

Orchard Reviews

This is a pdf copy of 2019-2022 archived reviews for Orchard.
The current users' reviews and editor's review for Orchard are available at
<https://homeopenly.com/Reviews/Perch>

Orchard

★★☆☆☆ Editor's Rating

★☆☆☆☆ Users' Rating

Reviews for Orchard, a multi-state home direct buyer provides fast home sales for cash typically accompanied by lower-priced home offers and high transaction fees.

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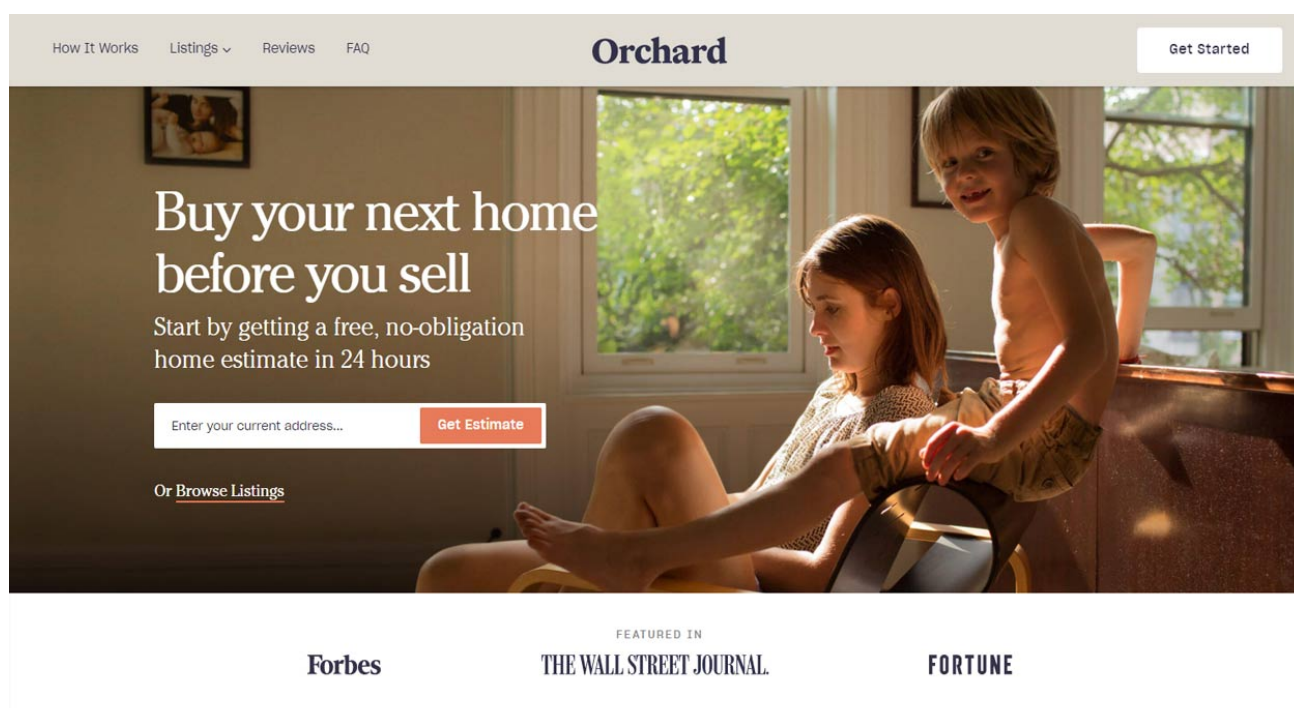
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Buying and Selling with Orchard

Orchard (formerly known as Perch) is a Texas-based VC-backed real estate investor that operates across highly specific locations. Where available, Orchard mainly focuses on homogeneous homes built before 1978 and where the valuation of the home is between \$125,000 and \$500,000. In determining the offer, **Orchard discounts from the estimated retail value after home is fully renovated.** Alternatively, Orchard sometimes acts as a real estate broker and represents consumers as Orchard Realty.



