

Buyers FAQ's

BEST QUESTIONS TO ASK A REAL ESTATE AGENT BEFORE YOU HIRE ONE TO BUY YOUR HOME.

The buyer-agent relationship is very important when purchasing your home. Your decision will determine the success of meeting your real estate goals. I have put together several questions that you should ask when interviewing an agent and answered these questions to help you learn a little more about me. If you would like to know more, please feel free to ask.

- **Do you work solely with buyers?** *I work with approximately 40% buyers and 60% sellers. I only work with a small number of buyers at a time to ensure a personal touch.*
- **How long have you been in the real estate business?** *29 years-I received my salesperson license in 1990 and my broker's license in 1997.*
- **Is real estate your full-time job?** *Most definitely. It's one of my life passions to assist buyers with their real estate purchase.*
- **What designations do you have and what do they mean?**
 - *CRS-Certified Residential Specialist, CRB-Certified Residential Broker*
 - *GRI-Graduate of the Real Estate Institute, CDPE-Certified Distressed Property Expert*
 - *SRES-Senior Real Estate Specialist, 2006 and 2009 REALTOR® of the Year for Oakland Association of REALTORS®*
 - *2006 President of the Oakland Associations of REALTORS®*
- **What is your average sales volume per year?** *\$15 Million.*
- **How long does it typically take you to get an offer into a contract?** *The current market is very competitive for buyers. It's not unusual to have to write 2 or more offers before getting acceptance. I will share certain things we can do to make your offer more attractive to sellers (other than just price). On average it is taking 1-2 months.*
- **How long does it take to close a transaction?** *The average contract length is 30 days. It can be longer or shorter. In this competitive market a shorter offer may be more attractive to a seller. The limiting factor is the loan process. I will work closely with your lender to make your transaction as smooth as possible. BUT...I'm always prepared to act if any issues arise.*
- **What is your typical buyer client?** *I work mostly with first time buyers, and families looking for a larger home. I also work with quite a few investors, first-time, and repeat buyers.*
- **What type of buyer do you prefer to work with?** *Fun, positive and motivated people.*
- **What is your business philosophy?** *Buying a home is one life's most important steps. You, the buyer are not just making possibly the biggest purchase of your life, but you are also creating a lifestyle and future. I look at real estate as a life transition, even a metamorphosis from one stage to the next.*

My goal is to make the experience as efficient and enjoyable as possible. I believe that the right home is waiting for you and everything will fall into place at the right time. My job is to make the process as stress free as possible, utilize my skills and tools to be most effective in achieving your objectives and more importantly, make it FUN! I do more than just sell real estate, I assist you with the first step of creating the next phase of your life.

Buyers FAQ's

- **How do you handle dual agency (representing both buyer and seller)?** *I seldom go into a dual agency situation especially if it creates a conflict of interest. The job of the listing agent is to obtain the highest price for the seller, my job as the buyer's agent is to get the best price, at the best terms for you. I find it can be difficult to do both simultaneously.*
- **Why should I choose you over another agent?** *Besides my experience, I have a stellar reputation amongst my peers. This can be an important factor when submitting an offer. If you do hire me as the agent to represent you, I will work to do more than the average agent:*
 - *I only work with a limited number of great clients at a time to make sure I am always available for you*
 - *I preview properties daily/weekly*
 - *I contact my vast agent network for their "coming soon" listings*
 - *I will only show you property that matches what you want*
 - *I will work aggressively on your behalf to get your offer accepted*
 - *I will work with your lender to ensure a smooth transaction*
 - *I have a wide resource of inspectors and affiliates to assist you with making the right decisions about the property you are interested in purchasing. Buying a home can be stressful...my job is to remove as much of the stress as possible*
- **Do you work alone or as a team?** *I have a transaction coordinator and an executive assistant. I also have strong relationships with mortgage brokers, inspectors, title officers, and other affiliates that can assist with a successful closed transaction. I will always be your main source of communication. This is the main reason why I only work with a limited number of buyers at any one time. You will always be able to reach me directly.*
- **Do you specialize in a particular geographic area?** *In order to meet my buyers' objectives, it is important that I am experienced in a number of different neighborhoods. I am knowledgeable in most East Bay Areas. If there is an area that is not my expertise, with your approval, I will have one of my colleagues that is experienced to assist you. My main concern is that you are represented at the highest level possible. My main areas of focus are Oakland, Berkeley, El Cerrito, Emeryville, Albany, Kensington, Alameda, San Leandro and Castro Valley.*

Just for fun...this is what I do when I'm not selling real estate Professional Bodybuilding; Fitness; Bikram Yoga (I'm a certified instructor); Modern, Haitian, Jazz and Artistic Pole Dance; Metaphysics and Spirituality; Golf; World Travel.

