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REALTOR® Rodney Harvey's Buyer's Services Offered

Why Was This List Prepared?

Surveys show that many property owners and property buyers are not aware of the true value a REALTOR® provides during the course of a real estate transaction.

At the same time, REALTORS® have generally assumed that the expertise, professional knowledge and just plain hard work that go into bringing about a successful transaction were understood and appreciated.

Many of the important services and steps are performed behind the scenes by either the REALTOR® or the brokerage staff and traditionally have been viewed simply as part of their professional responsibilities to the client. Without them, the transaction could be in jeopardy.

Comprehensiveness

This list is by no means complete. I routinely provide a wide variety of additional services that are as varied as the nature of each transaction.

Not all transactions require all of these steps. However, given the unexpected complications that can arise, it's far better to know about a step and make an intelligent, informed decision to skip it, than to not know the possibility even existed.

Why Use a REALTOR®?

The typical actions, research steps, procedures, processes and review stages taken by a REALTOR® to complete a successful residential real estate transaction depend on the transaction. Some tasks may take minutes, hours, or even days to complete, while some may not be needed.

These tasks reflect the level of skill, knowledge and attention to detail required in today's real estate transaction, understanding the importance of having help and guidance from someone who fully understands the process - a REALTOR®.



REALTORS® are pledged to uphold the stringent, enforceable tenets of the REALTOR® Code of Ethics in their professional dealing with the public. Remember, not every real estate registrant holds REALTOR® membership or MLS® access; I do make sure yours does!

For peace of mind, ensure the individual seeking to represent you is both a registrant of the Real Estate Council of Ontario and a member of OREA - permitted to be called a REALTOR®. Check the RECO website for a searchable list of registrants.

Not all brokerages and REALTORS® provide these services. As a REALTOR® dedicated to providing exceptional, personalized service and expert guidance; I do.

Pre-Appointment Activities

1. Contact buyer to make appointment for the buyer presentation
2. Send buyer a written or email confirmation of appointment, place a follow-up call with buyer to confirm and provide reminder
3. Review pre-appointment questions to prepare to respond and move forward
4. Determine the type of investment being considered (residential, multi-residential, industrial)
5. Find out how along in the process they are.
6. Determine if the client has a mortgage pre-approval, cash or property to sell.
7. If there is property to sell:
8. Examine all comparable sales activity in the area from MLS® and public databases
9. Research average days-on-the-market for similar properties, list to sale price ratio, location, type and other related statistics
10. Check municipal tax records or other documents for varied pieces of property information such as lot size or boundaries
11. Enquire with the Planning Department of municipal offices for current zoning and/or potential uses
12. Verify legal description of the property
13. Check for land use restrictions, restrictive covenants, easements and/or zoning
14. Verify ownership names via the Registry Office, deed, mortgage charge, tax bill or a number of other documents with indicators



15. Prepare buying presentation from materials gathered
16. Drive by the property and geographic area to assess the curb appeal, neighbourhood benefits or accents such as shopping and schools; compare with other property for impact on value
17. Determine whether property is subject to special title interests, such as shoreline road allowance and obtain clarification or expanded information related to special interests
18. Confirm local services (schools, gym, worship, groceries) and explain their impact on market value
19. Compile and assemble formal file on property
20. Review all pertinent information to ensure that it's complete in preparation for distributing to interested parties, if requested
21. Review buying appointment checklist to ensure completion of all tasks
22. Prepare Comparative Market Analysis (CMA) to establish market value
23. Obtain copy of subdivision plan/complex layout

Buyer Appointment Presentation

24. Explain the various service relationships by providing the "Working With a REALTOR®" pamphlet and request acknowledgement that this has been reviewed, understood and copy retained by the buyer
25. Provide the buyer with an overview of current market conditions and projections pertaining to expected purchase time or adjustments that may be necessary
26. Review personal and brokerage's credentials and accomplishments
27. Confirm financing strategy, mortgage pre-approval, cash or property to sell. If there is a property to sell:
28. Review any appraisals that have been done in recent past
29. Present CMA to the buyer including brief details and value adjustments with comments relating to comparable sold properties, current listings and expired listings
30. Discuss with the buyer the possibility of a seller take-back (STB) mortgage situation (STB) and other options to enhance purchase negotiations while recommending that the consumer speak with industry related experts



31. Determine what the clients needs are (number of offices/bedrooms, baths, warehouse/yard space, transportation considerations...etc)
32. Which areas need to be considered
33. What price range is preferred
34. Discuss pricing strategy based on experience and current market conditions
35. Explain timelines (It usually takes about 30 to 90 days from purchase to closing)
36. Determine availability to view properties.
37. Discuss a suggested search plan to achieve success in finding most suitable properties, location, amenity requirements
38. Explain the advantages, power and limitations of Multiple Listing Service®
39. Explain the use and power of web searches, IDX and www.realtor.ca
40. Explain work that both the salesperson and brokerage do behind the scenes and service availability, elaborate and clarify to establish mutual expectations and obligations
41. Explain the brokers role in taking calls, providing viewing feedback and screening potential properties
42. Discuss use of a rating system for narrowing down selection and submitting offers
43. Confirm the final strategic master/overall search and offer plan
44. Review and explain the Buying Process and typical paperwork involved
45. Review and explain the Buyers Agreement, broker signs committing the brokerage and request the signature of the buyer(s); provide each of the signing buyer(s) with individual copies
46. Provide copies of the typical forms and all signed forms.
47. Explain cooperation with building inspectors, lenders and lawyers
48. Confirm signing authorities and board of directors for corporations
49. Obtain copies of personal identification documents for clients
50. Obtain Corporate Profile Report
51. Obtain Certificate of Status Report for corporations
52. Complete government required FINTRAC documents.



