

Mr. and Mrs.

.....



RE/MAX[®]
ALOHA HOMES

To be the worldwide real estate leader,
achieving our goals by helping others
achieve theirs. Everybody wins!



PRINCIPAL BROKER

RAY PROSEK (RB-22498)

Principal Broker - Real Estate Expert

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Our Listing Business Support Team



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Protecting Your Interests – Ensuring your privacy and placing your interests first.

Open Communication – Timely disclosure of facts regarding your transaction.

Easily Accessible – All team members are to be readily available to assist you.

Aloha!

We value your time, trust and appreciate the opportunity to earn your business. Therefore, while we are together, we pledge to neither receive nor initiate cell phone calls—unless, of course, initiating or taking calls that pertain to our business at hand.

For obvious safety and legal reasons, we avoid using the cell phone while driving. We also do not answer calls when meeting with other clients. Our team will check messages frequently and will always return your calls in a timely manner. Please feel free to call the office, if the matter is urgent and you cannot get through to us on our cell phone.



**This is our personal commitment,
to provide you with 100%
of our undivided attention.**

Thank you for placing your trust in us!



Mission Statement

- We help people achieve the home-ownership dream, and to invest in real estate so they can make more money and live better lives! We do this with Aloha attitude and results!
- Our clients' needs always come first. We strive to provide excellence and value far in excess of our clients' expectations. Our constant goal is mutual respect and building long-term relationships that are beneficial to all parties.
- RE/MAX ALOHA HOMES operates in a professional, organized, and efficient manner. We always adhere to the highest standards of integrity and ethical business practices. We will be positive, helpful, and enthusiastic at all times; always focusing on solutions, not challenges. We will take care of business first and foremost- but also have fun and enjoy ourselves in the process!
- We never rest on our accomplishments. We constantly strive to create, develop, and implement new ideas, strategies, and services that will benefit our clients. We will continue to seek further education in all aspects of our business to increase the level of service we offer our clients.



Core Values

1. Honesty & Integrity at all times and in all situations
2. Continually improve our services to exceed our clients' expectations
3. Create and nurture a fun, exciting, creative and productive work environment
4. Tirelessly pursue personal & team growth while reaching well-formulated goals
5. Work with only the most enjoyable and motivated clients & associates



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Guide To Selling Your Home

1. Research tax records to verify full and complete legal information is available to prospective buyers and buyers' agents on MLS printout.
2. Research property's ownership and deed type.
3. Research property public record information for lot size & dimensions.
4. Research and verify legal description.
5. Research property's land use coding and deed restrictions.
6. Research property's current use and zoning.
7. Verify legal name(s) of owner(s) in county's public property records,
8. Research sales activity for past 6-18 months from MLS and public records databases.
9. Research "Average Days on Market" for property of this type, price range, and location.
10. Research competitive properties that are currently on the market.
11. Research competitive properties that have been withdrawn.
12. Research competitive properties that are currently under contract.
13. Research expired properties (ones that did not sell during their time on the market).
14. Research competitive properties that have sold in the past six months.
15. Call agents, if needed, to discuss activity on the comparable properties they have listed in the area.
16. Research the previous sales activity (if any) on your home.
17. Download and review property tax roll information.



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18. Prepare “Comparable Market Analysis” (CMA) to establish fair market value.
19. Obtain and verify accurate methods of contacting you.
20. Gather information to help assess your needs.
21. Review current title information.
22. Measure interior room sizes.
23. Confirm lot size your copy of certified survey, if available.
24. Obtain copy of floor and pool plans, if available.
25. Review current appraisal, if available.
26. Identify Homeowner Association manager, if applicable.
27. Verify Homeowner Association fees, if applicable.
28. Verify security system, current term of service and whether owned or leased.
29. Verify if you have a transferable Termite Bond.
30. Ascertain need for lead-based paint disclosure.
31. Verify if property has rental units involved; if so, make copies of all leases, verify all rent and deposits, inform tenants of listing and discuss how showings will be handled.
32. Compile list of repairs and maintenance items.
33. Prepare showing instructions for buyers’ agents and agree on showing time window with you.
34. Assess your timing.
35. Assess your motivation.
36. Address your immediate concerns.
37. Ask you questions about the property and yourselves to learn how to better serve and provide helpful information.



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38. Discuss your purchase plans and determine how RE/MAX ALOHA HOMES can assist you in your next purchase (local, new home construction, investment, or relocation) or if we can research and find a qualified agent to assist you in your new location.

39. Determine how quickly you need to move.

40. Obtain information that will help RE/MAX ALOHA HOMES to prepare the listing, advertising and marketing materials. Questions will include: What type of improvements have you done to your house in the past five years? What other features of your home make it attractive to buyers? (Type of cabinets, flooring, decks, pool, fireplaces, etc.) What do you think the home is worth? How much do you owe on the property?

41. Prepare you by asking you to gather home information: to have copy of deed, current tax bill, copy of a survey, copy of your title policy available (this could potentially save you money if you purchased less than three years ago).

42. Obtain one set of keys which will be inserted in the lockbox.

43. Perform Interior Décor Assessment.

44. Review results of Interior Décor Assessment and suggest changes to shorten time on the market.

45. Perform exterior “Curb Appeal Assessment” of subject property.

46. Review results of Curb Appeal Assessment with seller and provide suggestions to improve salability.

47. Give you an overview of current market conditions and projections.

48. Provide Home Audit to discuss constructive changes to your home to make it more appealing, to show exceptionally well and help it to yield the greatest possible price to an interested buyer.



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49. Provide you with home showing guidelines to help have the home prepared for appointments. (i.e. lighting, soft music, etc.)

50. Review and explain all clauses in Listing Agreement (and addendums, if applicable).

50. Review and explain all clauses in Listing Agreement (and addendums, if applicable).

51. Enter your name, address, phone number, and email address in order to keep you informed of market changes, mortgage rate fluctuations, sales trends or anything that may affect the value and marketability of your property.

52. Compile and assemble formal file on property.

53. Present Comparable Market Analysis (CMA) results to you.

54. Offer pricing strategy based on professional judgment and interpretation of current market conditions.

55. Assist you in strategically pricing home to enable it to show up on more MLS Searches.

56. Discuss goals with you to market effectively.

57. Discuss and present strategic master marketing plan

58. Explore method of pricing your property below comparable value to bring the most buyers to your property quickly.

59. Present and discuss the RE/MAX ALOHA HOMES Program to market your home the most effectively and bring the most buyers to you in the shortest amount of time.

60. Explore the option of marketing your home with an incentive of buying down points on the buyers' loan; potential results are: you retain a higher agreed upon price (which results in more proceeds to you) and the buyer saves on monthly payments and a tax credit.

61. Prepare an equity analysis to show you expenses, closing costs and net proceeds.



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62. Explain the use of the Seller's Property Disclosure Statement you will complete, and that will be presented to the buyer of your home. This will help you avoid devastating setbacks and preserve your legal rights.

63. Take full color digital photographs of the inside and outside of your home for marketing flyers, advertisements and the Internet.

64. Set up home Warranty, if you choose, to protect your home during listing period and for 12 months after the sale to reassure buyer of the quality of your home.65. Install hi-tech lockbox to allow buyers and their agents to view your home conveniently but does not compromise your family's security.

65. Install hi-tech lockbox to allow buyers and their agents to view your home conveniently but does not compromise your family's security.

66. Write remarks within the MLS system specifying how you want the property to be shown.

67. Prepare showing instructions for buyers' agents and agree on showing time window with you.

68. Prepare detailed list of property amenities to have readily available at your home, to include in Marketing Booklet, and assess market impact

69. Prepare MLS property Profile Sheet

70. Proofread MLS database listing for accuracy – including proper placement in mapping function

71. Enter property data from Profile Sheet into MLS Listing Database.

72. Electronically submit your home listing information to The Multiple Listing Service for exposure to all active real estate agents in the area.

73. Immediately submit digital photos of the interior and exterior of your home to the MLS at the same time. The listing is input into the system, allowing buyers and agents to view pictures when narrowing down homes they will tour.



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74. Add property to RE/MAX ALOHA HOMES Active Listings list; provide information in two locations in office for Realtors® when potential buyers call for details.

75. Provide you with signed copies of Listing Agreement and MLS Profile Data Sheet

76. Explain marketing benefits of Home Owner Warranty with you.

77. Assist you with completion of Home Owner Warranty application.

78. Submit Home Warranty application for conveyance at time of sale.

79. Provide you with a Personal Customized Services sheet to explain specific marketing available for your property.

80. Provide you with a personalized Advertising Questionnaire for your input in verbiage for advertisement.

81. Review RE/MAX ALOHA HOMES Full Service Marketing System and the benefits provided, resulting in the rapid sale of your property.

82. Offer Realtor® tour, if applicable, to provide you with professional feedback and additional ways to best promote your home.

83. Offer a Broker's Open, if applicable, to promote your property to local Realtors® and their customers, to maximize showings.

84. Create advertisements with your input, including information from Personalized Advertising Questionnaire.

85. Prepare mailing and contact lists.

86. Create, order, and mail Just Listed Postcards to promote the value of your home over others on the market.

87. Create, print, assemble, and mail compelling flyers to hand deliver and/or mail to target customers, to stimulate calls on your home.



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88. Advise Network Referral Program of listing.

89. Provide marketing data to buyers coming from referral network.

90. Create a marketing property brochure of features and lifestyle benefits of your home for use by buyer

agents showing your home. This will be prominently displayed in your kitchen or dining room.

91. Prepare copies of Seller's Disclosures and Home Owner's Disclosures to be placed in your home to be

available for buyers; these are to be included in a contract.

92. Create a custom "Home Marketing Book" to be placed in your home for buyers & buyers' agents to reference home features, area map, plat/lot map, floor plan (if available), tax information, and other possible buyer benefits. Provide 5 for your property and replace as needed. This makes your home stand apart in the

buyers' minds long after they have left your property.

93. Deliver "Home Marketing Book" to your property and display in prominent location for buyers' easy access.

94. Respond within 15 minutes of immediate page over the internet through our exclusive Leadrouter program, which is a highly effective way to communicate with buyers who are interested in your property. Over 84% of all inquiries come from the Internet.

95. Convey all price changes promptly to Internet real estate sites.

96. Capture feedback from Realtors® after all showings.

97. Place regular weekly update calls or emails to you to discuss all showings, marketing, and pricing.

98. Research weekly current laws, interest rates, and insurance conditions as it relates to the housing industry and specifically how it impacts the sale of your property. We will Notify you of any conditions promptly.



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99. Notify you immediately of any offers, potential offers, or needs. 100. Discuss feedback from showing agents with you to determine if changes will accelerate the sale.

100. Discuss feedback from showing agents with you to determine if changes will accelerate the sale.

101. Search the MLS System for Realtors most likely working with interested and capable buyers matching your home, then fax or email copies of your home listing information for them to review immediately.

102. Maximize showing potential through professional signage. RE/MAX ALOHA HOMES has the most recognizable logo and trademark in real estate.

103. Install RE/MAX ALOHA HOMES sign in front yard when allowed by Homeowners Association.

104. Market your home on the following internet sites: Realtor.com, RE/MAX. com, Google.com, Yahoo.com and other 217 major internet servers.

105. Ray Prosek - dba RE/MAX ALOHA HOMES is the exclusive Realtor®. This produces additional potential customers for you.

106. Submit a crisp, clean digital montage of photos complete with personally written remarks detailing your home and upload on all websites.

107. If an open house is to be held, we will arrange for print ad to be placed in Star Bulletin the Monday before the showing, to maximize number of customers.

108. Target market to determine who the most likely buyer willing to pay the highest price will be.

109. Discuss marketing ideas with “Mastermind” group of top Realtors from across country.

110. Deliver copies of advertisements and marketing material of your home to you for your review.

111. Make info box or tube available under “For Sale” sign making feature sheets available to those passing by.



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112. Use other marketing techniques; such as offering free reports to multiply chances of buyers calling in, discussing, pre-qualifying for and touring your home.

113. Help you to prepare the Homeowner's Information Sheet which includes information on utilities and services the buyer will need to know when transferring after closing.

114. Prepare a financing sheet with several financing plans to educate buyers on methods to purchase your home.

115. Advertise home to my VIP Buyers as well as all qualified buyers in my database.

116. Distribute flyer to all 59 agents in my RE/MAX ALOHA HOMES office and other 397 Top Buyer's Agents I work with. Promote your home by distributing flyers local lenders and potential buyers who are relocating to our area.

117. Promote the benefits of your property to all 59 agents in my office and other 397 Top Buyer's Agents I work with and update them on any changes, so they may convey enticing information to their buyers.

118. Deliver copies of advertisements and marketing material of your home to you for your review.

119. Promote your home to top Realtors in other areas.

120. Log in all home showings to keep record of marketing activity and potential purchasers.

121. Follow up with all the agents who have shown your home via fax or personal phone call to answer questions they may have.

122. Send a personalized letter or postcard to residents in your immediate neighborhood promoting the features and lifestyle benefits of your home. Often neighbors know of friends or family members who are thinking of moving into the neighborhood.



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123. Personally call your immediate neighborhood and surrounding neighborhood to promote the benefits of your home.

124. Prepare a weekly market analysis update of any activity in your neighborhood (i.e.: new homes on the market, homes that have sold etc.) to keep you informed about key market conditions within your area.

125. Pre-qualify all buyers whom our agents will bring to your home before showings to avoid wasting your time with unqualified showings and buyers.

126. Discuss qualifications of prospective buyers to help determine buyer motivation, ability to purchase and probability of closing on the sale.

127. Provide Open Houses with a licensed Realtor® at your request.

128. Handle paperwork if price adjustment needed.

129. Take all calls to screen for qualified buyers and protect you from curiosity seekers.

130. Receive and review all Offers to Purchase contracts submitted by buyers or buyers' Agents to determine best negotiation position.

131. Contact buyers' agents to review buyer's qualifications and discuss offer.

132. Evaluate offer(s) and prepare a "net sheet" on each for you for comparison purposes, if requested.

133. Counsel you on offers. Explain merits and weakness of each component of each offer.

134. Fax or deliver Seller's Disclosure form to buyer's agent or buyer (upon request and prior to offer being made if possible).

135. Confirm buyer is pre-qualified by calling Loan Officer.



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136. Obtain pre-qualification letter on buyer from Loan Officer.