I hope that my answers have given you a little more insight about me. If I haven't answered all your questions please let me know.

Wishing you the best!

Kim

My Promise to You

As Your Buyer's Agent, I Will...

- *Promote and protect your interests*
- *Sign an agency agreement saying I will represent you, the buyer*
- *Ask you to be loyal and not work with other REALTORS*
- *Locate and show available properties from any company, pointing out strengths and weaknesses to you while honoring your price limits*
- *Provide important information about neighborhoods, floor plans, and resale characteristics*
- *Council you about property values*
- *Keep your bargaining and financial position confidential*
- *Advise you on offers you may want to make on a property*
- *Assist you in arranging property inspections*
- *Submit offers to purchase promptly*
- *Respond honestly and accurately to questions*
- *Consult with you regarding counter offers*
- *Negotiate only on your behalf*
- *Follow up on necessary corrections and/or repairs*
- *Supply information for any services requested*
- *Provide guidance and support throughout the closing process*
- *Stay in touch with you regarding future market conditions that may affect your home value*
- *Appreciate any recommendations to family and friends*

Sellers FAQ's

BEST QUESTIONS TO ASK A REAL ESTATE AGENT BEFORE YOU HIRE ONE TO SELL YOUR HOME.

The seller-agent relationship is very important for successfully selling your home. I have answered a few questions you should considering before hiring the “right” agent to help meet your real estate goals.

- **Do you work full-time or part-time?** *Yes, for 27 years*
- **How many homes have you sold in the last 5 years?** *78*
- **In what market areas, do you focus?** *I have sold homes throughout Alameda and West Contra Costa counties. My main focus is in Oakland, San Leandro, San Lorenzo ,Alameda, Berkeley, El Cerrito and surrounding areas. I have successfully closed transactions from San Jose to Vallejo and all cities in between.*
- **What aspects of the transactions will you handle personally and which will be delegated to others?** *I personally will handle all aspects of the transaction. I will not pass you over to an assistant or team member once the listing agreement is signed. I will always be your main contact and source of communication from start to finish. I do have a transaction coordinator that makes sure all documentation is in order and in compliance with real estate laws for California. I do have a transaction coordinator that makes sure all documentation is in order and in compliance with real estate laws for California.*
- **Are your fees negotiable?** *Real estate commissions are negotiable by law, but I am not a discount broker and I will work diligently to provide you with a high level of service.*
- **What is your advertising and marketing plan for my home?** *My marketing plan will be detailed in the CMA (Comparative Market Analysis). The plan will be tailored to meet your unique needs and goals.*
- **How long must I list with you?** *My usual listing contract is for 90 days but can be amended longer or shorter as needed.*
- **Can you provide me with names and numbers of past clients as references?** *I have provided a few testimonials from past clients. I do not usually provide contact numbers for my past clients as it could be burdensome having people call them. But we can discuss if this is important to you.*
- **Can you help me stage my home?** *Yes, I have stagers as well as many other resources you may need to prepare your home for market.*
- **How long have you been a real estate agent and how much education do you have?** *I received by real estate license in 1990, my broker's license in 1997. I have BS in Physiology from San Francisco State University (1983), an MBA in Finance from Cal State Hayward (1997). I hold various real estate designations and honors. See Below:*

CRS-Certified Residential Specialist

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2006 and 2009 REALTOR® of the Year-Oakland Association of REALTORS®

2006 President of the Oakland Association of REALTORS®

2002-2010 Board Member of the Alameda and Oakland Association of REALTORS®

2002-2010 Director-California Association of REALTORS®

Sellers FAQ's

- **How often will you communicate with me?** *Clients and transactions vary, but I tend to communicate often, sometimes daily. Communications can be in any way most convenient for you, text, email, phone call or in person.*
- **Why should I hire you over your competition?** *Besides my experience, I have an exceptional reputation amongst my peers as working with the highest level of integrity, efficiency and working diligently for my clients. It is my utmost goal to make the selling process smooth and efficient for as possible. I will accomplish this through communications with you, other agents and those involved in the transaction. I make sure that you are informed every step of the way. My actions are driven by your needs and goals. I will strive to minimize stress that can sometimes occur in real estate transactions. My hard work will result in the best price and terms for you. You will leave the transaction with the experience of feeling supported, guided and HAPPY and SATISFIED.*
- **How do you handle dual agency?** *I seldom go into a dual agency situation. Dual agency, although perfectly legal can sometimes result in putting an agent in a difficult situation. My duty as the listing agent is to obtain the best price and terms for you. On the contrary, most buyers seek to purchase at the lowest price possible and terms that are favorable to them. This of course could lead to a conflict of interest which I choose to avoid.*

I hope that my answers have given you a little more insight about me and how I work. If I haven't answered all your questions, please let me know. I look forward to working with you.

Wishing you the best,

Kim