After the Buyers Agreement is Signed

53. Prepare client specific file for both searches and offers
54. Provide all copies of signed documents to client and brokerage
55. Obtain contact details for property inspectors, lawyer, lender and property management staff
56. Develop a rating system for narrowing down selection and submitting offers
57. Review instructions (COVID-19) from listing brokerage for brokers viewing properties and confirm with the buyer the best times to arrange visitations
58. Explain the Agreement of Purchase and Sale to the buyer and discuss content
59. Explain the offer presentation process and the possibility and procedures if multiple offers are submitted, as well as the varying party rights and obligations
60. Discuss the type of conditions and terms that will likely be included in an offer to purchase from other prospective buyers
61. Load Buyer and property type into personal database and transaction management software
62. Obtain signed Mortgage Verification Form, submitted to the buyer's mortgagee/lender to be returned with pre-approved mortgage detail to the buyer
63. Verify with lender any penalties, terms and current rates and if the mortgage can be discharged of the current property if being sold at the same time
64. Check whether the existing mortgage can be assumed and under what terms
65. Check that the existing mortgage can be "ported" to a new property

Searching for Properties

66. Prepare an automated search in MLS® System based on client requirements
67. Search all upcoming condo developments that might meet the clients requirements
68. Search all "coming soon" listings that meet clients requirements
69. Search all "For Sale by Owner" properties meeting requirements



70. Search all "exclusive" listings through Royal LePage
71. Search all "exclusive" listings with cooperating brokerages
72. Prepare personal mailing and seller contact list
73. Generate mail merge letters to seller contact list
74. Advise company Network Referral Program of the Buyers requirements
75. Provide Buyers requirements to sellers coming from referral network
76. Create and submit buyers requirements to internal salesperson's / brokerage's internet sites
77. Submit buyers requirements to external cooperating brokerage's
78. Respond to all calls – after hours and weekends included
79. Update mortgage information as available
80. Advise client of available properties that meet their requirements
81. Implement rating system for narrowing down selection and submitting offers
82. Review potential properties (listings, videos, documents) in preparation of viewings
83. Co-ordinate viewings with the owner, tenants and other REALTORS®
84. When Follow-up on emails and provide feedback to representatives for properties that have been viewed
85. Discuss feedback from viewings with the Buyer to determine if changes are required to accelerate the selection
86. Give regular updates to the buyer to discuss pricing, listing activity, market trends and results of searches

Preparation for Offer

87. Discuss possible seller financing alternatives and options with buyers.
88. Research all comparable currently listed and recently sold properties
89. Obtain / copy building plans for reference, if available
90. Obtain / copy survey for reference, if available
91. Confirm lot size from owner's survey or other resource such as land deed/transfer -- if a survey is not available, make a note in the property file and ensure that the buyer is aware



92. Note any lot line fencing, easements and variances as per obtained documentation showing such
93. Confirm if there any Condominium Fees or Homeowner Association fees
94. Get a copy of the Condominium Bylaws & Rules, if applicable
95. Identify Home Owner Association manager if applicable
96. Order copy of Home Owner Association bylaws if applicable
97. Review current appraisal if available
98. Confirm hydro source or any other provider of utility
99. Calculate the utility usage for the past 12 months from seller's records
100. Research and verify city sewer/any septic bed layout or permits at time of installation
101. Research and verify city building permits on file for property
102. Research and verify any reassessments or pending reassessments by the municipal tax office
103. Confirm the water supply is municipal, check on rates for the past 12 months
104. Validate if the water supply comes from a well, depth, confirm well type, condition and water quantity and or quality. Identify and advise of any abandoned wells on the property.
105. Determine natural gas, heating oil or propane supplier's name and telephone number and obtain copy of any records for reference
106. Note if there are any rented appliances i.e. hot water tank, furnace, etc. and request documentation for review and reference
107. Verify security system -- owned or rented, terms and service terms
108. Ascertain if any lead-based paint, asbestos insulation, UFFI or other latent defect may be present
109. Prepare a list of property features such as pool, sauna, whirlpool, landscape water features and assess market impact
110. Obtain a list of chattels and fixtures included or excluded from the purchase of the property with specific details to ensure they are accurately documented for the buyer
111. Compile a list of recent improvements, repairs or maintenance and obtain copy of any documentation for reference
112. Verify if property has rental units within the building. If so:
113. Inquire as to compliance with the zoning by-laws, fire code and electrical safety code
114. Make copies of all rental agreements and tenant correspondence



