

Policies, Notifications, & Procedures

REALTOR® Name _____

As a real estate professional and a REALTOR®, serving my clients is of the utmost priority. Your best interests are my only goals. To provide the best communication and information, I ask that you review these Policies & Procedures, so you are fully aware of how my business operates. Full time real estate involves more than the REALTOR®. Please know that you may hear from a variety of industry professionals that collaborate with me throughout the transaction. We are all here to assist you through this process efficiently and effectively.

WORK HOURS

It is my goal to be of service immediately. My working days and times are:

For emergencies outside of my normal availability, you may contact: _____

We may not be able to text, call, or email after my available hours; however, your request will be returned as soon as possible.

FORMS AND DOCUMENTS POLICY

We will use the forms required by state law and others required by my firm or one of our business affiliates. We will review those with you and answer any questions you have. It can be overwhelming, and we understand the time it takes to get comfortable with that process. Our goal is to make sure that you completely understand the need for all documents and have ample opportunity to review them and ask questions prior to signing. We often utilize secure digital signing platforms for your convenience. We will instruct you on how to use those platforms, if applicable.

COMMISSION EXPLANATION AND NOTIFICATION

REALTORS® are self-employed independent contractors for the Broker or Firm with which they affiliate and are paid only by the commissions they earn upon successfully closed transactions. REALTORS® have a fee they charge for their services. Here are the options we use for collecting those commission fees:

Seller Notification

In most cases, the seller agrees to pay a commission to the listing agent and to the agent who brings the buyer. This is agreed upon in the listing agreement and paid to my firm at closing from the profits of the sale. Where there are no profits, the seller would need to bring funds to close, which would include said commission. The commission offered to the buyers agent is communicated by virtue of notification in the Multiple Listing Service (MLS).

Buyer Notification

Buyers should understand that an MLS-listed property's sales price typically includes that commission. Buyers will be asked to acknowledge, by signature, the options for commission payment before working with an agent. There are times when a commission is not offered through a listing agreement within the MLS and will need to be paid by other means. This may include the buyer understanding and agreeing to pay said commission. This circumstance is uncommon, but it can happen.

LISTING PROCEDURES

Listing a property is a delicate balance of preparation, presentation, and market knowledge. Once we preview the property, I typically make suggestions on preparing the home for photography and subsequent showings. Our goal is to prepare the home in a way that allows all potential buyers to imagine themselves living there. This process may include removing personal collections, photos, and décor, and organizing belongings to provide the most visual appeal for potential buyers. Depending on the specifics needed to market a property, we may have a separate agreement for payment of photos, drone photography, and staging. Your property will most likely have a lockbox that provides secure access for other agents and inspectors to enter the property. In most cases, we will use a digital lockbox that tracks any time your property is accessed for your convenience and safety.

SHOWING PROCEDURES FOR THE SELLER

Appointments: Our team may use an automated showing service that tracks all appointment and alerts as to when someone is requesting a showing. We have a great deal of customization in how we can set showings up and we will review those at the time of listing. We may not use the appointment center for all properties. Exceptions are available upon request or circumstance.

Feature Prompts: We may place prompts around the home to bring attention to the features that make your home special.

Preparing for showings:

- Raise blinds and open curtains to demonstrate the light in the home and accentuate its beauty.
- Keep fragrances subtle. We recommend that you avoid candles and burners for safety purposes.
- Please lock up all valuables, medications, and weapons.
- Keep a clean and tidy environment to showcase your home's beauty.
- Make sure all pets are safely contained.

SHOWING PROCEDURES FOR THE BUYER

Respecting others' property is of the utmost importance. There may be specific requirements for showings listed in the agent's notes that I will relay if relevant.

Appointments: Coordinating appointments for you is our priority. Some appointments are made through software platforms and others require us to contact the listing agent and/or owners. Please know that it may not be possible to get in immediately, but we will work through the process to make things efficient for you.

Preparing for your property tours:

- We will have information for you to keep on each showing. Feel free to take your own notes, as well.
- Most owners do not mind buyers taking photos, but if there is anything posted otherwise, we will advise and ask that you respect the owner's wishes.
- Please remember that many properties have cameras and/or recording devices. We suggest not talking about the property until you are out of range.
- Regarding all installed devices and appliances, we will note everything in the contract that you request, although there is no guarantee that the owners will agree. We list items as specifically as possible to ensure that what you saw is what they leave.
- Family and children are welcome to attend showings with you. If you bring the little ones, please be sure that they are always nearby to ensure their safety in an unknown environment.

POLICY REGARDING OFFERS

Our policy is to always have a pre-approval letter (for financed transactions) or letter of approved funds (for cash transactions) before submitting an offer for a buyer or to the seller.