137. Negotiate highest price and best terms for you and your situation.

138. Prepare and convey any counter offers, acceptance or amendments to buyer's agent.

139. Fax or hands deliver copies of contract and all addendums to closing title company.

140. When an Offer to Purchase Contract is accepted and signed by you, deliver signed offer to buyer's agent.

141. Record and promptly deposit buyer's earnest money in escrow account.

142. Deliver copies of fully signed Offer to Purchase contract to you.

143. Fax/deliver copies of Offer to Purchase contract to Selling Agent.

144. Fax copies of Offer to Purchase contract to lender.

145. Provide copies of signed Offer to Purchase contract for office file.

146. Provide copies of signed Offer to Purchase contract to Title Agency.

147. Advise you in handling any additional offers to purchase that may be submitted between contract and closing.

148. Change status in MLS to "Sale Pending".

149. Review buyer's credit report results—Advise seller of worst and best-case scenarios.

150. Assist buyer with obtaining financing, if applicable and follow-up as necessary.

151. Coordinate with lender on Discount Points being locked in with dates.

152. Deliver unrecorded property information to buyer.



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153. Order septic system inspection, if applicable.

154. Receive and review septic system report and assess any possible impact on sale.

155. Deliver copy of septic system inspection report lender & buyer.

156. Coordinate termite inspection ordered.

157. Coordinate mold inspection ordered, if required.

158. Coordinate home inspection ordered and handle contingencies, if any.

159. Confirm Verifications of Deposit & Buyer's Employment have been returned.

160. Follow loan processing through to the underwriter.

161. Contact lender weekly to ensure processing is on track.

162. Relay final approval of buyer's loan application to you.

163. Coordinate buyer's professional home inspection with you.

164. Review home inspector's report.

165. Assist seller with identifying and negotiating with trustworthy contractors to perform any required repairs.

166. Schedule Appraisal.

167. Provide comparable sales used in market pricing to the Appraiser.

168. Follow-Up on Appraisal.

169. Assist seller in questioning appraisal report if it seems too low.

170. Coordinate closing process with buyer's agent and lender.

171. Update closing forms & files.

172. Ensure all parties have all forms and information needed to close the sale.



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173. Confirm closing date and time and notify all parties.
174. Assist in solving any title problems (boundary disputes, easements, etc.)
175. Work with buyer's agent in scheduling and conducting buyer's Final Walk-Thru prior to closing.
176. Research all tax, HOA, utility and other applicable pro-rations.
177. Request final closing figures from closing agent.
178. Receive & carefully review closing figures on HUD statement to ensure accuracy of preparation.
179. Review final figures on HUD statement with you before closing.
180. Forward verified closing figures to buyer's agent.
181. Request copy of closing documents from closing agent.
182. Confirm buyer and buyer's agent have received title insurance commitment.
183. Provide "Home Owners Warranty" for availability at closing.
184. Review all closing documents carefully for errors.
185. Forward closing documents to absentee seller as requested.
186. Review documents with closing agent.
187. Provide earnest money deposit check from escrow account to closing agent.
188. Coordinate financing, final inspections, closing and possession activities on your behalf to help ensure a smooth closing.
189. Assist in scheduling the closing date for you and all parties.
190. Set up final walk-through of your home for buyers and their agent.



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191. Coordinate closing with your next purchase and resolve any timing problems

192. Arrange possession and transfer of home (keys, warranties, garage door openers, community pool and mail box keys, educate new owners of garbage days/recycling, mail procedures etc.).

193. Have a “no surprises” closing and present seller net proceeds check at closing.

194. Change MLS listing status to Sold. Enter sale date and price, selling broker and agent’s ID numbers, etc.

195. Answer questions about filing claims with Home Owner Warranty company if requested.

196. Attempt to clarify and resolve any conflicts about repairs if buyer is not satisfied.

197. Respond to any follow-on calls and provide any additional information required from office files.

198. Help you relocate locally, or out of area with highly experienced RE/MAX ALOHA HOMES agents across the globe - you are sure to have the highest quality agent to help you on both sides of your move to make it worry and stress free.

199. Send letter with picture of your new home on it - delivered to 20 friends and family, providing your change of address.

200. RE/MAX Honolulu Residential Real Estate, Inc. at the Oahu office, is the #1 real estate office in the State of Hawaii. You benefit from the experience and contacts of 100 of the most professional, exceptional Realtors® available to anyone!

201. Ray Prosek - dba RE/MAX ALOHA HOMES is a devoted, full time REALTOR - not a part time real estate agent.

Designations include CDPE®, SFR®, e-Pro®, IMSD® and other.

Your benefits include our expertise, and a wide range of market areas to promote your home!



**Is there any question why RE/MAX
ALOHA HOMES consistently sells their
clients' homes for at least 99% of asking
price or higher, in as little as 72 hours
on the market? Compare this to local
agency averages and you can see why
this “201 Step System” is so effective!**



CODE *of* ETHICS *and* STANDARDS *of* PRACTICE

NATIONAL ASSOCIATION OF REALTORS®

OVER 100 YEARS SINCE ADOPTION

Under all is the land. Upon its wise utilization and widely allocated ownership depend the survival and growth of free institutions and of our civilization. REALTORS® should recognize that the interests of the nation and its citizens require the highest and best use of the land and the widest distribution of land ownership. They require the creation of adequate housing, the building of functioning cities, the development of productive industries and farms, and the preservation of a healthful environment. Such interests impose obligations beyond those of ordinary commerce. They impose grave social responsibility and a patriotic duty to which REALTORS® should dedicate themselves, and for which they should be diligent in preparing themselves. REALTORS®, therefore, are zealous to maintain and improve the standards of their calling and share with their fellow REALTORS® a common responsibility for its integrity and honor. In recognition and appreciation of their obligations to clients, customers, the public, and each other, REALTORS® continuously strive to become and remain informed on issues affecting real estate and, as knowledgeable professionals, they willingly share the fruit of their experience and study with others. They identify and take steps, through enforcement of this Code of Ethics and by assisting appropriate regulatory bodies, to eliminate practices which may damage the public or which might discredit or bring dishonor to the real estate profession. REALTORS® having direct personal knowledge of conduct that may violate the Code of Ethics involving misappropriation of client or customer funds or property, willful discrimination, or fraud resulting in substantial economic harm, bring such matters to the attention of the appropriate Board or Association of REALTORS®. Realizing that cooperation with other real estate professionals promotes the best interests of those who utilize their services, REALTORS® urge exclusive representation of clients; do not attempt to gain any unfair advantage over their competitors; and they refrain from making unsolicited comments about other practitioners. In instances where their opinion is sought, or where REALTORS® believe that comment is necessary, their opinion is offered in an objective, professional manner, uninfluenced by any personal motivation or potential advantage or gain. The term REALTOR® has come to connote competency, fairness, and high integrity resulting from adherence to a lofty ideal of moral conduct in business relations. No inducement of profit and no instruction from clients ever can justify departure from this ideal. In the interpretation of this obligation, REALTORS® can take no safer guide than that which has been handed down through the centuries, embodied in the Golden Rule, "Whatsoever ye would that others should do to you, do ye even so to them." Accepting this standard as their own, REALTORS® pledge to observe its spirit in all of their activities whether conducted personally, through associates or others, or via technological means, and to conduct their business in accordance with the tenets set forth below.



DUTIES TO CLIENTS AND CUSTOMERS

ARTICLE 1

When representing a buyer, seller, landlord, tenant, or other client as an agent, REALTORS® pledge themselves to protect and promote the interests of their client. This obligation to the client is primary, but it does not relieve REALTORS® of their obligation to treat all parties honestly. When serving a buyer, seller, landlord, tenant or other party in a non-agency capacity, REALTORS® remain obligated to treat all parties honestly.

ARTICLE 2

REALTORS® shall avoid exaggeration, misrepresentation, or concealment of pertinent facts relating to the property or the transaction. REALTORS® shall not, however, be obligated to discover latent defects in the property, to advise on matters outside the scope of their real estate license, or to disclose facts which are confidential under the scope of agency or non-agency relationships as defined by state law.

ARTICLE 3

REALTORS® shall cooperate with other brokers except when cooperation is not in the client's best interest. The obligation to cooperate does not include the obligation to share commissions, fees, or to otherwise compensate another broker.

ARTICLE 4

REALTORS® shall not acquire an interest in or buy or present offers from themselves, any member of their immediate families, their firms or any member thereof, or any entities in which they have any ownership interest, any real property without making their true position known to the owner or the owner's agent or broker. In selling property they own, or in which they have any interest, REALTORS® shall reveal their ownership or interest in writing to the purchaser or the purchaser's representative.

ARTICLE 5

REALTORS® shall not undertake to provide professional services concerning a property or its

value where they have a present or contemplated interest unless such interest is specifically disclosed to all affected parties.

ARTICLE 6

REALTORS® shall not accept any commission, rebate, or profit on expenditures made for their client, without the client's knowledge and consent.

When recommending real estate products or services (e.g., homeowner's insurance, warranty programs, mortgage financing, title insurance, etc.), REALTORS® shall disclose to the client or customer to whom the recommendation is made any financial benefits or fees, other than real estate referral fees, the REALTOR® or REALTOR's firm may receive as a direct result of such recommendation.

ARTICLE 7

In a transaction, REALTORS® shall not accept compensation from more than one party, even if permitted by law, without disclosure to all parties

and the informed consent of the REALTOR's client or clients.

ARTICLE 8

REALTORS® shall keep in a special account in an appropriate financial institution, separated from their own funds, monies coming into their possession in trust for other persons, such as escrows, trust funds, clients' monies, and other like items.

ARTICLE 9

REALTORS®, for the protection of all parties, shall assure whenever possible that all agreements related to real estate transactions including, but not limited to, listing and representation agreements, purchase contracts, and leases are in writing in clear and understandable language expressing the specific terms, conditions, obligations and commitments of the parties. A copy of each agreement shall be furnished to each party to such agreements upon their signing or initialing.



DUTIES TO THE PUBLIC

ARTICLE 10

REALTORS® shall not deny equal professional services to any person for reasons of race, color, religion, sex, handicap, familial status, national origin, sexual orientation, or gender identity. REALTORS® shall not be parties to any plan or agreement to discriminate against a person or persons on the basis of race, color, religion, sex, handicap, familial status, national origin, sexual orientation, or gender identity.

REALTORS®, in their real estate employment practices, shall not discriminate against any person or persons on the basis of race, color, religion, sex, handicap, familial status, national origin, sexual orientation, or gender identity.

ARTICLE 11

The services which REALTORS® provide to their clients and customers shall conform to the standards of practice and competence which are reasonably expected in the specific real estate disciplines in which they engage; specifically, residential real estate brokerage, real property management, commercial and industrial real estate brokerage, land brokerage, real estate appraisal, real estate counseling, real estate syndication, real estate auction, and international real estate.

REALTORS® shall not undertake to provide specialized professional services concerning a type of property or service that is outside their field of competence unless they engage the assistance of one who is competent on such types of property or service, or unless the facts are fully

disclosed to the client. Any persons engaged to provide such assistance shall be so identified to the client and their contribution to the assignment should be set forth.

ARTICLE 12

REALTORS® shall be honest and truthful in their real estate communications and shall present a true picture in their advertising, marketing, and other representations.

REALTORS® shall ensure that their status as real estate professionals is readily apparent in their advertising, marketing, and other representations, and that the recipients of all real estate communications are, or have been, notified that those communications are from a real estate professional.

ARTICLE 13

REALTORS® shall not engage in activities that constitute the unauthorized practice of law and shall recommend that legal counsel be obtained when the interest of any party to the transaction requires it.

ARTICLE 14

If charged with unethical practice or asked to present evidence or to cooperate in any other way, in any professional standards proceeding or investigation, REALTORS® shall place all pertinent facts before the proper tribunals of the Member Board or affiliated institute, society, or council in which membership is held and shall take no action to disrupt or obstruct such processes.

DUTIES TO REALTORS®

ARTICLE 15

REALTORS® shall not knowingly or recklessly make false or misleading statements about other real estate professionals, their businesses, or their business practices.

ARTICLE 16

REALTORS® shall not engage in any practice or take any action inconsistent with exclusive representation

or exclusive brokerage relationship agreements that other REALTORS® have with clients.

ARTICLE 17

In the event of contractual disputes or specific non-contractual disputes as defined in Standard of Practice 17-4 between REALTORS® (principals) associated with different firms, arising out of their relationship as REALTORS®, the REALTORS® shall mediate the dispute if the Board requires its

members to mediate. If the dispute is not resolved through mediation, or if mediation is not required, REALTORS® shall submit the dispute to arbitration in accordance with the policies of the Board rather than litigate the matter.

In the event clients of REALTORS® wish to mediate or arbitrate contractual disputes arising out of real estate transactions, REALTORS® shall mediate or arbitrate those disputes in accordance with the policies of the Board, provided the clients agree to be bound by any resulting agreement or

award. The obligation to participate in mediation and arbitration contemplated by this Article includes the obligation of REALTORS® (principals) to cause their firms to mediate and arbitrate and be bound by any resulting agreement or award.



NATIONAL
ASSOCIATION of
REALTORS®

RAY PROSEK

REALTOR ASSOCIATE® CDPE, CIAS, SFR, SRS



"I honestly don't know when 'work' starts and ends because it is so rewarding, and so much a part of my lifestyle."

— RAY PROSEK, REALTOR ASSOCIATE
CDPE, CIAS, SFR, SRS

IF YOU WERE TO LOOK UP "THE AMERICAN DREAM" in the dictionary and saw a photo of Ray Prosek, Top Agent with RE/MAX Honolulu, it wouldn't be the least bit surprising. Ray absolutely personifies the concept of the American Dream. "I live in paradise, and selling real estate doesn't feel like work," he says. "I honestly don't know when 'work' starts and ends because it is so rewarding, and so much a part of my lifestyle."

Ray has been living the American Dream as a wildly successful residential real estate agent and the #1 Top Producer with RE/MAX Honolulu. Ray has already earned multiple Top Sales Awards, such as Top 10 in State of Hawai'i Agent in numbers of Residential Transactions Closed.* He also received the RE/MAX Hall of Fame Realtor with RE/MAX Chairman's Club Award.

Ray is heavily involved in supporting Children's Miracle Network Hospitals—including Kapi'olani hospital—through monetary donations from every single closed transaction. Ray also volunteers and teaches Judo at the Kroc Center in Kapolei and co-founded Barber's Point 'Ohana, a nonprofit which contributes money to the Barber's Point Elementary school and supports children in local homeless shelters.

**Mahalo to all our clients
for making us #1**

RE/MAX Honolulu | 480 Kamokila Blvd., Suite 104, Kapolei, HI 96707 | (808) 687-8937 | Mobile: (808) 393-8226 | www.TeamRemaxRay.com

*Diverse Business News - The Best Residential Hawai'i Realtors from 13,930 Realtors in Hawai'i 2014 results report



September 12, 2014

Ray R. Prosek
RE/MAX HONOLULU
480 Kamokila Blvd, Ste B-3
Kapolei, HI 96707
United States

Dear Ray,

The officers of RE/MAX, LLC would like to extend our sincere congratulations on your induction into one of our most prestigious groups: the RE/MAX Hall of Fame.

