

QUALITY SERVICE GUARANTEE

Quality Service Certified® For Home Buyer

The Quality Service Guarantee is your written commitment from your sales associate assuring the delivery of those services, where applicable, described below.

As your representative I will:

1. Conduct counseling and information session to identify your needs and goals and to plan a property search.
2. Offer to arrange pre-qualifying or pre-approval meeting with a lender to determine affordability range and improve negotiating position at the point of offer.
3. Commit to priority availability for property research and showings.
4. Complete a market search to identify properties consistent with your needs and price range.
5. Prepare a written Competitive or Comparative Market Analysis for you prior to you making an offer.
6. Prepare a written offer to purchase on the property of your choice reflecting your price and terms.
7. Provide negotiating assistance on all offers to purchase.
8. Obtain and review with you the seller's written property disclosure statement.
9. Recommend professional building and termite/pest inspections.
10. Monitor and communicate the status and satisfaction of contract contingencies.
11. Accompany you on walk through property inspection before closing, if provided for in the contract.
12. Attend the closing if requested by client.
13. Contact you after the closing to assure the satisfactory completion of all service details.
14. Offer the opportunity to evaluate the service provided through the Quality Service Assurance Survey™.

Signature

Date

Signature

Date