**All items referenced in this Plan are available on Cab Corner within the Buyer Resources tab unless otherwise noted.**

### Denotes Florida Properties Group competitive points of difference.

## THE OFFER, NEGOTIATIONS AND CONTRACT

* Create **CORE Present Buyer’s “Win the Offer” Presentation**. This presentation type is data-driven and property specific.
* Submit offer to Listing Agent or Owner.
* Convey and negotiate counteroffers on Buyer’s behalf to the Listing Agent or Owner.
* Explain to Buyer the value of asking Preferred Lending Services for a second loan pre-approval on buyer, if needed.
* Make sure complete copies of the contract are submitted in Dotloop, emailed and/or delivered and received by Sellers, Listing Agent, Lender, Title Company and Office Staff.
* Make sure contract is signed by all parties.
* Contact Listing Agent or Lender weekly to ensure processing is on track.

# HOME INSPECTION, TERMITE, MOLD & OTHER TESTING

* Order septic system inspection, if applicable.
* Receive and review septic system report and discuss any impact on sale with Sellers.
* Deliver copies of septic system report to buyer's agent and lender.
* Coordinate Buyer's home inspection with Sellers.
* Review Buyer's home inspection's report with Sellers.
* Explain Seller's responsibilities with respect to contract terms and negotiation.
* Review home inspection requirements in contract with Sellers.

# THE APPRAISAL

* Follow up on appraisal to see if Lender has received.
* Assist Buyer in evaluating appraisal, if it comes back under the purchase price.

# CLOSING PREPARATIONS AND DUTIES

* Coordinate closing process with Listing Agent, Title Company and Lender.
* Update closing forms and files as needed with Office and/or Buyers.
* Ensure all parties have all forms and information needed to close the sale.
* Select location and time for Buyer’s closing.
* Confirm closing dates and times and notify all parties.
* Assist in solving any title problems (boundary disputes, easement, etc.) or in obtaining death certificates or trust information.
* Work with Listing Agent in scheduling and conducting Buyer's final walk-through prior to closing.
* Check on final walk-through with Buyers before closing.
* Request final closing figures from closing agent or title company.
* Receive and carefully review closing statement figures with Buyer to ensure accuracy.
  + Provide "Home Owners Warranty" for availability at closing.
  + Forward closing documents to absentee Buyer as requested.

# FOLLOW UP AFTER CLOSING

* Answer questions about filing claims with Home Owner Warranty Company if requested.
* Respond to any follow-up calls and provide any additional information required from office files.
* Check to make sure "Owners" are happy in their new home.
* Remove Property Search Alert emails being sent to Buyers.
* Add former “Buyers” to marketing plan to ensure you keep in touch after the sale.
* Register former “Buyers” to receive a monthly **Market Report** (kvCORE) to keep up-to-date on their home’s value.
* Be a Forever Advisor by having a bi-annual voice-to-voice check in *(Brand Promise 2, Forever Advisor)*
* Send a hand-written notecard to celebrate the home purchase anniversary (notecards provided by your office)
* Be a Forever Advisor by scheduling a follow up on their home purchase anniversary with an Annual Real Estate Review *(Brand Promise 2, Forever Advisor)*

### Please note that this Checklist & Service Protocol will be adjusted to each Buyer’s situation as needed or desired by the BUYERS.