



## *Quality Service Guarantee*

### Quality Service Certified® For Home Buyer

The Quality Service Guarantee is your written commitment from me assuring the delivery of all of the services described below.

1. Conduct a 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 meeting your needs and schedule for property research and showings.
4. Complete a thorough market search to identify all 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 counsel and negotiating assistance on all offers to purchase.
8. Obtain and review with you the seller's written property history and disclosure statement.
9. Recommend professional building and termite/pest inspection sand review findings and remedies with you.
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 or escrow (in those states where this is customary).
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™.

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

Kay Pratt \_\_\_\_\_ Date \_\_\_\_\_