Company Website (<https://orchardhomes.com/>)

Orchard Pricing

Orchard makes money with a difference between buying and selling each home. This difference is a combination of fees and home value appreciation between what Orchard buys and seller each home for. Sellers can expect to receive **80%-85% of their home value** from this type of sale after any fees, cost of the minor repairs, and resale. For Sell Only service, Orchard Realty charges a 6.9% listing fee.

Listing Services

- This Service Does Not Represent Sellers

Buyer's Agent Services

- This Service Does Not Represent Buyers

Orchard Editor's Review:

Dmitry Shkipin (<https://www.linkedin.com/in/dmitryshkipin?trk=profile-badge>)

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Orchard will buy a home at a price that is below market value due to necessary repairs, renovation, and other factors. After Orchard buys the home, it renovates and resells it for a profit to other buyers or companies that rent homes to qualified tenants.

Orchard claims that its fees are limited by 8.5% Orchard fee, but this fee does not mean that Orchard will offer consumers a fair offer. Orchard is not obligated to present consumers with a fair offer for their property because, unlike a real estate agent, **it does not represent consumers when selling a home.**

Additionally, similar to a traditional home sale process, **the seller is responsible for covering their closing costs.** This typically includes (but is not limited to) title insurance policy, attorney and escrow fees, and any HOA transfer fees. With higher fees comes a convenience of an all-cash closing when selling a home. Orchard claims to provide convenience, speed, and certainty of a fast sale.

Dubbed as an iBuyer, Orchard makes an offer on a house within days or hours, but this offer is highly conditional. Each offer Orchard makes is just an estimate, it is non-binding until the company makes a home inspection. **At the inspection Orchard will often find reasons to lower its original offer when it finds items that need repair** or if it has made a mistake in its original valuation.

When the company is unable to make an offer, it simply **redirects consumers to a random real estate agent** in exchange for an undisclosed referral fee. When using Orchard consumers agree that company and “any of its affiliates, agents, service providers or assignees may call you, leave you a voice, prerecorded, or artificial voice message, or send you a text, e-mail, or another electronic message for any purpose related to your home sale or purchase.”

Orchard offers fast home sales, but these are typically accompanied by higher fees. Orchard only makes offers to select homes in select regions.

The main disadvantage of using Orchard is **high losses in homeowners' equity**. Orchard is a “heavy” model, backed by a large amount of VC capital ready to buy homes in all-cash transactions. As any real estate investor, Orchard is susceptible to losing money in any given transaction.

This model is susceptible to a number of risk factors, high operational costs and a continued need for higher-than-average Return on Investment (ROI) with each flip. Orchard is not legally bound to represent consumers, its main legal obligation is to its shareholders.

Orchard's fast transaction and easy move-out experience typically come at an extremely high price because this model incurs “double” transaction costs during the purchase, holding period, rehab work and final sale that includes real estate agent fees.

Orchard pays real estate agent commissions like any other buyer and seller of real estate, so these costs must be accounted for in the company's fee structure. The facts continue to point against Orchard's claims that it offers fair value for the houses it buys.

Moreover, because most homes in the United States are financed, homeowners own only partial net equity in their home. Banks receive the same amount of the remaining mortgage sum regardless of how any given home is sold, whereas only homeowners' net equity is lost in transaction fees paid to Orchard.

Typically Orchard uses the following factors when determining the offer: existing condition of the home including repairs needed, time it will take to finish needed repairs, value of a home compared to other comparable homes in the area, real estate commission required to resell, costs associated with maintaining a home during repairs, including taxes, payments, insurance, utilities and homeowner dues.

Today, there are a number of highly qualified real estate agents who offer competitive listing rates and flat fee listings across the United States. Unless a situation absolutely requires a quick sale, HomeOpenly recommends that consumers first consider using a licensed real estate agent working on competitive terms to properly list their homes on the open market before turning to Orchard option.

Some real estate agents are now offering Concierge services that include painting, landscaping, and other services that help consumers place their home on the open market without upfront costs and high loss to home equity.