Your consistent productivity, year after year, has propelled you into an elite group of real estate professionals – the best of the best.

Our network is built around you and the tens of thousands of RE/MAX Associates around the world. Our only customer is you, and we are committed to providing you with the industry's best training courses, education classes, business techniques, technology and coaching, with the knowledge that these will help you achieve your business goals.

We look forward to many more years of your continued success. You are a vital part of the RE/MAX family and we couldn't be happier for you.

Sincerely,

Margaret Kelly, CEO
RE/MAX, LLC

RE/MAX, LLC
WORLD HEADQUARTERS

5075 South Syracuse • Denver, CO 80237-2712 • Tel: 303.770.5531

Each office is independently owned and operated.



TOP AGENT MAGAZINE

Ray
Prosek

DUTY

LOCAL KNOWLEDGE:



PROCESS EXPERTISE:



RESPONSIVENESS:



NEGOTIATION SKILLS:



Ray Prosek

If you were to look up “The American Dream” in the dictionary, and saw a photo of Ray Prosek, Top Agent with RE/MAX Honolulu it wouldn’t be the slightest bit surprising. Ray absolutely personifies the concept of the American Dream. “I live in paradise, and selling real estate doesn’t feel like work. I honestly don’t know when ‘work’ starts and ends because it is so rewarding, and so much a part of my lifestyle,” he says.

Rest assured, Ray wasn’t handed any of his success on a silver platter. “I was raised in a deep poverty of Communist-Socialist regime in Czechoslovakia. My wife Lenka and I came to Hawaii more than ten years ago on our honeymoon, with one way tickets. We barely spoke the language and knew no one here. It was just the two of us, and a burning desire to make it here.”

“We worked in restaurants, starting with washing dishes while we learned the language,” he says. However,

Ray had been a real estate agent in his native country, and he and his wife were determined to recreate that success on Oahu.

He quickly worked his way up through restaurant positions, before



transitioning into mortgage banking, and management in a Nationwide Mortgage Company. But for the last six years, Ray has been truly living the American Dream as a wildly successful residential real estate agent.

“The chance to be present and significantly and positively contribute to bettering peoples’ lives when they are making their biggest lifetime investment or fulfilling their American dream of home ownership means everything to me. I love the never-





ending challenge and opportunity to get better and become more efficient every year.”

Ray threw himself into marketing as he sought out his dream. “We had no sphere of influence when we arrived here. Today our business is driven by our high level of integrity and excellence in results-oriented customer service, coupled with 167+ unique layers of marketing, and of course lots of referrals. But I have not done this alone. My team is absolutely exceptional at what they do. Their support means the world

to me, and they are the reason our team is at the top of the industry. I’m forever grateful and appreciative of every single person I have the honor of working with.”

That business is substantial to say the least. As the Top Producer with RE/MAX Honolulu, Ray has already earned multiple Top Sales Awards, in addition to receiving the Hall of Fame RE/MAX, yet that’s not his greatest accomplishment, in his eyes.

“My greatest achievement is my



happy, healthy, loving family and the fact that we have no job, so to speak. We live and love real estate. It is our lifestyle and everything in our lives is incorporated around it and in it! My wife Lenka is our Marketing Manager, and even our daughter Tiffany convinced me to hire her as a part time office assistant to earn money to pay for an iPhone. She is only 10 years old!”

Ray is also incredibly dedicated to giving back to the community that has enabled him to do a job he loves in one of the most beautiful places

in the world. “I’m heavily involved in supporting Children’s Miracle Network Hospitals- including the local Kapiolani hospital, through contributing money from every single sale closed transaction,” he says. Ray also volunteers and teaches Judo and Japanese Martial Arts at the Kroc Center, and co-founded Barbers Point Ohana, a nonprofit that he established with his friend Jeff Sampson which contributes money to the Barber’s Point Elementary school and supports children in local homeless shelters. In addition, Ray and Lenka’s children wrap up and



give away many of their favorite toys, in addition to purchasing gifts for homeless children of their age with their own money each Christmas. “We go to the beach and give them out to homeless children on the beach

and in the shelter. It is so important to give back. We are living proof that the American Dream is alive and well, and we are so honored to be able to give back to others and help others achieve their own dreams.”

For more information about Ray
Visit www.AlohaHomesAgents.com
RProsek@Remax.net • (808) 393-8226

Copyright Top Agent Magazine



5 out of 5 Star Client Reviews!

Don't just take our word for it- See what our clients have experienced!





Recipient of RE/MAX Hall of Fame and other RE/MAX International Sales Awards

2016- 2019 Honolulu Magazine Best in Real Estate

#1 Overall Top Producer RE/MAX Team HI/USA 2019

2018 Distinguished Realtor © (Award Recipient Recognized as the Top 1% in USA)

Recognized by America's Best Real Estate Agents - Real Trends

Top 1% in USA (from 2.7 Million Agents in in all companies in USA 2016 -2019)

Top 3 in Oahu* 2015-2016 (Individuals by sides from All Oahu/ Honolulu Realtors)

Top 5 in State of Hawaii* 2015-2016 (Individuals by sides from All Hawaii Realtors)

Recognized as a "Top 10 in Hawaii" Agent in number of transactions closed *(Pacific Business News- The Best Residential Realtors from 13, 030 Active Realtors in Hawaii 2014 results report)

RE/MAX Lifetime Achievement Award

#1 RE/MAX Team in Hawaii Transactions Closed 2019

Top 50 Residential Real Estate Agents in State of Hawaii*(most transactions closed in 2016, 2017)

Top 100 Realtors Hawaii Business News*(most transactions closed in 2016, 2017)

Top 100 RE/MAX USA 2017 Agent* (from 57,105 RE/MAX Agents in the USA)

The 1st Recipient ever in Hawaii of the TITAN CLUB Award with RE/MAX (for Real Estate Sales) in 2015 and 2016

Top 1% Agent from all Realtors – Agents in USA

Aloha' Aina Realtor Award Nominee

Top Producer in transactions closed 1% All Agents Hawaii Statewide 2014 - 2019

Recognized as the Top Hawaii Agent by Top Agent Magazine & featured on Cover Page 2015





Glenn B.
Honolulu, HI

👥 0 friends

★ 2 reviews



I had the pleasure of working with and learning from Ray during the sale of my mother's home and I was impressed from the very first meeting. I have been investing in real estate for the better portion of the past ten years and Ray is by far the most knowledgeable real estate agent that I have had the pleasure of working with. I had already conducted my own market analysis in preparation for my mother's initial meeting with him and his thoughtful presentation of the qualitative and quantitative data relevant to the sale of my mother's home was second to none. It was clear that his background touched on every aspect of real estate transactions and his personable nature easily enabled him to speak to my mother in layman's terms about the process ahead of her.

Over the course of the sale, the thing that I found to be even more impressive than his mastery of real estate was the compassionate manner in which he treated my mother. From the first meeting to the signing of the closing documents, he treated my mother and her home with the utmost respect. It was clear that there was no client more important to him than the one that he is sitting with. He always gave my mother his undivided attention and even

refrained from checking his phone during client meetings. In short, he gets the people element of the business. Where many real estate professionals will make short-sighted recommendations that are in their own best interest rather than that of their client, Ray is thinking ahead to the next ten transactions that come from building a relationship.

I am big on family and am extremely grateful for the excellent job Ray and his team did for my mother. My wife and I are currently going through two transactions with Ray because of that work and we know there will be many more to come. My sincerest thanks to Ray and his team for the care and professionalism they showed my mother. If you are looking for a real estate professional with character that is a master of their craft, you will find that by working with Ray Prosek and his team.



★★★★★ **Highly likely to recommend**



[melissa aiu](#)

Bought a Townhouse home in 2016 for approximately \$250K in Kapolei, HI.
Primary point of contact: Chad Shimabukuro

Local knowledge: ★★★★★

Process expertise: ★★★★★

Responsiveness: ★★★★★

Negotiation skills: ★★★★★

Chad and Ray were wonderful to work with. We had a tight budget and lots of questions, but Chad was patient with us and always took the time to answer our questions without making us feel rushed. They kept us informed through every step of the process and gave honest, frank feedback. Mahalo Chad, Ray and the Remax team for all of your hard work. We are so excited to finally own a home here in Hawaii.



★★★★★ **Highly likely to recommend**



[cpetersondc](#)

Bought a Townhouse home in 2016 for approximately \$225K in Waipahu, HI.

Local knowledge: ★★★★★

Process expertise: ★★★★★

Responsiveness: ★★★★★

Negotiation skills: ★★★★★

Ray and Chad were stellar knowledgeable agents! Ray is very unique in that he has worked in all aspects of real estate (mortgage, realtor, investor), and has a much deeper understanding of the market than most. They set up viewings for us in Makaha, Waipahu, and North Shore, and gave us the pros and cons of buying in each area. It really helped us narrow down our decision. They are very well known amongst all agents, and this gave us more strategic power in the bidding process. They do what they say, and say what they do. They get the job done and DELIVER! You can't go wrong with Team Remax Ray! Thanks guys!



★★★★★ **Highly likely to recommend**



[johnirace](#)

Sold a Townhouse home in 2016 for approximately \$425K in Ala Moana-Kakaako, Honolulu, HI.

Local knowledge: ★★★★★

Process expertise: ★★★★★

Responsiveness: ★★★★★

Negotiation skills: ★★★★★

The entire team led by Ray far exceeded my expectations. They were all extremely professional and accommodating in every possible way throughout the entire sale process. Ray personally assisted with some issues that are typically not the responsibility of the Real Estate Agent and he did it without expecting anything in return. I really appreciated the assistance. The team consistently kept me informed and always took the time to explain everything before asking for any type of decision. Thank you for all your hard work!



★★★★★ Highly likely to recommend



[zuser20151017125942641](#)

Bought a Single Family home in 2016 for approximately \$500K in Waianae, HI.

Local knowledge: ★★★★★

Process expertise: ★★★★★

Responsiveness: ★★★★★

Negotiation skills: ☆☆☆☆☆

When first trying to purchase a home early 2016 it was definitely an experience trying to find an Agent/Realtor that would be able to assist us. Luckily we came across Chad Shimabukuro of Remax in Kapolei, HI he not only gave us accurate answers to any and all of the questions and concerns that we had he was able to educate us as well helping to make this process easier and provide us with piece of mind. He is not only dependable, he is also honest and trust worthy and handles business in a professional manner. If you are in need of an Agent/ Realtor the Chad is the real estate professional for you .



★★★★★ Highly likely to recommend



[pzmevents1](#)

Bought a Single Family home in 2016 in Hawaii Kai, Honolulu, HI.

Local knowledge: ★★★★★

Process expertise: ★★★★★

Responsiveness: ★★★★★

Negotiation skills: ★★★★★

Chad Shimabukuru hung in with through a year of ups and downs as we began the process of searching and purchasing a retirement property. He never wavered, always acted in our best interest, and went above and beyond what a buyer would expect. Having once found the exact property, Chad helped us through every facet of the process. He was always available and provided great insight based on his experience and thorough knowledge of Hawaii real estate.

Chad has also assembled a support staff who did research and even accompanied us on several site visits.

It is obvious why he is a top agent. He professionalism in negotiating on behalf of us as buyers was thoughtful and thorough.

Pattie & John



★★★★★ Highly likely to recommend



butlerl001

Sold a Single Family home in 2016 in Waianae, HI.

Local knowledge: ★★★★★

Process expertise: ★★★★★

Responsiveness: ★★★★★

Negotiation skills: ★★★★★

From initial contact with Ray/Remax, I was very confident. It has been an awesome experience. The team was not only people oriented but they kept me updated every step of the way; Beyond professional. I greatly appreciate Ray and the Re/Max team for making this process smoother than I could have ever hoped or dreamed. I recommend any and ALL to this wonderful team without any reservation.

Disappointment? Not in your future when you bank on Re/Max.
Thanks once again Prosek Partners!

With my deepest gratitude,
Louisa Butler



★★★★★ **Highly likely to recommend**



[Michele Juback](#)

Bought a Single Family home in 2017 for approximately \$675K in Pearl City, HI.

Local knowledge: ★★★★★

Process expertise: ★★★★★

Responsiveness: ★★★★★

Negotiation skills: ★★★★★

Chad brought us to several homes all over the island. As first time home buyers and first time residents of Hawaii, my husband and I were nervous. Chad calmed our nerves and build our confidence.



★★★★★ **Highly likely to recommend**



[jobyercc](#)

Bought and sold a Single Family home in 2017 in Kaneohe, HI.

Local knowledge: ★★★★★

Process expertise: ★★★★★

Responsiveness: ★★★★★

Negotiation skills: ★★★★★

I both bought and sold my home with Chad and Ray. As a buyer they negotiated a deal that was below asking price. Then when it came time to sell the house they got us a full price offer within a week of listing! The whole process was very smooth and easy. They take you through your options, give their advice, and then let you make your decision. I really liked that they appreciate honest feedback. We didn't like the first few houses we looked at and so we let Chad know. He immediately figured out what it was we really wanted (we didn't even know ourselves what we wanted) and then found us our house the very next day. Their team is extremely professional and the level of comfort I felt through the whole process of both buying and selling with them was unexpected in such a stressful time. I cannot recommend Chad and Ray and their team highly enough!



to the table. I will only deal with Ray and his team. The level of trust they create only comes from dealing with people in a truly transparent and respectful manner. You have to call these guys and have them go to work for you. We were not easy buyers. We were very picky about what we needed and wanted in a house. Chad Shimabukuro was extremely patient and responsive to our request for information. Hands down, Ray and his team are the BEST realtors on this island. They are the best realtors I've dealt with period since I bought my first house in NC in 2001. Give these guys the opportunity to serve you. It will be the best decision you could possibly make!!"

Brandon & Katreena Strouse - ★★★★★

"Chad was extremely knowledgeable and absolutely an irreplaceable part of our home buying process. He is always a pleasure to work with. Our realtor for a month. Our friend for life."

Eric & Ashley Gordon - ★★★★★

"Chad made home buying fun and stress free! Extremely reliable and went above and beyond for us. Happy client right here!"

Andrew & Laura Shockley - ★★★★★

"Amazing Real Estate Agent.... Not only an honest agent, also an honest soul. Such a blast to work with as Chad and Ray were there every step of the way for our family. They treated us like family and played with my daughters like they were his own little ones.... You just can not go wrong using Chad and his team."

Dewayne Sprinkle - ★★★★★

"Chad helped me get out of foreclosure with a short sale. I had been trying to sell the house with two other realtors for over 2 years, and Chad and his team had it sold in a few months. I am out free and clear thanks to him."

