

## What to Expect While Your Home is on the Market

Now that your home is on the market, here is what to expect from our office and other agents.

### Showings:

Agents from other real estate offices will schedule showings through via Showing Time, an application that allows real estate agents to schedule showings, provide feedback, etc. electronically. A representative from our office will contact you to schedule an appointment.

Please make an effort to accommodate these showings. These agents are trying to sell your home! If the appointment is extremely inconvenient for you and your family, please try to suggest a better time for the showing. Agents will arrive at your home during the scheduled time. They will view your home and leave a business card to let you know they were there. Please do not call these agents for feedback. We will contact you with feedback from the showing, once it is received.

- Please provide our office with special instructions for agents when necessary. Some examples are:
  - Don't let out the cat!
  - Please use side door for entry.
  - Please give 24 hours' notice for showings
- If you are going away on vacation or just leaving town for a few days, please let us know so we can continue to show your home during your absence.
- It is usually best if you leave your home during showings. This makes the showing more comfortable for the buyers. If this is not possible, please welcome the buyers and their agent to your home and encourage them to view your home at their leisure. Try to say in one room during the showing (family room, kitchen). Answer any questions they have about the home, but do not reveal information that could affect an offer, such as:
  - Financial Information - "We can do better on the price if you are interested."
  - Eagerness to Move - "We bought another home and must sell this one!"

This information could cost you MONEY! Remember, the buyer's agent works for the buyer. You have hired us to represent you. If other agents have questions about your situation, they should call us for further information. If you find yourself in an uncomfortable situation with another agent, simply say "You should contact Mike Adler or Brittany Shakespeare at Sterling Property Management with all questions."

### Your Property:

- Keep it clean! A clean home is a desirable home.
- Please see the "15 Tips To Get Your Home Ready for Sale" document for more tips on selling your home.

**The Offer Process:**

In the event a prospective buyer is interested in your home, they will meet with Mike, Brittany, or their buyer's agent to discuss the offer. The offer will be put in writing and typically emailed to us. We will then contact you to discuss the written offer. At this point, you will have three choices:

- Accept the offer.
- Decline the offer.
- Counter the offer. Decline the buyer's offer and make a new offer back to the buyer.

Once the agreement is negotiated and the contract has been signed, copies will be delivered to all parties. Your home will be under contract. At that time, you will receive additional information on further steps needed to get to settlement.

We will be with you every step of the way to help you make an educated decision.