FAQ for Orchard

- ✓ [What are the alternatives to Orchard?](#)
- ✓ [What are the pros and cons of Orchard?](#)
- ✓ [What is Orchard?](#)



Is Orchard legitimate?

What are the alternatives to Orchard?

Orchard directly competes with iBuyers that include HomeVestors (<https://homeopenly.com/Reviews/HomeVestors>), Offerpad (<https://homeopenly.com/Reviews/Offerpad>), RedfinNow (<https://homeopenly.com/Reviews/RedfinNow>), Zillow Offers (https://homeopenly.com/Reviews/Zillow_Offers), Opendoor (<https://homeopenly.com/Reviews/Opendoor>), and others.

However, genuinely legitimate alternatives to using any iBuyer are real estate agents who offer savings and help consumers efficiently list homes on the open market, such as flat fee listing agents and agents with competitive listing rates (<https://homeopenly.com/HomeSeller.html>).

What are the pros and cons of Orchard?

Pros: quick cash sale. Unfortunately, this benefit is highly questionable, and it is highly unlikely that Orchard will make a fair market offer on the seller's home. Consumers systematically decline the vast majority of all instant cash offers from iBuyers. (<https://homeopenly.com/guide/selling-a-home-using-an-iBuyer>)

Cons: there are several main disadvantages to Orchard. First, Orchard has no legal obligation to offer consumers full value on their home. Second, Orchard operates in highly limited markets and is highly selective when buying homes. Third, consumers may lose as much as 20%-30% of their home's equity when selling a home to an iBuyer.

What is Orchard?

Orchard is a multi-state home direct buyer that provides fast home sales for cash typically accompanied by lower-priced home offers. Orchard makes money with fees and a difference between buying and selling each home.

Is Orchard legitimate?

Yes and No. Orchard is not legally bound to represent consumers, its main legal obligation is to its stakeholders. The main disadvantage of using Orchard is a high loss in homeowners' equity. Orchard is a risk-heavy business model, ready to buy homes in all-cash transactions.

Orchard model further suffers from double expenses and holding costs when buying and then selling the same home. In summation of all fees, an offer equal to 80% of home value is reasonably expected from this type of sale after fees and cost of the repairs and resale.

Where does Orchard operate?

Orchard currently operates in select areas across San Antonio, Dallas-Fort Worth, and Austin.

Contact Orchard:

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Orchard

Orchard User Reviews

★★★★☆ 02/28/2022

Mike H. *Burlington*

One problem after another. Story too long for here. I spend about 7-8 hrs a day on weekends and again today to get a response. Becoming so full of anxiety and frustration. In this market, there aren't 8 hrs to delay. Not sure why the agent gets \$18-24k at the end of this. Bummed out completely.

★★★★★★ 02/25/2022

Zach N. *Pflugerville, TX*

Working with Orchard to buy our new home during the pandemic with busy family while working from home was a great experience.

Orchard gave us enough money up front to put down over 20% on our next house without having to list first. The shopping

experience was a little intimidating because of the market, but we were able find a house and make the winning offer in less than a month. Even though we had to go 40k over asking, the house appraised and we had more than enough for a big down payment from Orchard's cash offer.

Skipping the listing process before moving in to our new house was just what we needed. Having a toddler while working from home was stressful enough and I couldn't imaging dealing with showings.

Our old house ended us listing for a little longer than we wanted, but when it finally sold it gave us enough extra money to upgrade the family car!

Thanks to Orchard, we got a new house and a new car without having to deal with listing our while working from home during Covid.

★☆☆☆☆ 02/24/2022

Eve B. *San Antonio, TX, USA*

As a buyer Please RUN from Orchard (Perch) homes. We bought our home in 2019 and they were dishonest about many major problems with our home. The remodel they did was like putting lipstick on a pig. We unfortunately didn't find these problems until after, a hard lesson learned as first time home buyers. They are a scam, steer clear to save yourself money and many headaches.