Jared & Glenda Medina - ★★★★★

"Ray and Chad are beyond amazing! They found us the perfect home and helped us step by step. They were never too busy to answer my calls and provided me with answers to ALL of my questions and concerns. I honestly would recommend them to anyone looking to buy or sell. They both treated us like family which made this process even better..."



Daniel & Keisha Lira - ★★★★★

"Ray and his talented team made our first home buying experience an excellent one. Being in the military my wife and I faced many stresses having just transferred to Oahu. Home buying was one of these. Team Ray realized this and helped us through every step of the procedure. We mainly worked with his associate Chad. Chad did an outstanding job as our main representative and contact. He is both knowledgeable and personable, explaining everything we needed to know, answering many, many questions and working around our busy schedule. His high level of availability and personal attention to every detail as well as to our specific requests and needs significantly reduced our stress level and we were moved into our house in the timely fashion that we needed. Mahalo to Chad and to Team Ray. I highly recommend them for anyone looking to purchase a home, whether first time or twelfth time."

Jared & Glenda Medina - ★★★★★

"Ray and Chad are beyond amazing! They found us the perfect home and helped us step by step. They were never too busy to answer my calls and provided me with answers to ALL of my questions and concerns. I honestly would recommend them to anyone looking to buy or sell. They both treated us like family which made this process even better..."

Laretta Dublin - ★★★★★

"Ray is a "Go Getter" from the word go! He helped me with not one, but 3 real estate transactions. He is very savvy about all the areas of real estate that you would need to know as you are either buyer, selling or doing a 1031 exchange. If you are seeking someone to work with that has enthusiasm, great social presence and hard worker, Ray Prosek is your man! Ray went the second and third mile to explain things to me AND he made sure that all the right papers were signed in a timely manner for the 1031 exchange transaction. He is very ethical and easy to get along with. Ray is Top Shelf in my book."

Mark & Nena Leckenby - ★★★★★

"Chad & Ray, We can't thank you enough for all your help in finding us our beautiful home. There is no doubt who to recommend next time someone is in need of help, buying or selling a home. We hope and wish you both be healthy and have a prosperous New Year. Thank you again for your hard work and excellent service."



Chantal and Charles Richie - Aloha Aina Nomination - ★★★★★

"In August 2015 my husband and I made the decision to put our house on the market. For us we were taking a huge leap because we didn't know if or when our home would sell and secondly we didn't know where we'd find our next home! I must say I had some reservations about using a new agent because our previous agent passed away unexpectedly a year prior and I wasn't sure we'd have the same experience again!

Chad & Ray from the very beginning showed us that buying our next home was possible and that at the right time we'd have just what we had in mind! We started quickly by being prequalified with Pacific Rim through their recommendation! From that moment we began to narrow down with Chad & Ray exactly what we wanted in our next home!

On countless occasions they showed their knowledge and willingness to search the information we had questions about! A time that sticks out the most is when we decided that we wanted to put in an offer on the house that we can now call home! We knew we wanted to put in an offer but we knew the asking price was over the current value of homes in the area, so Chad & Ray told us they'd do some research and get back to us! That night we had an extensive email showing the comparables in the area and then the list of homes sold recently! That alone helped us navigate what we wanted to offer! We love that they always presented the information but always let us know at the end of the day it's what we believe would be best for us!

They have definitely gone above and beyond what we could imagine for this transition for our family and we can't wait to buy again in the future with their help! "



Michael and Constance Hegmann - Aloha Aina Nomination - ★★★★★

"Chad & Ray were always available for us. We had to fly into Oahu twice to look for homes.

They adjusted their schedules to be able to show us homes.

They were knowledgeable of the market, what homes were available etc.

They were exceptionally helpful with our financing.

They were truthful and always open about or negotiations.

Never did I feel like my time was wasted.

We had access to any time we had a question. We were provided with emails, phone numbers and office personnel that would allow us to have our questions answered in a timely manner.

When dealing with other Realtors they were accurate and professional. We could tell that they were well respected.

They arranged the home inspection, getting keys, everything need to close, because we were off island.

Never did we doubt their professional abilities.

They were an exceptional team to represent us in buying our dream home. "





thenos reviewed Ray Prosek

Helped me buy a home

TeamReMaxRay is THE way to go! Wow. Just wow. These guys are on top of their jobs and go all out of their way to be the best of the best.

I was shocked and pleased at how detailed Chad was during our search. We had so much going on in just the first 11 days, yet he never made us feel like we were bothering him. Text or emails he was responding right away, even early in the morning when I was searching and sending him listings to look up the day of our viewings.

If I could buy another house just to work and continue to work with Chad and Ray, I would totally do it. One day they will be searching for our next house. Until then we will keep bothering them and stopping by for visits.

Just to give you an idea at how quickly Chad worked for us, we MET him and Ray on April 10. By April 19, we went into escrow on our first home. Then closed on May 24. A team that works together and knows exactly what they are doing makes all the difference.

They are part of our family now.



Ken W.

Cumming, GA

0 friends

5 reviews



1 First to Review

Outstanding counsel and overall service. I was very satisfied that I was getting the best advice to make decisions.



Ramdog1969 reviewed Bart Sitzberger



Helped me buy a home

I would highly recommend Bart. He is always accessible for any questions you may have, and goes out of his way to solve any problems or address any concerns you may have throughout the entire home buying process.

Tsaintpl reviewed Bart Sitzberger



Helped me buy a home

If you are looking for a realtor who is there for you every step of the way from beginning to end, then give Bart a call. I've never met anyone in this industry that goes above and beyond what is asked of him. From updating me daily on homes to look at that fit my criteria to follow up emails and calls to me and my lender....yes, I said calls. He actually takes the time to talk with you person to person. He's an amazing realtor and others should mirror his work ethics. Trust me when I say there is no one else out there that I've come across in this field like Bart.

yankailu02002 reviewed Bart Sitzberger



Helped me buy a home

Very nice, patient guy, good on follow up and communication, showed me more than 20 houses, finally found my house. I and my wife are very satisfied our new home.

Laura reviewed Bart Sitzberger



Helped me sell a home

This is my second time requesting Bart's professional real estate services to list a home for me and just like before, I had great follow-up & communication throughout the process. He advised of a price that seemed agreeable to me and then listed the home. Within 4 days of being listed, we were under contract for full list price then closed shortly after. I will call Bart for any more future real estate needs and have no problem referring him to others.

Laura A



Radica Jovanovic reviewed Bart Sitzberger 


Helped me buy a home

Highly recommend Bart. He is an honest, hard working and effective real estate agent and if it would not be for his great work, I would not be able to buy my home! He is a very kind and caring person who really truly wants to make the house purchasing process run as smoothly as possible for his clients. He was very Informative and Helpful the whole process. I will definitely advise to choose Bart. No disappointments!

Lori Anderson reviewed Bart Sitzberger 

Helped me buy a home

Bart assisted us in purchasing a short sale condo. We had absolutely no experience with that type Of transaction. First Of all, Bart, made himself very available to show various properties on a moment's notice. We really appreciated that! He also kept us updated as we proceeded through the purchase which took about 5 to 6 months. Thank you so much Bart and we wish you continued success.

Kelly reviewed Bart Sitzberger 

Helped me sell a home

I just purchased my first home and Bart definitely went out of his way to answer all of my questions adequately, and in a timely manner. I really appreciated this, as I was new to this whole process. would definitely recommend Bart to anyone who is looking for a home and wants a reliable, honest, and nice realtor.

San reviewed Bart Sitzberger 

Helped me buy a home

I recently purchased a condo in Schaumburg IL and Bart Sitzberger was my agent. We were planning to move from Atlanta to Schaumburg and as it's an interstate move we were buying home against all odds but Bart made it easy for us....we came to Chicago on thanksgiving weekend and Bart was ready with a list of homes with a travel plan and on time....he spent the whole day with us and was honest in opinions about homes and other factors including pricing...] was nervous Of coming all the way from Atlanta to see homes and was not sure if I will be successful in closing on a home in my trip but his suggestions and ground work helped us entering into a contract successfully.. from the beginning to the contract and closing Bart stayed on top of things with constant communication...He is passionate in his profession which reflects on his way of working.



Highly likely to recommend

Liz Foley reviewed Bart Sitzberger



Helped me rent a home

Bart really went out of his way to find us the perfect home. His follow up is fantastic. He made sure the process went as smooth as possible and even after we moved in has followed up on several occasions to make sure we were happy.

Karla_chula07 reviewed Bart Sitzberger



Helped me rent a home

He's the guy that love what he does, i was surprised how fast he was able to find us a home . After looking and trying to work with so many agents he was able to work with us and find us a home in no more than 1 month.



- mperrone9

Bought a home in Waipio Acres, Wahiawa, HI 96789.

- Local knowledge: ★★★★★
- Process expertise: ★★★★★
- Responsiveness: ★★★★★
- Negotiation skills: ★★★★★

Throughout the two months of being Bart's client, he persistently kept me updated, answered any question I had, and provided sound judgment when it came time to make big decisions. He displayed unwavering commitment, despite his hectic schedule. I always received word on any event or action taking



Highly likely to recommend

★★★★★ - [noluckagain](#)

Bought a Single Family home for approximately \$200K.

- Local knowledge: ★★★★★
- Process expertise: ★★★★★
- Responsiveness: ★★★★★
- Negotiation skills: ★★★★★

I would highly recommend Bart. He is always accessible for any questions you may have and goes out of his way to solve any problems and address any concerns you may have throughout the entire home buying process

★★★★★ - [user5397911](#)

Bought a Townhouse home for approximately \$175K.

- Local knowledge: ★★★★★
- Process expertise: ★★★★★
- Responsiveness: ★★★★★
- Negotiation skills: ★★★★★

If you need a realtor who puts everything he has into finding you a home, then please give Bart a call. He was always on top of things. I would even wake up the next day to an email with new listings to look at. Bart keeps you updated daily from the beginning to end and always finds a way to make



Highly likely to recommend

★★★★★ - [user70207566](#)

Bought a home.

- Local knowledge: ★★★★★
- Process expertise: ★★★★★
- Responsiveness: ★★★★★
- Negotiation skills: ★★★★★

Bart is an excellent realtor. He was very professional and always available to show us any properties we inquired about . Also, he worked around our schedules which wasn't always easy. We would definitely call on him again if the need arises.

★★★★★ - yankailuo2002

Bought a Single Family home for approximately \$300K.

- Local knowledge: ★★★★★
- Process expertise: ★★★★★
- Responsiveness: ★★★★★
- Negotiation skills: ★★★★★

Very nice, patient guy, good on follow up and communication, showed me more than 20 houses, finally I found my house. I and my wife are very satisfy our new home.

★★★★★- [a_curcio](#)

Bought a home.

- Local knowledge: ★★★★★
- Process expertise: ★★★★★



Highly likely to recommend

★★★★★ - [user9049207](#)

Bought a Townhouse home for approximately \$200K.

- Local knowledge: ★★★★★
- Process expertise: ★★★★★
- Responsiveness: ★★★★★
- Negotiation skills: ★★★★★

I highly recommend Bart. He is an honest, hard working and effective real estate agent and if it would not be for his great work, I would not be able to buy my home! He is a very kind and caring person who really truly wants to make the house purchasing process run as smoothly as possible for his clients. He was very informative, and helpful through the whole process. I will definitely advice anybody to chose Bart. No dissapointments!

★★★★★ - [shellyc123](#)

Showed home.

- Local knowledge: ★★★★★
- Process expertise: ★★★★★
- Responsiveness: ★★★★★
- Negotiation skills: ★★★★★

I recently contacted Bart to show me some properties I was interested in looking at. He called me back immediately and within a few hours we were looking at those properties. He is very knowledgeable about the market and found me some others I had not found myself with the criteria I was looking for and was able to answer all my questions in full. I am mostly interested in the Algonquin area which he is very familiar with. I am not ready to purchase just yet, but I will most definitely recommend Bart and utilize him when I am ready.



2018

RE/MAX *VS* THE INDUSTRY ★ USA

You have a choice in real estate. Choose the brand with outstanding agents, leading brand awareness and an unmatched global presence. Choose RE/MAX.

NATIONAL, FULL-SERVICE BROKERAGE BRANDS

	TRANSACTION SIDES PER AGENT (LARGE BROKERAGES ONLY) ¹	U.S. TRANSACTION SIDES ²	BRAND AWARENESS (UNAIDED) ³	COUNTRIES & TERRITORIES	OFFICES WORLDWIDE	AGENTS WORLDWIDE
RE/MAX	17.0	1,036,000	30.2%	100+	7,841	119,041
	11.1	Not Released	0.4%	11	500	8,000
	9.4	Not Released	4.5%	1	1,400	45,000
	8.8	133,225	1.3%	32	2,300	39,900
	8.2	731,486	15.0%	47	3,200	94,300
	7.8	417,337	21.0%	80	8,000	118,600
	6.8	72,424	0.8%	3	350	11,500
	6.6	122,475	2.1%	69	950	21,900
	6.6	1,041,948	8.0%	30	930	177,000
	5.2	10,543	0.1%	1	45	2,043
	3.9	50,000	0.1%	1	127	14,500
	3.8	24,655	0.1%	2	46	6,417

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2017 RE/MAX VS.



THE INDUSTRY

*That's the sign of a RE/MAX agent**

Productive, high-quality agents. Over 1 million U.S. transactions. A brand people know. And an unmatched global presence. You have all sorts of reasons to choose RE/MAX.

	TRANSACTION SIDES PER AGENT (LARGE BROKERAGES ONLY) ¹	U.S. RESIDENTIAL TRANSACTION SIDES ²	BRAND AWARENESS (UNAIDED) ³	COUNTRIES & TERRITORIES	OFFICES WORLDWIDE	AGENTS WORLDWIDE
RE/MAX	17.2	1 million+	27.6%	100+	7,343	111,915
	11.0	Not released	0.5%	11	500	8,000
	9.2	Not released	4.3%	1	1,240	42,747
	8.4	727,415	14.2%	49	3,000	88,400
	8.2	420,184	19.7%	77	7,300	110,800
	8.2	128,812	1.1%	31	2,300	37,900
	6.9	70,980	0.6%	3	300	10,900
	6.8	977,603	7.3%	16	800	154,979
	6.5	111,950	2.1%	66	850	20,300

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Jodie V. Tanga, Pacific Rim Mortgage

Mortgage Genius | NMLS #277334

Email: jodie@pacrimmtg.com

Derek Tanga, Pacific Rim Mortgage

Branch Manager | NMLS #952244

Email: derek@pacrimmtg.com

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Consistent Communication + Proactive Processes
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= MORE REFERRALS!**

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 - Mortgage Genius
- **Derek V. Tanga**
 - Branch Manager
- **Kasie V. Herman**
 - Loan Manager
- **Michelle Huff**
 - Loan Manager
- **Brittany Africa**
 - Loan Coordinator

- **Concierge Coordinators**
 - Jeannie Robinson
 - Kymberley Harper

- **Processors**
 - Lisa Naka
 - Pomai Santos
 - Caroline Ham
 - Olivia Persson

The Home Hunter System

- RE/MAX Aloha Homes have a unique system to ensure that each buyer will be properly assisted in finding the home that they are searching for. Our team focuses specifically on assisting the large inventory of buyers that our innovative marketing strategies produce. Each buyer is interviewed to determine the features and specifications that they are looking for in a home. That data is then entered into a computer system that will list the homes that match the buyers' criteria.
- Buyers are given the features and benefits of those homes that meet their criteria and will be assisted through each step of the process. We focus all our efforts on finding a buyer for your home, unlike traditional agents who passively wait for a buyer to come along. The system allows us to give exceptional service to a large inventory of buyers!



