



Kim Thorpe's Home Sale Manual

Everything You Need to Know from Listing to Closing



Kim Thorpe -281-705-7815





Showings

SHOWING INSTRUCTIONS & FEEDBACK PROCESS

You'll receive a text from ShowingTime asking you to approve a showing. Simply reply with Y for Yes or N for No. I'll receive the same message. If there's no response from you, I'll follow up with a phone call to confirm.

Please note: If the showing time says 9:00, that means the buyer's agent has scheduled a window—usually between 9:00 and 10:00. They may arrive at any time during that range. Make sure your home is showing-ready!

If possible, turn on all lights before you leave. Most agents will leave them on, especially if other showings are scheduled.

It's best if you're not home during the showing.

If you do happen to cross paths with the buyers or their agent, kindly direct all questions to me. A simple "Please contact my agent with any questions" works best to protect your interests and avoid any miscommunication.

Once a showing is confirmed, I'll personally reach out to the buyer's agent to highlight your home's features and encourage them to see The Lodge. If I'm available, I'll even offer to meet them there to talk about the Del Webb lifestyle and what makes your home special.

FEEDBACK

I'll leave feedback forms on your kitchen counter for agents and buyers. I also send a digital form to the showing agent. If I don't receive a response, I follow up with a call—but please note, not all agents give feedback. I'll do my best to get useful insight for you.



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Open Houses

How My Open Houses Work

Your open house will be advertised on HAR, Zillow, and other major real estate websites—where most buyers start their search. I'll also feature your home on my Del Webb website: www.DWTWhomes.com.

In addition, I promote the open house through:

- Facebook
- Our internal office network
- Targeted email announcements to local agents

If someone has saved your home as a favorite online, I'll reach out directly to their agent or to the buyer if possible. I make every effort to get the word out and drive interest.

Gate Access & Visitor Management

A notice will be placed on your door asking prospects to call me if they enter the gate without my knowledge. When a visitor calls for gate access, I always ask which property they want to see. If they're not sure, I ask about price range and help guide them accordingly.

If you're at home during the open house, I'll call to let you know we're heading your way. Just keep in mind—it may be on very short notice. Most visitors stay only a few minutes, but it's best to plan to be out of the house for about an hour, just to be safe.



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Offer

8. Page 3 section 6c Survey. Who are they asking to pay for survey. If you have a copy of survey when you purchased the home and no major changes were made we can give them that copy. If not we will decide who pays based on the sales price
9. Page 4 & 5 section D acceptance of property - are they asking for any upfront repairs? Please note if they check "As Is" this does not mean they are purchasing "As Is". Most likely they have paid for a termination option. During the option they have the right to hire inspections and renegotiate the contract or terminate the contract.
10. Page 5 section 7 H Residential Service Contracts - this is the buyer asking for a home warranty plan and states up to \$ amount allowed.
11. Page 5 section 9 A. Closing Is the closing date they filled in acceptable to you?
12. Page 6 section 10 A. Possession date- most likely you will have to be moved out by the date you close. There may be exceptions and we will discuss those risks.
13. Page 6 section 11 Special Provisions. Did the buyer add anything here.
14. Page 6 section 12 B Settlement and Other Expenses Are the buyers asking for additional seller contributions to be used to pay or go toward buyers closing expenses.
15. Page 8 Section 22 Agreement of Parties - Are there other Addenda attached to the contract? Are there Non Realty addendums?

I am not an attorney and the above is my interpretation of the offer/TREC form. This is more of a checklist making sure items that the buyer could fill out or change in the TREC form we either agree to or negotiate with the buyer.



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Offer

What happens when we receive an offer on your home?

I will email you a copy and give you a call. We will go over the offer. The Contract Forms are standard and written by TREC attorneys.

I am not an attorney and if you choose you can hire an attorney to go over the offer. You will be initialing each page that states you read and agree to the terms of the offer. If we do not agree we will negotiate with the buyer. The following are items that are normally fill in the blank or checked items that the buyer fills out to make an offer. Most of these items are negotiable. This is more of a checklist making sure agree with any changes the buyer had the ability to change on the form.

1. Page 1 section 1 - Parties Are names and spelling correct
2. Page 1 section 1 D- Exclusions - Are there any items you are taking that are attached to the property or are in B or C above.
3. Page 1 section 3 Sales Price
4. Page 1 section 4 - Are their any leases on the property
5. Page 2 section 5 Earnest money and Option Money - How much are they paying?
6. Page 2 section 5B. Termination Option - Could be 5-10 days. This allows for buyer to get inspections and renegotiate the contract. They can also cancel the contract for any reason durin this period. They wi loose their option money but get their earnest money back.
7. Page 2 section 6 Title Policy is normally paid by the seller so we choose the title company. If they want to pay for the title policy then they can choose.



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Title Company

Title Company & Closing Information

The title company I use is Great American Title.

Ryan Sheppard is the escrow officer, and Margaret Duffy is his assistant.

Due to increased fraud, please follow these important precautions:

- If you receive a phone call from Ryan or Margaret, do not provide any personal information on the call. Politely tell them you will call them back using their official office number:
- 📞 713-840-1700
- If you receive an email from them, always call to confirm that they actually sent it.
- • Ryan's email: rsheppard@greatamttitle.com
- • Margaret's email: mduffy@greatamttitle.com
- You can also call me directly if you ever need help verifying anything.

Closing Location:

Great American Title will come to The Lodge to close your transaction—making it convenient and comfortable for you.

Contact Information:

Great American Title

Ryan Sheppard

📞 713-840-1700

✉️ rsheppard@greatamttitle.com

1455 West Loop South, Suite 100

Houston, TX 77027



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UTILITIES

When should you have your utilities turned off?

It is best to schedule the utilities to be turned off the day after closing. Most likely the buyers have already ordered the utilities to be turned on the day of closing.

Below is a list of phone numbers to the utility companies

AQUA (water) - 877-987-2782

Centerpoint (Gas) - 713-659-2111

Reliant (Electric) - 866-222-7100 (You may have another different electric provider so call the company you have.

BELOW ARE TV OR INTERNET PROVIDERS. YOU MAY HAVE ONE OF THESE:

AT&T (Internet &TV) 800-288-2020

Xfinity(Comcast) (Internet & Tv) - 855-870-1311



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Closing

You'll need to bring your driver's license on the day of closing—this is the only documentation required.

The date and time of your closing will be scheduled about 3 to 5 days in advance.

In most cases, you'll close at The Lodge with Ryan Sheppard from Great American Title. If that location isn't convenient, Ryan can arrange to meet you at a different location.

In some situations, you may be able to sign the documents online with a remote notary. Please note: there is an additional fee for this option.



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