★☆☆☆☆ 02/16/2022

Matthew K. *Santa Ana*

I am from out of state trying to purchase a home in TX. I was directed to this company to be my agent. I was forced to sign an appraisal waiver without it being explained what I was doing. The agent wrote in a 14 day cancellation period without advising me. Even though I told the agent within that time I was flying out to see the property, they never warned me about the dates. Get to closing and appraisal came in \$60K under and because of appraisal waiver I had to come in with that cash difference. Because I didn't have that money my loan was denied and I lost \$7,500 out of my \$10K deposit. The manager even backed up the employee/agent and told me, "You signed the contract." Yes, I did, but isn't an agent supposed to inform the consumer? Horrible people, horrible experience, and costly. Stay away! 0 stars if I could.

★★★★☆ 02/09/2022

Jas B. Littleton, CO

So we thought Orchard was going to be a good alternative to selling our recently deceased mother's family home. It all sounded good from their pitch from a person in Austin, Texas with a realtor in Covington, Georgia that was presented as an "expert" in the market where the house resided. Orchard evaluated the property and their "cash" offer was \$100k below where we ended up with the offer. Their recommended listing price was \$40k below the closing price before I corrected it with the realtor who told me it was too high. On top of sending a non-documented cleaning crew in that destroyed multiple blinds by simply closing them and scrubbing with rags and messing up a microwave oven cooking the cleaning crew's food it was a special experience. Had a house appliance insurance contract that billed me for two months after the sale when the realtor promised it was transferred to the new owners. I've bought and sold multiple properties over the past 5 years. I can't imagine if I was not experienced and corrected bad pricing how this might

have turned. In addition, the sign in front of the property had a previous realtors phone number who called me and chewed me out for all the nasty phone calls she received. Wow is all Ive got to say!

★★★★☆ 11/10/2021

Chris W. *Placitas, NM*

Thankfully my relationship with Orchard has come to an end. Honestly that is the best thing I can say about it. Now it is time for the review.

My initial contacts with Dash Foster and Dana Posocco were quite positive. However things deteriorated rapidly once Travis Wilson entered the picture. He started by sending me an email on Friday 9/17 asking for my schedule for the weekend so we could set up an initial call. I provided him my schedule that day but never heard back. I got an email from Travis on Monday, 9/20 apologizing for ignoring me and saying he would be available for a call later that day. I advised we had moved and our internet was not yet working but we could have a conversation that afternoon. I never heard back. He sent an email on the morning of Tuesday, 9/21 apologizing again and saying the call would definitely take place later that day...it didn't. I wrote him on 9/22 asking for a specific date and time for a call which finally took place on 9/23. At this point I should have realized what I was dealing with but I ignored the signs.

The initial call took place and we talked about specifics and Travis told me a lockbox would be placed on my property. I told him to let me know when that happened and I could make arrangements for a neighbor to place a key in the lockbox.

Travis sent me a text on September 28 telling me a lockbox was placed on the property and asking if I could have a neighbor

place a key in the lockbox. I asked my neighbor to do so and he did not find a lockbox on the door. Travis advised it might be on the hose bib so I sent the neighbor back and it wasn't there either. He said it might be on the utility meter so the neighbor went back and it wasn't there either. Turns out no lockbox was on the property. The following day someone else from Orchard called and told me a lockbox was now on the property and asked me to have a neighbor place a key. I advised I needed to know the exact location before sending a neighbor over there for a 4th time. This finally happened and the key was placed in the lockbox.

The listing went live on Wednesday, October 13th. I was looking forward to hearing how many showings we had on the first weekend. According to my dashboard on your website, there were a grand total of 3 which is frankly ridiculous. I received a text from Travis on Saturday, October 16th asking if I could have the neighbor place another key in the lockbox because apparently the one that was in there had been taken. By now I was a bit pissed and I advised Travis where the spare keys were and to make sure one was placed in the lockbox without me involving my neighbor. The following morning, I received a message from a prospective buyer telling me they wanted to make a cash offer on the property but they couldn't get into the property because there was no key. I sent 2 text messages to Travis on Sunday asking if this had been corrected but never received a response. When he did respond the following day he said it had been corrected but the bottom line is the opening weekend this property was listed was destroyed.