115. Determine ownership of any appliances or other fixtures and chattels
116. Verify and list all rental amounts, deposits held and other details
117. Make copies of any rental premises inspection reports
118. Make copies of any forms filed with Landlord and Tenant Board
119. Assemble an online property specific secure folder for all related documents
120. Determine if there is a completed Seller Property Information Statement and/or respective Schedule
121. Complete "new purchase checklist"

The Offer and the Contract

122. Receive and review all documents submitted by sellers and sellers' representatives
123. Counsel buyers on each property– explaining merits and weaknesses of each
124. Contact seller's representative to discuss interests and motivations of their client
125. Obtain relevant documents for disclosure(s), from seller's representative or seller prior to offer if possible
126. Confirm with seller's representative that buyer is financially qualified, with mortgage commitment from their lender
127. Negotiate all offers on buyer's behalf, suggesting terminology within clauses, establishing condition time limits and buyer's desired closing date
128. Register all property offers with the listing brokerages
129. Prepare and convey all counter offers, acceptance and/or amendments to seller's representative
130. Deliver copies or originals of all documents to the buyers' lawyer
131. When an Agreement of Purchase and Sale is agreed upon and finalized by the seller and buyer, ensure all parties have copies
132. Record and obtain deposit receipt from the listing brokerage Trust Account
133. Provide copy of the accepted Agreement of Purchase and Sale to the brokerage office for creating a transaction file
134. Advise and counsel buyer on the procedures while the original agreement is conditional



135. Advise buyer about making additional offers to purchase submitted between contract and closing
136. Update personal transaction program indicating purchase pending
137. Deliver unrecorded property information to buyer
138. Assist in arranging for appraiser to inspect the property and if requested, provide any information such as survey copy, new roof receipt, etc.
139. Make contacts for assisting with septic tank inspection, if applicable
140. Deliver copy of septic system inspection report to lender and buyer
141. Arrange for water tests to send to relevant testing facility
142. Arrange other inspections (termite, mold, environmental), as required by financial or insurance company or the seller or buyer's lawyer (as examples)
143. Explain the option of a lock box for transfer of keys

Mortgage Tracking

144. Confirm return of verifications of deposit and buyer's employment
145. Follow loan processing through to underwriter
146. Add lender and other vendors to transaction management program
147. Contact seller representative or as requested the lender regarding mortgage application progress
148. Relay final approval of buyer's loan application to seller
149. Prepare/obtain waiver or condition removal document(s), deliver copies to parties and brokerages and then ensure they are sent to the lawyer for the buyer

Home Inspection

150. Explain benefits of a Home Owner Warranty to buyer.
151. Assist buyers with completion and submission of the Home Owner Warranty application.
152. When received, place Home Owner Warranty in property file for distribution on closing
153. Provide buyers with recommendations for professional home inspection



154. Assist in arranging home inspection appointment
155. Review home inspectors report
156. Enter completion into transaction management tracking software program
157. Explain seller's / buyer's responsibilities and interpret any clauses in the contract
158. Ensure seller's compliance with inspection clause requirements
159. Assist the buyers if they have enquiries regarding the inspection report
160. If repairs are required, assist seller in obtaining trustworthy contractor to perform required repairs
161. Follow up on all required repairs by seller, if needed

The Appraisal

162. Schedule appraisal appointment and arrange with the buyer
163. Provide appraiser with any additional helpful information that can be used to establish market Value
164. Follow up on appraisal
165. Assist buyer or seller in regards to mortgage or appraisal enquiries
166. Enter completion into transaction management program
167. Assist buyer in reviewing appraisal report if required
168. Suggest possible solutions for any glitches within the appraisal

Closing Preparations and Duties

169. Work with seller's representative to arrange any visits prior to set closing date, as agreed in the Agreement of Purchase and Sale
170. Coordinate closing process with seller's representative, lawyer and lender
171. Update closing forms and files
172. Ensure all parties have all forms and information needed to close the sale
173. Obtain closing location, confirm closing date and time and notify all parties
174. Assist to solve title problems (boundary disputes, easements, etc) or in obtaining death certificates
175. Explain benefits of Title Insurance to the Buyer.



176. Assist Buyers with completion and submission of Title Insurance application
177. Confirm the buyer received title insurance commitment
178. Confirm Home Owners Warranty for availability at closing
179. Review all closing documents carefully for errors
180. Forward closing documents to absentee buyer as requested
181. Coordinate closing with buyer's property sale, resolving timing issues
182. Be available for any concerns/questions from the seller, buyer or buyer's representative
183. Advise real estate board/association that property is purchased and supply details as to price, date of sale, purchasing brokerage representative(s)___
184. Close out listing in transaction management program
185. Coordinate transfer of entry door keys, garage door remotes, security code access and postal box keys
186. Provide list of utilities service providers, recycling bin provider, waste pick up schedule, postal box location and listing of local schools, hospitals, fire stations and amenities to buyers

Follow Up After Closing

187. Answer questions about filing claims with Home Owner Warranty company, if requested
188. Attempt to clarify and resolve any repair conflicts if buyer is dissatisfied
189. Respond to any follow up calls and provide additional information required from transaction files