Referrals & Relocation

- Significant portions of our buyers come from outside the local area. These are often job transfers, corporate relocations, and Tri-State area buyers seeking a more rural lifestyle. As a member of several relocation and referral networks, we get the information on these buyers before anyone else. This provides more potential buyers for your home, since we always try to show our own listings first to these qualified buyers!

- Senior Real Estate Specialist Network
- National Association of Realtors (NAR)
- Honolulu Board of Realtors (HBR)
- Business Networking Intl (BNI) – Akamai Kala Chapter
- Accredited Buyer Representative Network
- e-PRO Internet Referral Network
- RE/MAX International Referral Network
- Certified Finance Specialist Network
- Internet Marketing Specialist
- Local Chamber of Commerce
- Real Talk Group of Top Agents across the country
- ELITE CLUB - Exclusive RE/MAX World Best Agents: Diamond, Titan, and Chairman's Awards
- And many more!



Contract & Negotiation

When an offer is presented on your home, you will have three basic choices in deciding how to respond:

- 1. Accept the offer.**
- 2. Reject the offer.**
- 3. Make a counter offer**

› Together we will thoroughly analyze the offer and discuss its strengths and weaknesses. After studying the entire contract, we will provide a recommendation, and then you will decide how to respond.

› This is where a competent agent can be worth their weight in gold, because having the right wording or contingency clause in the contract can mean the difference between a smooth transaction and a messy court battle.

› Being intricately familiar with real estate contracts, we know how to protect your best interests. My vast experience in contracts and negotiations will benefit YOU!



Common Real Estate Myths

MYTH: Ray Prosek & Support Team sell a lot of real estate perhaps they are too busy to pay attention to my listing...

TRUTH: Just as great restaurants are always busy and superior doctors have a heavy patient load, Ray Prosek & Support Team success in marketing and selling homes has resulted in a busy schedule. But like good restaurants and doctors, RE/MAX Ray has assembled a team of top-notch people to assist with all of the details. The result is outstanding customer service and support. The long list of satisfied clients speaks for itself.



Common Real Estate Myths

MYTH: A “discount” broker can do just as well and save me money...

TRUTH: Successfully marketing a property in our competitive marketplace takes skill and resources. All of the promotional costs such as photos, brochures, printing, signs, advertisements, MLS fees, direct mail, etc are paid for by Ray Prosek & Support Team. How will a discount broker offer such a complete marketing campaign? Does the discount broker have a team to personally tend to your specific needs? Do they have a proven track record of success, or are they just using the lower commission to try to win your business? Do they have the expertise to guide you through the problems that often develop during the closing process?

Remember that you only actually pay a brokerage fee if, and when, your property sells. Many sellers have found that their commission with a discount broker was really zero, because their property never sold! It is interesting to note that a discount broker does not have a dominant market share in any major city in the country.



Common Real Estate Myths

MYTH: I should select the agent that suggests the highest list price...

TRUTH: This is the oldest scam in real estate sales: Tell the seller what they want to hear, compliment the home, and agree to list it at an unrealistically high price just to get the listing. Then, after you have had the listing for a few weeks, start telling the seller that they need to reduce the price.

Ray Prosek & Support Team doesn't play any games. We provide a well-researched computerized market analysis to determine the true realistic price that your home will bear in today's marketplace. The decisions of which agent to list with and what price to ask are two completely separate decisions.



Common Real Estate Myths

MYTH: Property Condition is not that important to buyers...

TRUTH: A property in superior condition will sell faster and for a higher price than a home in average condition. Buyers purchase properties that are most appealing, and a home in great condition with a reasonable asking price always tops the list. Sellers that invest in necessary repairs and keep their home clean and fresh always reap the rewards!

MYTH: Empty homes are harder to sell than occupied homes...

TRUTH: Vacant homes often sell faster for several reasons- but again, it all depends on condition. A vacant home that is clean, in good repair, and priced fairly will sometimes sell fast because the rooms will appear larger without furniture and clutter; buyers can easily visualize their furnishings in the home, and most agents prefer to show vacant homes because they can go anytime without worrying about making appointments, etc.



Common Real Estate Myths

MYTH: Pricing a home for sale is a mysterious process...

TRUTH: Your home will sell for what the market will bear. To determine the range of value for your home, it takes a solid knowledge of the market. And because every home is unique, your home will sell more near the high or low end of the range depending on its specific attributes like location and condition. Ray Prosek & Support Team utilize a computer database along with years of experience to help you decide where to set the price. It is not simple, but it isn't mysterious either.



Never select an agent based on the price they suggest; rather, select your agent based on their CREDENTIALS and MARKETING PLAN - then decide on the price together! FACT...



On Average, Buyers Inspect 7 - 8 Homes Before Making an Offer...

Working together, we can make sure your home gets the attention it needs to stand out above the crowd.

Your job is to make your home bright, shiny, and clean (as close to a “model” home as possible); and our job is to tell the world and work to gain maximum market exposure!



There are 5 essential ingredients that comprise the formula for the successful sale of your home. Your home will sell at the highest profit and in the shortest amount of time when all of the ingredients are combined perfectly.

If only one ingredient is left out of the formula or is out of proportion to the others, your home will take longer to sell and will quite possibly **COST** you money...



5 ESSENTIAL FACTORS TO SELL YOUR HOME:



1. LOCATION

The pricing of your home must reflect its location. The better the location, the higher the acceptable price. School districts, high or low traffic, and highway accessibility, all need to be considered in determining the value of your home's location. We cannot control location.



2. CONDITION

The pricing of your home must accurately reflect its condition. The general upkeep and presentation of your home is critical to obtaining the highest value for your home. Nature of the roof, plumbing, carpets, and paint, all relate to condition. Basic rule: If we can smell it...we can't sell it!



3. MARKET

Recession, inflation, interest rates, mortgage availability, competition, and the public's perception of the general economy all make up the market. It may be a buyer's market or a seller's market. The pricing of your home must reflect the current nature of the market because we cannot influence the market. We can, however, take advantage of the market.



4. TERMS

The more financing terms and options you accept, the more potential buyers there will be for your property. The pricing of your home must reflect the terms available. The easier the terms, the more valuable your property becomes. This is where our team of professional affiliates really shines- by offering a broad, full spectrum view of mortgage products and options to you and all potential buyers!



5. PRICE: THE #1 MOST IMPORTANT FACTOR IN THE SALE OF YOUR HOME!

The consequences of making the wrong decision are painful. If you price your home too low, you will literally give away thousands of dollars that could have been in your pocket. Price it too high, and your home will sit unsold for months, developing the reputation of a problem property (everyone will think there is something wrong with it). Failure to understand market conditions and properly price your home can cost you thousands of dollars and cause your home not to sell, fouling up your plans. Setting the proper asking price for your home is the **SINGLE BIGGEST** factor that will determine the success or failure of your home sale.



WE WON'T LET THIS HAPPEN TO YOU!

Utilizing the latest computer technology, and our in-depth knowledge of the market, we will analyze current market conditions in combination with your personal time requirements to identify the correct price range for your home. You can't afford any guesswork in this critical step!



7 BENEFITS OF USING A REAL ESTATE AGENT TO SELL YOUR HOME



- 01 \$ List at the right price.
- 02 Better home presentations.
- 03 Get more buyer exposure.
- 04 Higher offers from Buyers.
- 05 Negotiates inspection results.
- 06 Speeds up time to close.
- 07 \$ Home sells at top dollar.

Ray Prosek (RB-22498)

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KEY PROFESSIONALS

INVOLVED IN A REAL ESTATE TRANSACTION



Knowledgeable, customer-focused professionals are available to answer your title and settlement questions. Throughout the home selling process, you may also encounter the following industry specialists who are able to professionally answer questions in their area of expertise.

REAL ESTATE AGENT

Licensed by the state to represent parties in the transfer of property.

HOME INSPECTOR

Objectively and independently provides a comprehensive analysis of a home's major systems and components.

LOAN OFFICER

A representative of a bank or other financial institution. They help customers identify their borrowing options and help them understand the terms of their loan.

APPRAISER

Works on behalf of a lender and provides a market analysis of the subject property. An appraiser's finding is subjective and combined with market findings of sold properties within the surrounding neighborhood.

INSURANCE AGENT

Helps a homebuyer determine the homeowner's protection coverage needed and then finds the right insurance policy to fit those needs.

REAL ESTATE ATTORNEY

Can give advice on all legal aspects of the real estate transaction. Additionally, they are able to draft and review contracts, help decide how to take title and assist with the closing process. In some states, real estate closings can only be conducted by attorneys.

ESCROW/CLOSING OFFICER

A non-biased third party who works with all participants to facilitate a successful closing of a real estate transaction. At closing, the closing officer will collect the purchase money funds from the buyer and lender as well as the settlement costs from each party. They disburse the funds in accordance with the closing documents and record the necessary documents to transfer ownership of the property.

CLOSING/SETTLEMENT/TITLE AGENT

Performs title searches to ensure a clear title so a title insurance policy can be issued. In some states, they facilitate the transfer of real estate.

PROVIDED BY AN INDEPENDENT POLICY-ISSUING AGENT OF FIRST AMERICAN TITLE INSURANCE COMPANY

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Pricing Guidelines

- What you paid for the property does not affect its value.
- The amount of money you need to get out of the sale of your property does not affect its value.
- What you think it should be worth has no effect on its value.
- What another real estate agent says your property is worth does not affect its value.
- An appraisal does not always indicate what your property is worth on the open market.
- The value of your property is determined by what a ready, willing, and able buyer will pay for it in the open market, which will be based upon the value of other recent closed sales. In short, **BUYERS DETERMINE VALUE!!**
- Do not automatically list with the agent that gives you the highest selling price. Consumer Reports stated...

“Expect the agent to suggest a price range, but don’t let that frame you in. Be aware that some devious agents will, at first, suggest a very handsome price. Then, after they have the listing and the house hasn’t sold, they’ll come back with a pitch to lower the price.”



Benefits of Proper Pricing

- ✓ **FASTER SALE:** The proper price gets a faster sale, which means you save on mortgage payments, real estate taxes, insurance, and other carrying costs.
- ✓ **MORE CONVENIENT:** As you may know, it takes a lot of time and energy to prepare your home for showings, keep the property clean, make arrangements for children and pets, and generally alter your lifestyle. Proper pricing shortens market time.
- ✓ **INCREASED SALESPERSON RESPONSE:** When salespeople are excited about a property and its price, they make special efforts to contact all their potential buyers and show the property whenever possible.
- ✓ **EXPOSURE TO MORE PROSPECTS:** Pricing at market value will open up your home to more people who can afford it.
- ✓ **BETTER RESPONSE FROM ADVERTISING:** Buyer inquiry calls are more readily converted into showing appointments when the price is not a deterrent.
- ✓ **HIGHER OFFERS:** When a property is priced right, buyers are much less likely to make a low offer, for fear of losing out on a great value.
- ✓ **MORE MONEY TO SELLERS:** When a property is priced right, the excitement of the market produces a higher sales price in less time. You net MORE due to the higher sales price and lower carrying costs.



Drawbacks of Overpricing

- ✓ **REDUCES ACTIVITY:** Agents won't show the property if they feel it is overpriced.
- ✓ **LOWER ADVERTISING RESPONSE:** Buyer excitement will be with other properties that offer better value.
- ✓ **LOSS OF INTERESTED BUYERS:** The property will seem inferior in amenities to other properties in the same price range that are correctly priced.
- ✓ **ATTRACTS THE WRONG PROSPECTS:** Serious buyers will feel that they should be getting more for their money.
- ✓ **HELPS THE COMPETITION:** The high price makes other properties look like a good deal.
- ✓ **ELIMINATES OFFERS:** Since a fair priced offer will be lower than asking price and may insult the seller, many buyers will just move on to another property.
- ✓ **CAUSES APPRAISAL PROBLEMS:** Appraisers must base their value on what comparable properties have sold for.
- ✓ **LOWER NET PROCEEDS:** Most of the time an overpriced property will eventually end up selling for less than if it had been property priced to begin with, not to mention the extra carrying costs.



TERMS you should know >>>>>>>>>>

APPRAISAL

An estimate of value of property resulting from analysis of facts about the property; an opinion of value.

ANNUAL PERCENTAGE RATE (APR)

The borrower's costs of the loan term expressed as a rate. This is not their interest rate.

BENEFICIARY

The recipient of benefits, often from a deed of trust; usually the lender.

CLOSING DISCLOSURE (CD)

Closing Disclosure form designed to provide disclosures that will be helpful to borrowers in understanding all of the costs of the transaction. This form will be given to the consumer three (3) business days before closing.

CLOSE OF ESCROW

Generally the date the buyer becomes the legal owner and title insurance becomes effective.

COMPARABLE SALES

Sales that have similar characteristics as the subject real property, used for analysis in the appraisal. Commonly called "comps."

CONSUMMATION

Occurs when the borrower becomes contractually obligated to the creditor on the loan, not, for example, when the borrower becomes contractually obligated to a seller on a real estate transaction. The point in time when a borrower becomes contractually obligated to the creditor on the loan depends on applicable State law. Consummation is not the same as close of escrow or settlement.

DEED OF TRUST

An instrument used in many states in place of a mortgage.

DEED RESTRICTIONS

Limitations in the deed to a parcel of real property that dictate certain uses that may or may not be made of the real property.

DISBURSEMENT DATE

The date the amounts are to be disbursed to a buyer and seller in a purchase transaction or the date funds are to be paid to the borrower or a third party in a transaction that is not a purchase transaction.

EARNEST MONEY DEPOSIT

Down payment made by a purchaser of real property as evidence of good faith; a deposit or partial payment.

EASEMENT

A right, privilege or interest limited to a specific purpose that one party has in the land of another.

ENDORSEMENT

As to a title insurance policy, a rider or attachment forming a part of the insurance policy expanding or limiting coverage.