On Monday October 18, I spoke with Dana and told her how dissatisfied I was with Travis. She said she would mention this to his superiors but since I never heard from anyone I have no idea if that actually happened.

Travis advised me the offer on the home was \$410K. Considering

that was lower than my price guarantee with Orchard, I declined. He said he might be able to get them to go higher but her never mentioned any other showings or offers on my property. The next day he let me know the offer had been increased to \$445K. At that point I was so sick of Orchard, I accepted.

A few days later the inspection report revealed the property needed a new roof and a new deck. Travis suggested I agree to the concessions of reducing the sale price by \$5K and paying the deductible on a roof claim. He assured me I would still come out ahead of Orchard's buyout offer so I agreed. After several more days of aggravation, the final figures revealed that the amount due to me would be \$2,600 less than the buyout guarantee from Orchard. When I expressed my dissatisfaction with this, the \$1,500 concierge fee was waived so I only ended up \$1,100 under the guarantee amount. It is significant to note Orchard did not waive any of their commissions.

The fact that local Orchard management was involved in this final resolution and never once contacted me says all I need to know about this company. Take my advice and go with a company who actually cares about you. Orchard is not that company.

★★★★☆ 11/03/2021

Nicole B. Boerne, TX

Worst experience ever! It took over 6 months to sell my house (in this market) and my house was in "like new" shape. It was built in 2016, so it was only 5 years old. I hired Orchard Real Estate to help sell the home based on a neighbors experience. For they had a great one, sold their house in 3 weeks. Mine was different. My agents did not go out and show the house, did not market the house, only posted it and waited for responses. Also their communication was terrible. When all is said and done, I feel like

all they cared about was making money. 6 months and 25k later (that was their fees) I sold my house.

★☆☆☆☆ 09/26/2021

Cameron A. *Denver, CO*

The agent we were given was incredibly communicative... until we signed our contract. Then she disappeared. She was non-communicative, scheduling cleaning services and photos and giving us only a few hours notice if any at all.

The day it was supposed to go on the market and a listing was to be posted (she told us Friday at noon) the posting was over 7 hours late. With extensive errors in the listing. When confronted as to why it was late she said that she had questions she didn't know the answers to and she sent an email (at what would have been 4 hours late). All the questions she had I already answered on a call the day before (she seemed very rushed and I felt like I was an inconvenience on that call). She admitted she forgot all the information I had given her when I asked about it.

When the listing first went up I responded with a list of errors within 5 minutes but I did not receive a message that they would be addressed until 2 hours later. Some were addressed. Messaged the next day during showings to get the errors corrected. Some were addressed. Messaged the day after that to get the last of them addressed.

Our realtor only gave us updates on if we had offers or interest when directly asked. No information was ever given freely. Asking after our status (once a day) felt like pulling teeth. If a question was not asked perfectly it was ignored.

Through the entire process I was made to feel like an inconvenience and not worth the effort. She came to the

property once to drop off the contract and was not interested in a tour. She seemed annoyed when errors were pointed out, these were not minuscule details either, saying we don't have AC in the desert when we do can greatly affect interest in a property. The listing description was bland and felt like the address was just inserted into a pre-written paragraph, not mentioning the state park 2 blocks away or the light rail 1 block away. The remodeling of the kitchen, patio, and bathroom also went unmentioned. While those are not blatant errors they could have helped garner more attention to our home.

We were given no advice on how to present our home for showings, no guidance through the process at all. Instead we were saddled with an agent that required us to babysit her and her work while we tried to prepare a house for sale for the first time.

