SMYTHE, CRAMER CO.

REALTORS® SINCE1903

Smythe, Cramer Service Standards For Buyers & Sellers of Real Estate

Our company was founded in 1903 upon one basic belief: that our job is not to work with brick, mortar and parcels of land, but with people. People who sell their homes through us, people who buy their homes through us, but first, last and always, people. It is in the spirit of providing extraordinary service that, in conjunction with my agency agreement with you, I make the following pledges to buyers and sellers of real estate:

My Pledge to Buyers

To provide unsurpassed service to help you buy your home at a fair market price, in the shortest time, with the least inconvenience to you, I will:

- Explain real estate agency relationships.
- Maintain communication during the term of our agreement.
- Analyze your property needs and desires.
- Orient you to current market conditions.
- Provide helpful community data.
- Explain local real estate practices and procedures.
- Provide information on lenders, financing alternatives, and help determine your qualified price range.
- Search the local multiple listing service for suitable properties.
- Provide detailed information and disclosures, if applicable, on properties.
- Coordinate appointments and show all properties of interest, whether or not the properties are Smythe, Cramer listings.
- Provide relevant market data to educate you as to current fair market value of available properties.
- Disclose all material defects of the property of which I have actual knowledge.
- Discuss relevant data about the Seller known by me.
- Explain the process of offer presentation.
- Deliver Seller's Ohio Mandated Property Disclosure Form.
- Carefully explain and prepare offer to purchase form(s).
- Arrange to present all offers to Seller or Seller's agents, in a timely manner.
- Strive to obtain the best possible price and terms for you.
- Explain post-purchase activities and responsibilities.
- Follow-up on all post-purchase activities.
- Keep confidential any information you designate in writing as confidential.

My Pledge To Sellers

To provide unsurpassed service in order to sell your home at a fair market price, in the shortest time, with the least inconvenience to you, I will:

- Explain real estate agency relationships.
- Maintain communication during the term of our agreement.
- Analyze your needs, being sensitive to your special requirements.
- Orient you to current market conditions.
- Provide local, national or international relocation service.
- Explain local real estate practices and procedures.
- Review applicable seller financing alternatives.
- Deliver Seller's Ohio Mandated Property Disclosure Form.
- Present a written market value analysis of your home after a thorough study of current market conditions.
- Develop and explain a marketing plan of action for your home.
- Advise on preparing your home for showing.
- Promote your home to prospective local and out-of-town buyers.
- Promote your home to all fellow REALTORS®.
- Coordinate all appointments and showings.
- Present an updated market value analysis of your home when changing market conditions warrant same.
- Explain the process of offer presentation.
- Review all terms and conditions of the offer to purchase.
- Conscientiously facilitate the negotiations.
- Strive to obtain the best possible price and terms for you.
- Explain post-sale activities and responsibilities.
- Follow-up on post-sale activities.
- Keep confidential any information you designate in writing as confidential.

Date

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REALTOR'S® Signature

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