HAZARD INSURANCE

Real estate insurance protecting against fire, some natural causes, vandalism, etc., depending upon the policy. Buyer often adds liability insurance and extended coverage for personal property.

IMPOUNDS

A trust type of account established by lenders for the accumulation of borrower's funds to meet periodic payments of taxes, mortgage insurance premiums and/or future insurance policy premiums, required to protect their security.

LEGAL DESCRIPTION

A description of land recognized by law, based on government surveys, spelling out the exact boundaries of the entire parcel of land. It should so thoroughly identify a parcel of land that it cannot be confused with any other.

LIEN

A form of encumbrance that usually makes a specific parcel of real property the security for the payment of a debt or discharge of an obligation. For example, judgments, taxes, mortgages, deeds of trust.

LOAN ESTIMATE (LE)

Form designed to provide disclosures that will be helpful to borrowers in understanding the key features, costs and risks of the mortgage loan for which they are applying. Initial disclosure to be given to the borrower three (3) business days after application.

MORTGAGE

The instrument by which real property is pledged as security for repayment of a loan.

PITI

A payment that includes Principal, Interest, Taxes, and Insurance.

POWER OF ATTORNEY

A written instrument whereby a principal gives authority to an agent. The agent acting under such a grant is sometimes called an "Attorney-in-Fact."



TERMS you should know > > > > > > >

RECORDING

Filing documents affecting real property with the appropriate government agency as a matter of public record.

SETTLEMENT STATEMENT

Provides a complete breakdown of costs involved in a real estate transaction.

TRID

TILA-RESPA Integrated Disclosures

For more information please contact your First American representative.

www.firstam.com/title/hi



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7 SELLER TIPS

Follow these simple tips:

These great tips can help you get the results you want: to sell your home for the most money in the least amount of time.



#1: Stage your home so buyers are ready to move in

Buyers will have an emotional response of some kind when they see your home for the first time. The feeling you want to leave them with is, "This could be my home." Achieve this by making your home's exterior stand out, and by staging the interior.

- Power wash the outside of your home, and make sure the windows are washed too.
- Keep your driveway and sidewalks clear, and your house well-lit at night so buyers can easily spot the property and make it to the front door.
- Consider painting your front door a cheery color, and spruce up your landscaping so your home really stands out.
- Remove personal mementos like picture frames, religious decor and knick knacks that clutter shelves or counter tops, so buyers aren't distracted by your decor or personal taste.
- Hire a professional cleaning company to come once weekly during the selling process.
- Open all the window treatments during the day, to make sure your home is as well-lit as possible. If showing at night, add plenty of floor lamps or desk lamps to make your home look warm and inviting.



#2:

Price it right



If you're planning to price your property high and bring down your price gradually, think again. Homes receive four times the traffic in the first two weeks after listing, so a property lagging on the market can be a red flag to today's buyers. Think about the eager buyers who will see your home in "Just listed" ads across the web and in email alerts, and offer them a fair price right away. The feeling of getting early showings or an offer will far outweigh the feeling of an offer that comes after you've lowered your price a month later.

To make sure you price your home right, obtain a comparative market analysis of recently sold properties relevant to your home's size, location and condition. Together, you and your agent will work to find a price that matches the local norm, while taking into account your home's individual features and upgrades.

#3:

Don't over upgrade



Many large, expensive remodeling projects simply don't pay off when you sell your home, so remodeling a whole room is just not worth the time and money. Instead, complete small, inexpensive updates that will help you get top dollar for your home.

Paint boldly colored walls to a more neutral palette, and paint over any scuff marks on white walls. Instead of buying new kitchen appliances, consider painting the cabinets white, and add modern cabinet hardware and light fixtures. Rather than replacing your avocado green toilet and sink, go stark white on all walls and add a funky vintage vibe with your shower curtain and bathroom artwork.



#4: Be ready for a showing at any time



Today's buyers are excited and competitive. They may be willing to drop everything in order to see your home the minute it comes across their screen. Here's how to stay ready:

- Clean your home after every meal and between laundry days. Don't leave for work, or even a quick trip to the store, without making sure your home could be toured before you return.
- Add a lockbox to your front door, so buyers' agents can come into the home even when your agent is not available for a showing.
- Ask your agent to hold a "broker tour," which allows Realtors to preview your property before bringing their client through your home. If an agent returns with their client, your home likely has the basic features the buyer is looking for.

#5: Don't forget your neighbors



Your neighbors want good neighbors - and they may also know someone who wants to live in the neighborhood. By getting your neighbors involved in your sale, you may save time. Make sure you or your agent invites your neighbors to any open houses you hold, and use social media posts to mention that your home is being listed. Every time you mention your home sale to a neighbor, whether it be online or offline, remember to ask if they know anyone who may be interested. You'll be amazed at how quickly the word spreads!



#6: Be ready to sweeten the deal



Across the country, most sellers are at an advantage in the market. But if your home isn't quite modern enough, or isn't as nice as the one down the road, you may have to sweeten the pot by paying closing costs, a buyer's home warranty, or even just getting a pre-sale home inspection so buyers are confident in your home's ability to sell as-is.

Don't assume you'll get multiple offers and your choice of well-qualified buyers. Be realistic about how your home will be received, and you could end up selling sooner.

#7: Make sure you trust your agent



Selecting the right agent is extremely important. You should hire an agent who has not only had great success in working with local sellers, but who also matches your style of communication. Ask your agent what makes them the right fit for selling your home, and have them walk you through the process of pricing your home before signing a listing agreement.

Once you sign the contract, trust your agent to advocate for you in the market, and to negotiate on your behalf with potential buyers and their agent representatives.



First American Title Presents

the life of an escrow



Find Your Family A
Real Estate Agent & Lender



Find or List
Your Home



Complete
*Property Inspections
& Needed Repairs*



*"Escrow" describes the
neutral third-party handling
of funds, documents, and
tasks specific to the closing.*

Sign the Contract
& then Open Escrow





Review the
*Title Commitment or
the Preliminary Report*



Promptly respond to requests for
Information & Paperwork



Sign the *Loan Docs
& the Closing Paperwork*



Deliver invoices & info to the
Lender/Escrow Officer

(at least 10 days prior to signing)



Deposit Closing Funds
via *Wire Transfer*

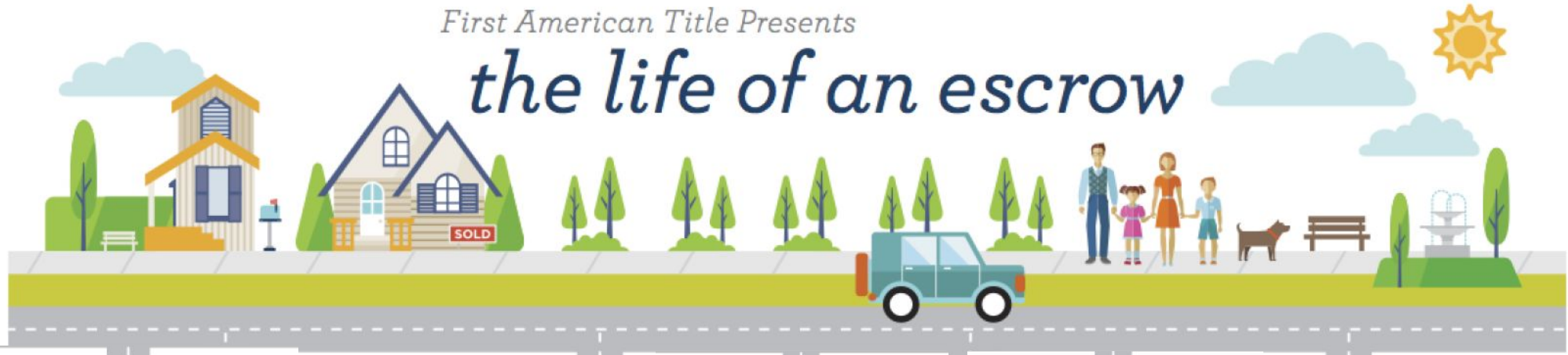


Buyer gets *The Keys*
Seller receives *Funds*



First American Title Presents

the life of an escrow



The Buyer

Chooses a real estate agent.

Gets pre-approval letter from lender and provides to real estate agent.

Makes offer to purchase. Upon acceptance, opens escrow and deposits earnest money.

Finalizes loan application with lender. Receives a Loan Estimate from lender.

Completes & returns opening package from First American Title.

Schedules inspections and evaluates findings. Reviews title commitment/preliminary report.

Provides all requested paperwork to lender (bank statements, tax returns, etc.) All invoices and final approvals should be to the lender no later than 10 days prior to loan consummation.

Lender (or escrow officer) prepares CD and delivers to buyer at least 3 days prior to loan consummation.

Escrow officer or real estate agent contacts the buyer to schedule signing appointment.

Buyer consummates loan, executes settlement documents, & deposits funds via wire transfer.

Documents are recorded and the keys are delivered!

The Seller

Chooses a real estate agent.

Accepts buyer's offer to purchase.

Completes and returns opening package from First American Title, including information such as forwarding address, payoff lender contact information and loan numbers.

Orders any work for inspections and/or repairs to be done as required by the purchase agreement.

Escrow officer or real estate agent contacts the seller to schedule signing appointment.

Documents are recorded and all proceeds from sale are received.

The Escrow Officer

Upon receipt of order and earnest money deposit, orders title examination.

Requests necessary information from buyer and seller via opening packages.

Reviews title commitment/preliminary report.

Upon receipt of opening packages, orders demands for payoffs. Contacts buyer or seller when additional information is required for the title commitment/preliminary report.

All demands, invoices, and fees must be collected and sent to lender at least 10 days prior to loan consummation.

Coordinates with lender on the preparation of the CD.

Reviews all documents, demands, instructions & prepares settlement statements & any other required documents.

Schedules signing appointment and informs buyer of funds due at settlement.

Once loan is consummated, sends funding package to lender for review.

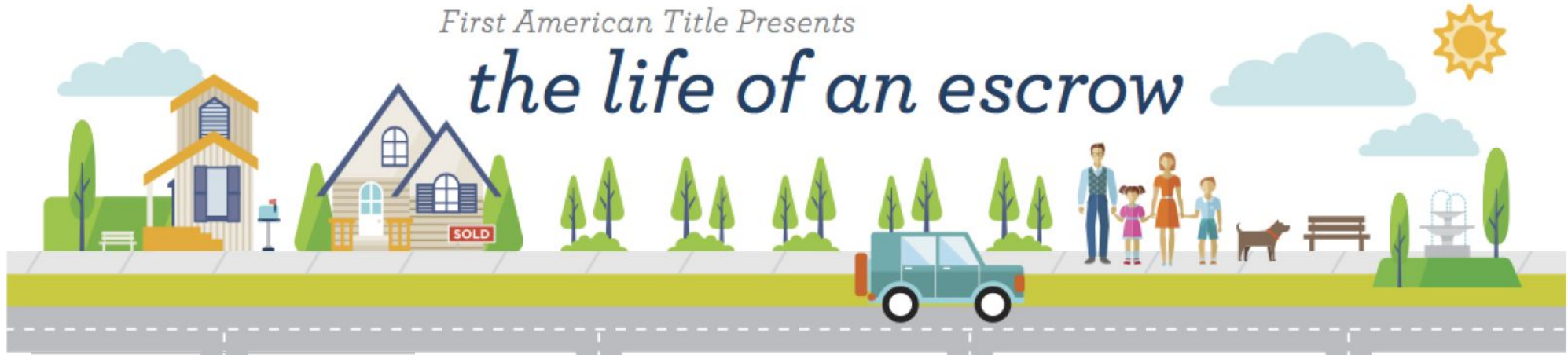
Prepares recording instructions and submits docs for recording.

Documents are recorded and funds are disbursed. Issues final settlement statement.



First American Title Presents

the life of an escrow



The Lender

Accepts buyer's application and begins the qualification process. Provides buyer with Loan Estimate.

Orders and reviews title commitment/preliminary report, property appraisal, credit report, employment and funds verification.

Collects information such as title commitment/preliminary report, appraisal, credit report, employment and funds verification. Reviews and requests additional information for final loan approval.

Underwriting reviews loan package for approval.

Coordinates with escrow officer on the preparation of the Closing Disclosure, which is delivered to buyer at least 3 days prior to loan consummation.

Delivers loan documents to escrow.

Upon review of signed loan documents, authorizes loan funding.

Reviews all documents, demands, and instructions. Prepares settlement statements and other required documents.

For more information please contact your First American representative.

www.firstam.com/title/hi



First American Title™

Practices vary by state and are subject to local laws and customs.

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10 Common Title Problems

Have you ever wondered why you need title insurance? Your home may be new to you, but every property has a history. A thorough title search can help uncover any title defects tied to your property. And, subject to the terms of the policy, your title insurance provides protection for you from title problems that may become known after you close your transaction. Some of these common title issues are:



10 Common Title Problems



1. Errors in public records: To err is human, but when it affects your home ownership rights, those mistakes can be devastating. Clerical or filing errors could affect the deed or survey of your property and cause undue financial strain in order to resolve them.

2. Unknown liens: Prior owners of your property may not have been meticulous bookkeepers – or bill payers. And even though the former debt is not your own, banks or other financing companies can place liens on your property for unpaid debts even after you have closed on the sale. This is an especially worrisome issue with distressed properties.

3. Illegal deeds: While the chain of title on your property may appear perfectly sound, it's possible that a prior deed was made by an undocumented immigrant, a minor, a person of unsound mind, or one who is reported single but in actuality married. These instances may affect the enforceability of prior deeds, affecting prior (and possibly present) ownership.

4. Missing heirs: When a person dies, the ownership of their home may fall to their heirs, or those named within their will. However, those heirs are sometimes missing or unknown at the time of death. Other times, family members may contest the will for their own property rights. These scenarios – which can happen long after you have purchased the property – may affect your rights to the property.



10 Common Title Problems



5. Forgeries: Unfortunately, we don't live in a completely honest world. Sometimes forged or fabricated documents that affect property ownership are filed within public records, obscuring the rightful ownership of the property. Once these forgeries come to light, your rights to your home may be in jeopardy.

6. Undiscovered encumbrances: When it comes to owning a home, there can be a crowd. At the time of purchase, you may not know that a third party holds a claim to all or part of your property – due to a former mortgage or lien, or non-financial claims, like restrictions or covenants limiting the use of your property.

7. Unknown easements: You may own your new home and its surrounding land, but an unknown easement may prohibit you from using it as you'd like, or could allow government agencies, businesses, or other parties access to all or portions of your property. While usually non-financial issues, easements can still affect your right to enjoy your property.

8. Boundary/survey disputes: You may have seen several surveys of your property prior to purchasing, however, other surveys may exist that show differing boundaries. Therefore, a neighbor or other party may be able to claim ownership to a portion of your property.