★☆☆☆☆ 09/22/2021

Michelle H. *San Antonio, TX*

This company sucks! I recently used this real estate company to sell my house and found that they were not good at communicating not did they really help sell it. All they did was list it on various websites and waited to see who would book a showing. No open house, no emails, nothing except the posting and they charged me 30k. If u want to get the most out of selling, use another company

★☆☆☆☆ 09/05/2021

Vinit S. *Livingston, TX*

First off, their team was very rude deal with! If you want to buy a house STAY AWAY, THEY WILL RIP YOU OFF! Also, if you want to

sell your house, STAY AWAY, WILL RIP YOU OFF! One of the worst companies I have ever dealt with! Please stick to Zillow or Trulia!

★☆☆☆☆ 07/08/2021

Jared M. *New Caney, TX*

WARNING!!! This company has horrible customer service! Takes forever to respond. Only does mobile closing and they were over an hour late. 2 days after closing still no response from them on access to home etc. Then responded and said what was at the house was what we get that they have no information on anything else about the home. Very very poor customer service! Would not buy a home again from them!

★☆☆☆☆ 07/01/2021

Juan *Littleton, CO*

Absolutely horrible. It started off well with finding a home. But there rest of the prices had been awful, and COSTLY! Our agent has been unresponsive, flippant, and unhelpful at nearly every turn in the last 6 weeks. 6 weeks... in THIS market. They've cost us thousands of dollars with their delays and unresponsiveness! No. Don't use Orchard, at all. Find a company that will actually look at for your best interests

★☆☆☆☆ 05/11/2021

Virginia M. *Teague, TX*

Don't let them talk you into selling your home!!! They said our home would sell for top dollar and be ready to move it would sell as soon as on the market .. Well we took a beating and it sold for a ridiculous price 2 month later ! I dont feel like we were represented in the sale at all .

They did a bad job listing it and not putting the good point about the house in their ad. But thats there goal is for them to not be able to sell it!

Very stressful time would never do it again!

They have lots of loop holes to trip you up !

★☆☆☆☆ 04/21/2021

justin t. *arvada*

Orchard seemed like it would be a great fit for trying to sell and buy a home in the hot Colorado market. Our initial greeting gave me a really great high number that my house was worth to them.

So i invited them in to do a home inspection and give a valuation of what they would pay for the house.

After over 2 weeks and 3 different visits by home inspectors they cam back with a number nearly 200K under that initial valuation number

We ended up selling to Redfin Now for for MUCH MUCH more -

Overall orchards agent seemed clueless and the company itself didn't really seem to have it act together.

★☆☆☆☆ 05/13/2020

Carla M. *Lewisville, TX*

Tried multiple times over last 2 months to see a house. Contacted real estate agent multiple times. Got only acknowledgement but never heard back.

Poor customer service.

★☆☆☆☆ 03/09/2020

Rollins *Denton, TX*

I needed to sale my home reasonably quickly due to circumstances. I got a great offer from Perch, scheduled inspection, and bam! My house is in terrible condition and the offer was lowered over 30k then minus repairs, it became 50k less. I now would have to pay a penalty to back out so I stayed the course trying to salvage some equity. The whole inspection process is a sham. I just had a new roof installed about 13 months ago and supposedly there were recent foot tracks causing lots of damage which was impossible due to the height of my roof. The inspector, Sal, was totally dishonest and lied in the report. Anyways, I took the little equity and moved on. Perch/Orchard look to make money which is great but they are dishonest and I would never recommend them to my worst enemy. Don't be a victim of them.

★☆☆☆☆ 02/05/2020

Susan R. Rockwall, TX

Don't use Orchard unless you have a lot of time to kill. It took two weeks to get an inspection and the results of that inspection. Then ultimately they backed out of the original contract. Actually they just let the contract expire without answering my phone calls. Then after that date said my foundation was 2 inches off and my electrical needed updating so no deal. That is fine, but 2 weeks to keep me waiting just to reject me? I could have had my house on the market two weeks ago. So much for a stress free experience. Save yourself the trouble and use a realtor.