We use this process to submit offers on behalf of a buyer.

1. Software-based transaction platform to submit the offer. (Paper in-person signings are available upon request.)
2. Email copies as back-up and to ensure the listing agent/owner receives.
3. Call or text agent/owner to verify receipt of offer
4. Counter offers to provide clarity of requested changes by either party
5. Clarification of pertinent details and terms
6. Request for a rejection of offer (if necessary), pursuant to state law requirement, so the buyers may verify their offer's status
 - a. As a seller, it is a professional courtesy and rule that you formally reject each offer that you don't want to take, for your protection.
 - b. As a buyer, rejection may not always be provided by the seller, but we will document all requests for your protection.
7. We provide copies of any signed documents to all parties involved

We use this process when accepting offers from potential buyers. (On behalf of the seller)

1. Establish your preferred system for contract review upfront.
2. Document receipt of all offers.
3. Prepare a spreadsheet for multiple offers.
4. Clarify, negotiate, and counter all pertinent terms of the agreement
5. Review and respond to all offer submissions prior to their expiration date.
6. Contracts will be executed using a software-based transaction platform. (Paper in-person signings are available upon request.)
7. We provide copies of any signed documents to all parties involved

CLOSING PROCEDURES

Closing is typically a 30–45-day process, sometimes longer or shorter depending on the transaction and needs of the customers.

Once the agreements are executed, the Title Company will begin the closing process by working closely with the lender and agents.

- **Inspections:** if needed and contingent, they will be immediately scheduled. We highly recommend property inspections for every transaction.
- **Repairs and Resolution:** If repairs are requested, we will negotiate them with the seller in writing. Both parties of the contract must agree to them. If no resolution to potential issues can be met, most agreements allow a provision for the buyer to terminate the contract and look for another property. If repairs are agreed upon, we will set a timeline for completion of repairs subject to the buyers' and sellers' approval during the final inspection of the property before closing.
- **Title:** The Title Company will insure and clear the property's title and prepare the deed for the buyer's conveyance during this period, typically between repairs and closing.
- **Closing:** Just before closing, we recommend the buyer complete the final inspection of the property, verify repairs (if any), then close, usually in person at the Title Company Office. (Mail-away closings can be arranged for customers who cannot attend in person. These will require that the remotely-signing party gain access to a notary. Please let us know of this need and we will arrange for completion prior to the closing date of the contract.)
- **Vendors:** I have compiled a list of preferred vendors, repair contractors, inspectors, and other industry professionals that you may need along the way. You may request our vendor list at any time, but please remember that who you use is 100% your choice, so be sure to due your own diligence in vetting the professionals before they begin their work.

POTENTIAL RISKS NOTIFICATION

Although most real estate transactions go very smoothly, there is the occasional bump or conflict along the way. We work to anticipate any hurdles as thoroughly as we can and take all precautions to ensure your success. There are, however, some risks that all customers and clients should consider:

- Although cash offers sound amazing and often work out well, verification of funds is only good for the day it was printed by the financial institution. Occasionally, a buyer uses those funds and causes a delay, or worse, the transaction cannot close at all.
- The financial contingency for lending can exist until funding at closing. Although the buyer may be working closely with the lender to get final approval, any number of factors can provide an obstacle or blockage to the ability to provide closing funds. Examples include: a death in the family, unexpected career change, change in financial situation or credit, or another unforeseeable circumstance. Most professionals do not consider the financial contingency cleared until funds are approved on the day of closing.
- Inspection contingencies give the buyer an opportunity to reject the property if they do not feel comfortable continuing. If issues are discovered and the buyer decides to terminate the contract within the timeline allotted, they have the right to do so.
- Once in contract, the legal and binding attributes are strictly between the Seller and Buyer. Should one party or the other fail to perform, it would be up to the damaged party to pursue legal remedy.

Commitment to Communication

Nearly every issue can be avoided with clear communication both to and from the professional. We hereby commit to keeping all parties apprised of relevant transaction details as they arise. In turn, we appreciate clear communication from our clients to ensure that we can perform our obligations quickly and efficiently. If you have any specific communication requests, please let me know how I can best accommodate you.

Please sign below to acknowledge your receipt and review of these Policies, Notifications, & Procedures.

_____ Print Name	_____ Date
_____ Signature	Check One: <input type="checkbox"/> Seller <input type="checkbox"/> Buyer
_____ Print Name	_____ Date
_____ Signature	Check One: <input type="checkbox"/> Seller <input type="checkbox"/> Buyer
_____ Print Name	_____ Date
_____ Signature	Check One: <input type="checkbox"/> Seller <input type="checkbox"/> Buyer