9. Undiscovered will : When a property owner dies with no apparent will or heir, the state may sell his or her assets, including the home. When you purchase such a home, you assume your rights as owner. However, even years later, the deceased owner's will may come to light and your rights to the property may be seriously jeopardized.





10. False impersonation of previous owner: Common and similar names can make it possible to falsely “impersonate” a property owner. If you purchase a home that was once sold by a false owner, you can risk losing your legal claim to the property.

Play it Safe

These and other issues are often covered by an owner’s policy of title insurance. When you buy a home, make sure you’re protecting that investment with title insurance.

For more information please contact your First American representative.

www.firstam.com/title/hi



First American Title™

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First American Title

TITLE INSURANCE

WHAT IS TITLE INSURANCE?

Title insurance protects property owners from unforeseen claims against his or her legal "title" to or ownership of the property. Lenders, also may require title insurance to assure that any loans secured by the property are sound and have priority. Whenever you buy any real property, you expect to acquire use of the property as well as its "title" or legal ownership, and you want assurance that the seller had clear title to the property and was legally entitled to sell it to you. A simple example is where a "seller" forges a true owners signature. Many kinds of title defects are so serious that they can render a title unmarketable. It is title insurance you purchase when you acquire real property that protects you against most of these defects.

THE OWNER'S POLICY PROVIDES

- PROTECTION FROM FINANCIAL LOSS due to covered claims that may be asserted against the title to your home, up to the face amount of the title policy.
- PAYMENT OF LEGAL COSTS if the title insurer has to defend your title against a covered claim.
- PAYMENT OF SUCCESSFUL CLAIMS against the title to your home covered by the policy, up to the face amount of the policy.

Bishop Street Branch
700 Bishop St., Suite 110
Honolulu, Hawaii 96813
808.457.4000 Office
808.526.4003 Fax

East Honolulu Branch
820 W. Hind Dr., Suite 1231
Honolulu, Hawaii 96821
808.638.4917 Office
866.428.6313 Fax

**Kapiolani Branch
Principal Office**
1177 Kapiolani Blvd.
Honolulu, Hawaii 96814
808.536.3866 Main Office
808.545.6189 Main Fax

Kunia Branch
94-673 Kupuohi St., #C206
Waipahu, Hawaii 96797
808.792.4980 Office
808.792.4999 Fax

Pearlridge Branch
98-1005 Moanalua Rd., Suite 841
Aiea, Hawaii 96701
808.487.5100 Office
808.486.1044 Fax



First American Title

TITLE INSURANCE PROTECTION*

Some hidden risks covered by a standard title policy:*

FALSE IMPERSONATION of the true owner of the property by your seller or other persons formerly in title

FORGED deeds, releases and other documents in the past chain of title

DEEDS BY PERSONS OF UNSOUND MIND or other incompetent persons

DEEDS BY MINORS

DOCUMENTS executed without proper authority, such as by one using an expired power of attorney

INVALID DEEDS delivered after the death of the grantor

LIENS FOR UNPAID ESTATE INHERITANCE and gift taxes against prior owners of your home

****Additional coverages may be available under the Eagle Homeowner's Policy.***

Disclaimer - This flier is for general information purposes only, and should not be relied on for any legal, business, economic, or tax decisions. It is not intended to provide legal or business advice. Before making any decisions regarding this matter, you should consult with a qualified Advisor.

Hilo Branch

1438 Kilauea Ave., Suite 1
Hilo, Hawaii 96720
808.961.3775 Office
808.961.5989 Fax

Kona Branch

75-5813 Alii Dr., Suite A
Kailua-Kona, Hawaii 96740
808.329.4431 Office
866.566.3963 Toll Free Fax

Kahului Branch

33 Lono Ave., Suite 310
Kahului, Hawaii 96732
808.877.4170 Office
808.877.4177 Fax

Kihei Branch

1325 S. Kihei Rd., Suite 104
Kihei, Hawaii 96753
808.879.5706 Office
808.879.5924 Fax



HOME INSPECTIONS

WHAT TO EXPECT



WHAT TO EXPECT

During a home inspection, the home inspector will concentrate on the condition and structure of your home and point out observed safety concerns. The home inspection is a visual inspection of the house – home inspectors do not do any destructive testing, nor can they inspect what they cannot see.



HOME INSPECTIONS

WHAT TO EXPECT



A professional home inspector should, at a minimum, inspect the following items:

- Exterior Home Site
- Building Foundation
- Exterior Home Walls
- Roof Coverings, Flashings & Gutters
- Roof Support Structure
- Attic
- Basement
- Insulation Quality
- Garage
- Electrical
- Visible Interior and Exterior Plumbing
- Central Air and Heating System
- Interior Condition of the Home



HOME INSPECTIONS

WHAT TO EXPECT



For more details regarding what a home inspector will inspect, please see the Standards of Practice and Code of Ethics at www.nahi.org. While the Standards provide a minimum guideline for conducting a home inspection, the NAHI Code of Ethics sets a standard of professional behavior for members.

Home Inspectors are generalists – they need to know the home’s many systems and components and how they work, both independently and together. In addition, they need to understand why and how the system(s) fail. Consumers should expect a written report to describe the actual condition of the home at the time of the inspection and to provide an indication of the need for major repairs.



HOME INSPECTIONS

WHAT NOT TO EXPECT



WHAT NOT TO EXPECT

Home Inspectors do not do any destructive testing, nor do they have x-ray vision. Consumers should not expect their reports to include the condition of every nail, wire or pipe in the home. The Home Inspector is primarily concerned with pointing out adverse conditions and/or safety-related concerns, rather than small or cosmetic items, which are considered readily apparent to the buyers.



HOME INSPECTIONS

WHAT NOT TO EXPECT



In addition, the homebuyer should not expect the inspector's report to serve as a guarantee that the home's components will never fail or need repair at some point in the future. No house is perfect – they all need regular maintenance and repair.

***** The main thing to expect when having a home inspection is that, there is something wrong with EVERY home. Even if that home was built yesterday. The purpose of the home inspection isn't to find a flawless, perfect home. It's to ensure that there aren't any repairs or safety issues that could become costly after closing.**





Call Us Today! (808) 636-9032

WE ARE AVAILABLE SEVEN DAYS A WEEK TO PROVIDE YOU WITH SERVICE.

Please contact us to schedule your home inspection today. Mahalo!

 **808.636.9032**



CERTIFIED HOME INSPECTIONS

INFRARED THERMAL IMAGING

DRONE IMAGES OF HOME & PROPERTY

STRUCTURAL INTEGRITY

PLUMBING & ELECTRICAL

LEAD PAINT INSPECTION



www.alohahomeinspect.com · Email: kaimikawaiHI@gmail.com



We Have A Lot In Common.

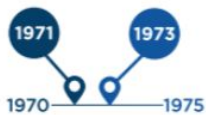
New RE/MAX® and American Home Shield® relationship makes us even stronger together.



Visit ahs.com/realestate or Call 800 735 4663 for more information

Together, RE/MAX and American Home Shield can deliver an even higher level of service to our mutual real estate clients by building on our strengths. Let's work together to help real estate clients from listing to closing and beyond.

As two leading companies with one shared goal of exceeding client expectations, our dynamic new business relationship brings together key synergies and similarities:



American Home Shield founded the home warranty industry in 1971 and RE/MAX was founded in 1973.



American Home Shield and RE/MAX both pioneered their industries with revolutionary ideas and business strategies.



American Home Shield and RE/MAX continue to innovate and lead today.



Since 1999, RE/MAX has held the number one market share in the U.S. and Canada as measured by total residential transaction sides completed by its agents.



American Home Shield is the industry leader and largest home warranty provider in the U.S. with 40% of market share.

Contact your local Account Executive for more information!
ahs.com/realestate/find-a-local-rep





Call **808.236.2847** For Same Day Service

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> PEST CONTROL



Kilauea Pest Control has one of the fastest growing home pest control programs in Hawaii. It's our most popular service and we've gotten pretty good at what we do.

> TERMITE CONTROL



At Kilauea, we provide a variety of options for protecting your home from wood destroying pests such as ground termites, dry wood termites, & powder post beetles.

> BEDBUG CONTROL



We've been providing bedbug control on Oahu for over 10 years and like our other services, we have a breadth of experience & tools to rid your property of bedbugs.

For A Free and Immediate Quote Call Us At (808) 236-2847 (BUGS)





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Access Transactions From Anywhere

With dotloop's iOS and Android app you can create transactions in seconds, and keep deals going by easily adding eSignatures, initials, and other fields on-the-spot, or if you're face-to-face with clients, host in-person signing.

Home Buyers and Sellers Expect More

Delight your clients with a sleek e-signature experience that swiftly turns that dream house into their dream home.



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DocuSign

Your How-To on Electronic Signatures

New to DocuSign? Don't worry, it's easy as 1, 2, 3!

Step 1: Click the link in email



With one click on virtually any internet-enabled device you can access the document and start the document signing process.

Step 2: Follow the DocuSign tabs

Tabs and simple instructions guide you through the signing process. Look for the highlighted tabs that are marked on the document and place your signature and any other additional items!



Step 3: Finish? You're done!



Once you're done signing, click Finish. You're done!





Centralized Showing Service is Now Part of ShowingTime!

Who is ShowingTime?

ShowingTime is the leading showing management and feedback service provider in the real estate industry. With 24/7 availability, agents and sellers can receive optimal service any time of the year.

How does ShowingTime make selling a home easier for sellers?

ShowingTime addresses all aspects of the home selling process, starting with bringing each showing request to seller's fingertips, sending notifications when a showing is complete, tracking showing activity on a listing(s), and consolidating all feedback and activities in easy-to-read infographics.

Sellers love ShowingTime because it's a simple way to stay informed and confirm appointments. Sellers can automatically receive notifications about showings, see feedback from potential buyers and view all activity on their home(s) during the sales process.

Are there any tips for selling a home faster?

Yes, we always recommend making it as easy as possible for agents and buyers to see your home. Talk to your listing agent about which appointment type fits your situation best.

Go & Show - no approval is required and the request can be immediately confirmed. Sellers will receive a notification of the confirmed showing. This is the fastest way for agents and buyers to see a home. You can set up your home for immediate confirmation for times when everybody's out of the house.

Appointment Required - a confirmation must be obtained before the showing may occur. This is great for evenings and weekends.



**CONTACT
INFORMATION
UTILITIES &
ESSENTIALS**

Area Information	Hawaii Visitor Bureau
	1-800-GO HAWAII (1-800) 464-2924
	http://www.gohawaii.com
	Official Website of The Aloha State
	http://www.hawaii.gov
Auto Transportation	C&C of Honolulu
	(808) 532-7700
	http://www.co.honolulu.hi.us/csd
	TheBus
	(808) 848-5555
	http://www.thebus.org
Cable, TV and Phone	Hawaiian Telcom
	(808) 643-3456
	http://www.hawaiiantel.com/
	Spectrum
	(808) 643-1616
	https://www.spectrum.com/

Education	Hawaii State Dept. of Education
	Honolulu (808) 733-4950
	Central (808) 627-7478
	Leeward (808) 299-8000
	Windward (808) 299-5700
	http://www.doe.k12.hi.us
	Hawaii Association of Independent Schools
	http://www.hais.org
Electricity	Hawaiian Electric Company (HECO)
	(808) 548-7311
	http://www.hawaiianelectric.com
Gas	The Gas Company
	(808) 533-5933
	1-866-423-7287
	http://www.hawaiigas.com



**CONTACT
INFORMATION
UTILITIES &
ESSENTIALS**

Shipping/Refuse	Vehicle Shipping	Postal	US Postal Service
	http://www.matson.com		http://moversguide.usps.com
	http://yrc.com/services/hawaii/		
News and Information	Honolulu Dept. of Environmental Services	Taxes	Internal Revenue Service
	(808) 692-5858		1-800-826-3676
	http://www.opala.org		http://www.irs.gov/taxtopics/tc157.html
Pets	The Honolulu Star Advertiser		State of Hawaii Dept. of Taxation
	(808) 529-4747		http://www.state.hi.us.tax
	http://www.staradvertiser.com		
	Pacific Business News		Real Property Assessment Division
	(808) 988-7151		(808) 527-5511
	http://bizjournals.com/pacific		(808) 527-5539
Voter Registration	Hawaiian Humane Society		http://www.honolulu.gov/rpa
	(808) 483-7151	Office of Elections	
	http://www.hawaiianhumane.org	(808) 523-4293	
		http://www.hawaii.gov/elections/voters/registration/html	
Oahu SPCA		Forms also available at all US Post Office locations	
(808) 754-1519			
http://www.oahuspca.org			



**CONTACT
INFORMATION
UTILITIES &
ESSENTIALS**

Water	Board of Water Supply	
	(808) 748-5000	
	http://www.hbws.com	
Medical Facilities	Pali Momi Medical Center (Aiea)	(808) 486-6000
Open 24 Hours		
	Kahi Mohala (Ewa Beach)	(808) 671-8511
	Queen's Medical Center - West (Ewa Beach)	(808) 691-3000
	Kaiser Permanente Moanalua Medical Center (Honolulu)	(808) 432-0000
	Kapiolani Medical Center for Women & Children (Honolulu)	(808) 983-6000
	Kuakini Medical Center (Honolulu)	(808) 536-2236
	Queen's Medical Center (Honolulu)	(808) 691-1000
	Shriners Hospital for Children (Honolulu)	(808) 941-4466
	Straub Medical Center (Honolulu)	(808) 522-4000
	Kahuku Medical Center (Kahuku)	(808) 293-9221
	Adventist Health Castle (Kailua)	(808) 263-5500
	Wahiawa General Hospital (Wahiawa)	(808) 621-8411



RE/MAX ALOHA HOMES commitment to service for marketing your property is designed to provide you with the quickest sale, most solutions, and best profit possible. The following are the steps I take to get a home sold using a proactive approach:

- ✓ Submit your property to the Multiple Listing Service (MLS) and to use marketing techniques designed to encourage other agents to show your property. We will set up all showing appointments for your home and positively promote it to all agents and buyers.
- ✓ Price your home competitively to open the market.
- ✓ Promote your home at our company sales meeting.
- ✓ Conduct a room by room survey of the home and advise you of any additional changes that could make your property more marketable.
- ✓ Develop a list of features of your home for the brokers to use with their potential buyers.
- ✓ Have your home featured on major marketing engines or /websites.
- ✓ Suggest and advise any changes that you may want to make in your property to make it more appealing to buyers.
- ✓ Constantly update you regarding any changes in your marketplace.
- ✓ Prospect for potential buyers.
- ✓ Contact buyer leads, spheres of influence and past clients for their referrals and prospective buyers.
- ✓ Add additional exposure through a professional marketing signage.
- ✓ Whenever possible, prequalify the prospective buyers.
- ✓ Keep you updated on the various methods of financing that a buyer might want to use.
- ✓ Whenever possible, have the cooperating brokers in your area tour your home
- ✓ Follow up with the agents who have shown your home for feedback.
- ✓ Assist you in arranging interim financing if necessary.
- ✓ Represent you on all offer presentations and assist you in negotiating the best possible price and terms.
- ✓ Handle all the follow up upon a contract being accepted.
- ✓ Deliver your check at closing



What to Expect/Answers to Frequently Asked Questions

1. When will my home be in the MLS? Allow for 72 hours.
2. When will the property photos be uploaded? Allow for 72 hours.
3. When will the “for sale” sign and Sentrilock lockbox be installed? As soon as we have secured the copies of the keys.
4. When will showing appointments begin? As soon as the lockbox is in place and necessary contact information for any occupant(s) is secured.
5. What are showing procedures? It is highly recommended to vacate the property during showings.
6. What can I expect from the scheduling process for showings? Agents run early, late, unexpectedly show up and cancel last minute. We do apologize in advance for any inconvenience.
7. Who shows my home? Only licensed realtors.
8. How are sign and advertisement calls handled? We respond to inquiries within 48 hours of receipt.
9. How are open houses scheduled and executed? Open houses are confirmed 5-7 days in advance. Customized advertising is generated and distributed to all marketing networks. Another real estate agent may host the open house.
10. Where do buyers come from? Advanced marketing strategies are implemented to attract qualified prospective buyers.
11. What do you do to sell my home? See the commitment to service for more details.
12. What is your availability? When and how is the best way to contact you? When calling, please leave a detailed message so we can call back with an answer to the question. See the cell phone usage policy for more details.
13. What if I get an offer below asking price?
We recommend to always counter offer, unless the offer is contingent.