★★☆☆☆ 01/25/2020

Kiash Keller, TX

Very dishonest guys said my home has foundation issues and wanted to send some questionable characters to do the evaluation but wouldn't agree to send a structural engineer. My home has no foundation issues but these guys wanted to have it designated as having one so they can get it for cents on the dollar so I told them to forget it. Beware of perch now rebranded orchard homes they are not straight forward

★☆☆☆☆ 12/31/2019

Justin Fort Worth, TX

As a seller, I had 2 houses with Perch. Both reasonable offers too.

Went under contract and the first house was dropped by \$44,000. The second house was said to have a report they were waiting on and the customer service rep (I won't mention her name). Said I'd have an answer by Wednesday. For my final offer on the 2nd house, instead of calling me to give me the updated report/offer they never even reached out and instead just sent me the termination offer.

It was by far the WORST experience I've ever encountered in any type of transaction.

★☆☆☆☆ 12/30/2019

Gary H. Cedar Park, TX

Put a bid of \$379,500 (agreed to by Perch) on a 2650 sq ft house at 1610 Fall Creek Dr. Cedar Park, Texas that Perch said was move in ready, what a joke! Cost us \$500 for the inspector to tell us the electrical, the plumbing, the irrigation, the roof and the windows were NO GOOD! HVAC didn't work! House was full of safety violations, all smoke detectors didn't work, no carbon monoxide detector, spa tub couldn't be safety tested because there was no

access door which was a potentially fatal flaw if you took a bath per a very experienced home inspector. Perch totally misrepresented this house. They are an unethical company, my advice is to stay away from any property they are selling.

★★★★★ 11/26/2019

Chelsea W. *Plano, TX*

We didn't have any issues until dealing with the title company. We had to use Perch Title because of the seller (perch). Our lender had trouble getting a hold of our closing specialist (Blanca). Our closing was scheduled by perch for 11 AM. Our lender and realtor had problems getting a hold of her the day of closing because she would not answer her phone. Our closing was delayed because of the title company. If you buy a home from Perch I highly recommend that you refuse to use their title company. Our closing should not have been delayed. They are subpar and inadequate.

★★★★★ 10/10/2019

Joseph G. *San Antonio*

The exact thing happen to me that happened to Kevin S. 08/28/2019 Carrollton, TX, USA. What hits home is 'After Perch did the home inspection, they stated that they made a mistake in valuation and dropped the original offer by 30k' for me it was \$40K because the 50sq ft staircase area does not count as livable space. My roof was two years old and needed \$2k in repairs.

★★★★★ 10/09/2019

Melissa H. *San Antonio, TX*

Complete waste of time! Started at 222k which was less than I really wanted to accept to begin with but I figured it would be less stress! Wow I was so wrong. They took forever to give us the inspection report took them literally 6 days, it came back with 21K needed to repair and they offered me 180K. I don't know in what world they think I would accept 40 k less for my house than their original offer. Keep in mind they included for me to complete replace a AC that is in complete working order for 6K. This company is designed to scam people and take advantage of the desperate. They drag you on till the last minute and hope you will accept whatever they give you out of desperation. I paid 180 K for my house 5 years ago with zero upgrades! They are completely out of their minds if I would accept 180k for 2354 sq ft house in a gated community, sitting on two green belts and .34 acres of land, a dozen mature trees and upgrades to kitchen, flooring, and freshly painted!! RUN RUN do not do business with these CROOKS

★★★★★ 10/07/2019

John M. *San Antonio, TX*

This is the biggest waste of time ever. We had our house ready to be listed with a realtor and decided to get an offer from Perch first since we already had our new home picked out. We need a fast sale but of course also need the equity in our home. Perch has a program called "buy and sale." It is a total ripoff. Our house is worth about \$465K-\$485K. We have a very high end back yard and have a lot of upgrades. Two homes that sold in our area with pool but much smaller lots and not as high end finishes sold for \$485K. We asked Perch over and over if the CASH offer would be fair offer or low ball. They assured us it would not be a low ball offer. We just received it after waiting 4 days and postponing our listing, They came back \$80K under value. \$385k!!!! Super low ball. Our new house is about \$750K, They also would get the real estate commissions from that sale as well. So they would get

almost \$40,000 in commission because they take 3% from the sale and the buy. They could also get as much as \$80,000 or more on my homes equity. I think Perch is a scam because of the fact they tell you it will be a fair market value and it is not.

