

## Builders who won't work with agents

If you've ever visited the The New Home Experts® Blog, you're likely aware that we rarely provide negative reviews of a neighborhood or builder.

For that reason, we hope you view the following story from a couple years ago more as cautionary than critical.

At the time, a new neighborhood was preparing to open on the east side of Troy. Without any information available online – and with several clients interested in new homes in the area – we figured we'd swing by, pick up some information and learn more about the neighborhood, the builder, and their process.

Our interaction with the builder representative lasted all of 90-seconds.

We barely made it through the foyer before we were told by the sales person that the builder wouldn't be working with Realtors.

We didn't know much about this builder, outside of our interaction with the sales person. They didn't really have a website, but when we Googled them, these are the reviews we found; they were a little disconcerting:

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The truth is, there are very few “bad” builders out there; it’s usually unhappy homeowners who leave reviews, not satisfied buyers, so negative reviews almost always outnumber positive reviews and really do need to be taken with a grain of salt. Most builders do an excellent job and the end result is a beautiful home for a happy buyer.

However it’s incredibly rare to find builders who won’t work with Realtors these days.

If a builder finds themselves in a position where they can sell out an entire phase or community without needing to present the neighborhood to real estate offices as a way to generate sales, great - good for them.

But denying buyer representation to those who have been working with a Realtor is a bit of a red flag.

Keep in mind, the builders sales person works for the builder, not the buyer; they have the builders best interest in mind and that’s fine, as long as the buyer has the option to have someone looking out for them.

## **Builders who won't work with agents**

A new home is a massive investment - potentially, the largest you'll ever make. Homebuilding is an imperfect process and there are always, ALWAYS, issues that come up; through the contract and selection process, through the building process, through the closing process, and through the warranty process.

Working with a real estate professional who can isolate legitimate concerns from general building issues, or clarify reasonable fees and costs versus egregious charges, is essential. A reputable builder will encourage buyer representation. A questionable one will discourage it.

If you come across a builder who won't work with a buyers agent, do some additional research and question their motives. If their reviews are less than favorable as well, you might want to reconsider.