encompasses all aspects of administration – educational outreach, billing, customer service, repairs, customer satisfaction measurement and partner reporting

Currently, over 650 U.S. localities have adopted the NLC Service Line Warranty Program for their citizens. Among these are eight Virginia localities which have saved their homeowners over \$14 million in repair costs over the past three years.

For more information please visit their website <https://servicelinepartner.com/virginia-partnerships/>.

Sincerely,

Michelle Gowdy
Executive Director

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