★★★★☆ 09/27/2019

Luke Richardson, TX

Please be very careful using Perch to sell your home. Everything sounds good during the initial offer up until the home inspection. Perch will include EVERYTHING they would "like to do" to the house in addition to the actual repairs, which will add to the reason why they will either reduce their offer tremendously or even terminate the offer. For instance...my roof in less than 10 years old and Perch claimed the ENTIRE roof needed replaced....not to mention specifically noted that the foundation needed significant repairs...the house was built in the 70s and is a very solid home. They will include what is considered to be UPGRADES and MODIFICATIONS to the house to the inspection (which is suppose to such define repairs)....The only plus to Perch is that you will not pay any out-of-pocket fees.

★★★★☆ 09/13/2019

Leigh A. Cedar Hill, TX

I am in the home selling stage with Perch. Originally I thought this was a great company. I feel that I was offered a fair price for the home, and even the repairs deducted were reasonable. My original contact at Perch was great. The problems come with Perch Title (they use an in-house title company). Not only did they pull the title for the wrong property (the house I'm moving into, not the house I'm selling them), they repeatedly sent me wrong documents to close that involved the house I'm moving in to (perch is no way involved in the new home) rather than the

one I'm selling them The original error would have put an additional \$500 in their pocket at my expense. In the end, all documents except for one were updated. When I expressed concern about signing a document that was incorrect, I was told by the title agent she was busy and had already sent too many revisions to the Notary and would not send another and told me to "line through" the incorrect item, or she would do it after I signed. I feel very hesitant to sign an incorrect document, and I certainly do not trust someone to "draw a line through it" after I sign everything considering the amount of errors up until this point. The experience was seamless up until this point, but not I would not recommend Perch home buyers given the amount of errors and lack of professionalism by there in-house title company

★★★★☆ 08/28/2019

Kevin S. Carrollton, TX

As a seller, Perch was a complete waste of time and they are only interested in a bait & switch way of doing business. Original offer on the house was 310k, supported by comps in the area. We decided to move forward.

After Perch did the home inspection, they stated that they made a mistake in valuation and dropped the original offer by 30k. In addition, they were charging for little items such as a knick in the molding to a garage door, a cracked electrical outlet, or a fence, that isn't on my property (proven by a survey when we purchased the house), that needs repairs. The total cost of repairs came to another 20k. I know my house isn't perfect, but it does not need 50k worth of repairs. You could easily spend ~10k and sell for 340k in my area.

I would not recommend using this service unless you enjoy

wasting your time. COMPLETE SCAM designed to prey on people that are desperate to sell their house.

★☆☆☆☆ 08/11/2019

Danbi C. *San Antonio*

My experience with Perch as a buyer has been terrible - delayed responses, lack of basic knowledge about their property, and just overall low integrity/ethics. I had to extend my option period twice because of delayed responses in regards to repairs. They had their property for sale for 5 months and failed to disclose obvious foundation issues. Foundation estimates are free; if you're going to sell someone a home, you oughta do the right thing and own up to major repairs, rather than having to wait for the buyer to tell you what's wrong with the house. That's called integrity and getting a full home inspection as opposed to a partial home inspection. Hoping that a buyer won't find foundation problems (especially when there obviously are) is just plain greedy and criminal in my opinion. Other forms of neglect: The home seller's agent didn't even know how old the HVAC system was. How on earth can you sell a home (professionally) without even knowing the status of your foundation and HVAC system? It was just so disappointing dealing with these people. My advise would be to avoid Perch altogether. Find an honest owner who knows and respects his/her home, rather than pretending to. It'll save you time, energy, and money in the end.

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