What to Expect/Answers to Frequently Asked Questions

14. How often will I be in touch with you? We will provide you with frequent email and phone update and answer your questions as needed
15. Why do some homes sell and some don't? Typically, a prospective buyer will be receiving market information from a licensed Realtor.
16. What are the signs that you may need a price reduction? Most often this is determined by the number of days on the market and the showing feedback we receive.
17. How are price reductions calculated? To have a meaningful impact in this market, price reductions should be no less than 3% of the listing price. In a slower market, 4-6% may be necessary.
18. What happens once your home is in escrow? When all the conditions of the sale are met, escrow releases the funds and documents to all parties, completing the transaction.
19. What do I need to do to have the home ready at closing? Your home must be professionally cleaned, keys and garage door opener(s) transferred, among other details.
20. What can I expect the selling process to be like? Real estate is not an exact science and is not 100% predictable. Problems, questions, and concerns will come up. Please do not hesitate to reach out if you have any questions or concerns!

Please let us know if there are any other questions we can answer for you!



Home Selling Process



Qualification Process



Initial Buyer's Consultation



Location, Wants, & Needs



Due Diligence & Marketing



Public Open Houses
Brokers Open



Is this Property
a Good fit and
Great value for
the Buyer?



Is the Buyer ready
to send an offer?
Are we going to
respond?



Offer Accepted?
Counter Offer?



Escrow Due
Diligence



Closed, Sold,
Recorded
Congratulations!



Listing Paperwork: Exclusive Right to Sell
Listing Agreement Addenda to Review & Sign

RE/MAX[®]
ALOHA HOMES



CMA – Comparable Sales & Market Analysis
Comparable Sales & Marketing Analysis (CMA)

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EASY EXIT LISTING AGREEMENT

What is your biggest fear when you list your home with a real estate agent? It's simple. You worry about being locked into a lengthy listing agreement with a less than competent real estate agent, costing your home valuable time and exposure on the market.

Well, worry no more. Ray Prosek (RB- 22498) and his Support Team takes the risk and the fear out of listing your home with a real estate agent.

How? Through our EASY EXIT Listing Agreement.

When you list your home through our EASY EXIT Listing Agreement, you can cancel your listing with us at any time. No hassles. It's easy!

You can cancel your listing anytime

You can relax, knowing you won't be locked into a lengthy contract.

Enjoy the caliber of service confident enough to make this offer.

Only one restriction applies...we ask that you voice your concern and give us seven 7 days to try and fix the problem. That seems fair, doesn't it? If we can't fix any concerns within the seven day period, you are free to withdraw your listing.

Very respectfully,

Ray Prosek

Principal Broker - Real Estate Expert (RB-22498)

RE/MAX ALOHA HOMES (RB-22639)

"Performance and Elite club results instead of promises"



Professional Distinctions & Career Awards:

- * **Lifetime Achievement** RE/MAX Award & The **Hall of Fame** RE/MAX Award

SALES AWARDS:

- * **2019- #1 RE/MAX Team IN HAWAII/USA**
- * **2018- Distinguished Realtor** © (Award Recipient Recognized as the Top 1% in USA)
- * **2017- Diamond Club Team** Award,
- * **2016- Titan Club Team** Award,
- * **2015- Titan Club** Award,
- * **Top 1% Agent of all the Realtors in USA** (+2.7 Million Agents in USA)

#1 Overall RE/MAX Top Producer of the Year on Oahu for 2017

Best in Real Estate Award (Top Hawaii Agent and Broker) by Honolulu Magazine for 2017



HOW TO EVALUATE MARKET RESPONSE TO YOUR LISTING:

AGENTS ARE NOT SHOWING YOUR HOME: They have determined that the home either may not meet their client's needs or that it may not be priced fairly for the market.

AGENTS ARE BRINGING BUYERS, BUT NO OFFERS ARE COMING IN: Your home meets client needs, but buyers may be finding better properties on the market for the price.

In either case, this is an indication that your home may not be priced at current market value.

MARKET VALUE OF YOUR HOME

EVALUATE YOUR LISTING

The market value of your home *is not*:

- What you have in it
- What you need to get out of it
- What it is appraised for
- What you heard your neighbor's house sold for
- What the tax office says it is worth
- Based on memories and treasures
- Based on the price of homes where you are moving

As a seller you control:

- The price you ask
- Condition of the property
- Access to the property

The market value of your home *is based on*: What a buyer is willing to pay for the property - *today*

- Today's market
- Today's competition
- Today's financing
- Today's economic conditions
- The buyer's perception of the property condition
- Location
- Normal market time

As a seller you **DO NOT** control:

- Market condition
- The motivation of competition
- Buyer's perception of value



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PLANNING TO SELL

A homeowner's checklist to prepare your home.

So you're planning to sell your home. You and your real estate broker have decided on a price, based on current market values, but your home may sell faster and bring a higher price if it shows well. Potential buyers will get the best impression if your home is clean, neat, uncluttered, in good repair, light, airy, fragrant, and quiet. This checklist will help you get your home ready to show. Here are a few general guidelines:



CLEAN EVERYTHING. Cleanliness signals to a buyer that the home has been well cared for and is most likely in good repair. A messy or dirty home will cause prospective buyers to notice every flaw.

UNCLUTTER YOUR HOME BEFORE YOU SHOW IT. Have a garage sale. Empty closets. Throw away what you can't sell. The less "stuff" in and around a home, the roomier it will seem.

LET THE LIGHT IN. Raise the shades. Open the blinds. Pull back the curtains. Put brighter bulbs in all the lamps (but not bright enough to cause a glare). Bright, open rooms feel larger and more inviting. Dark rooms feel small and gloomy.

LET FRESH AIR IN. Get rid of odors that may be unfamiliar or unpleasant. People are most often offended by odors from tobacco, pets, cooking, and musty or sour laundry. Fresh flowers and potpourri can be used to your advantage. Other smells that attract positive attention include fresh baked bread and cinnamon.

FIX ANYTHING THAT IS BROKEN. This includes plumbing, electrical systems, switches, windows, TV antennas, screens, doors, and fences; if it can't be fixed, replace it or get rid of it (no window screens are better than broken ones).

A buyer will make a much lower offer if your house is in disrepair and will probably still insist that everything be fixed before taking occupancy. You're better off if you leave potential buyers no reason to offer less than you are asking.

SEND PETS AWAY or secure them away from the house when prospective buyers are coming. You never know if people will be annoyed or intimidated by your pets or even allergic to them. And you never want a prospective buyer to have to avoid animal droppings.

SEND THE KIDS TO GRANDMA'S or take them on a walk around the block. Children can be noisy and distracting to someone interested in looking at a home.

PAINT. There's nothing that improves the value of a home for a lower cost than a fresh coat of paint. And it's so often easier to paint a room than it is to scrub it. Stick with neutral colors - off-white is the safest. Be sure to avoid black, violet, and pink.

KEEP NOISE DOWN. Silence is a restful sound that offends no one. Turn off the TV and radio. Soft instrumental music is fine but avoid vocals. If necessary, close the windows to eliminate any street noise.

FIX SQUEAKY FLOORBOARDS. Don't run any noisy equipment like a vacuum cleaner or table saw while people are looking at your home, and if possible, ask your neighbors to avoid irksome noises.

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11 TIPS FOR SELLERS



By Zeta Cross

NEVER TURN DOWN A SHOWING

Remember the Murphy's Law of real estate: Whenever it is inconvenient, the appointment center will call.



LEAVE THE LIGHTS ON

Buyers decide within 30 seconds if they like a house. Opening the door to a welcoming and cheery bright room impacts a buyer's emotions.



CRANK THE AC

On a hot day, that air conditioning might be just the feature that gets the buyers to make an offer.



HUMOR THE NOSY NEIGHBORS

Chances are good that someone in the neighborhood knows someone who might be the perfect buyer for your house.



STAY 'SHOW WORTHY'

The cleaning and decluttering never stops. Cooking smells, pet odors, wet towels in the bathroom — all signs of normal life need to go.



FIDO CAN COST YOU \$10K

That is no exaggeration. Sellers cancel showings every day because they can't get home to walk the dog.



TONE DOWN THE KIDS' ROOMS

It pays to minimize the 'Star Wars' and princess decor — no matter how well-done.



KEEP YOUR STUFF SAFE

Don't create temptation by leaving cameras on the coffee table, diamond earrings on the dresser or prescriptions in the bathroom.



DON'T GET SUED

Get rid of tripping hazards, like small rugs. Make sure flooring is not loose or uneven.



MAKE YOURSELF SCARCE

Innocent questions from buyers can cost you.



TREAT IT LIKE A BUSINESS

The agent should handle the buyers until it is time to hand them the keys.



This checklist will help you get your home ready to show

EXTERIOR

Replace, repair, and/or paint any damaged:

- Plaster
- Wood siding
- Trim
- Rain gutters
- Shutters
- Doors
- Window frames
- Glazing
- Screens
- Hardware
- Fences/gates
- Outdoor lighting

LANDSCAPING

- Mow/edge lawn regularly
- Aerate/feed lawn
- Overseed bare spots in lawn
- Water lawn regularly
- Remove/replace dead plants
- Prune overgrown/diseased/damaged shrubs
- Prune or remove shrubs/trees blocking window view

Clean/wash:

- Siding
- Windows
- Screen
- Outdoor BBQ
- AC unit
- Pool/spa
- Clean around service areas/trash cans
- Haul away rubbish
- Straighten woodpile
- Repair leaky faucets
- Clean up pet droppings
- Paint or varnish doors
- Stake up any sagging trees
- Keep flower beds free of weeds
- Trim around base of walls and fences
- Replace any broken stepping stones
- Adjust any sprinkler system
- Install fences or shrubs to hide any unsightly views

- Make sure doorbell/knocker works
- Paint or replace street numbers on house
- Make sure septic tank is odor free
- Clean oil stains from driveway/street
- Patch/reseal driveway

Put 100-watt light bulbs in:

- Porch lights
- Carport
- Garage

Repair or remove any broken or damaged landscape accessories such as:

- Fences
- Walls
- Gazebos
- Fountains
- Trellises or planters



This checklist will help you get your home ready to show

ALL ROOMS

Clean especially around:

- Doors
- Windows
- Light switches
- Baseboards
- Chair rails
- Wash lace curtains and have draperies cleaned
- Remove or pull back dark curtains
- Lubricate window slides (soap for wood silicon or a candle stump for metal)
- Lubricate doors if necessary
- Clean ceiling light fixtures
- Check for cobwebs in all corners
- Fix any scratches in wooden floors
- Replace worn/broken flooring
- Remove or replace worn carpet
- Use area rugs where needed
- Empty wastebaskets
- Make the beds
- Fluff the pillows

KITCHEN

Clean/wash:

- Keep dishes and food out of sight
- Clean appliances
- Clean range hood, including light bulbs
- Clean behind appliances
- Keep floor clean
- Clean light fixtures
- Make sure all electrical outlets work
- Eliminate cooking odors
- Deodorize garbage disposal, dishwasher, and refrigerator
- Repair faucets
- Put fresh shelf paper in cabinets
- Organize cupboards
- Clean under sink
- Replace garbage disposal gasket to reduce noise



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This checklist will help you get your home ready to show

BATHROOMS

Keep them spotlessly clean:

- Shine mirrors
- Keep wastebaskets empty/clean
- Clean out cabinets and remove nonessentials
- Keep fresh, clean towels on towel racks
- Clean shower door - if sliding door, keep track well lubricated
- Remove soap residue, mildew and mold from sink/tub/shower
- Remove stains from porcelain sink/tub/toilet
- Replace shower curtain
- Clean title grout
- Make sure toilet flushes properly; replace mechanism if necessary
- Clean exhaust fan, heater; replace if broken or noisy

CLOSETS

- Keep closets clean and free of clutter
- Throw out or pack away nonessentials
- Adjust/repair sliding doors
- Lubricate sliding door hardware
- Paint, if needed

LAUNDRY AREA

- Clean out area behind washer/dryer
- Eliminate any mildew odors

BASEMENT

- Eliminate any signs of dampness
- Check for and eliminate cracks

HEATING/AIR CONDITIONING UNIT

- Vacuum
- Replace filter
- Clean intake vent
- Remove any stored items

GARAGE/CARPORT/ SHED

- Install 100-watt light bulbs
- Keep area clean/uncluttered
- Hang up/put away tools
- Clear away any cobwebs
- Remove oil/paint stains from floor
- Adjust tension rod to eliminate sag from overhead garage door
- Lubricate/adjust/repair garage door opener
- Paint if needed



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HOW TO PACK UP YOUR HOUSE

Pack by rooms

Keep similar room items together (books, CDs, kitchen utensils etc.)

Car check

Get your car serviced and tyres checked well before the journey.

Get organised

Tape names to doors to assist movers; map out floor layouts so movers know what's going where.

Store things you love

Think about putting large furniture items into storage until you've settled into your new home.

Check the utilities

Check all light switches, appliances, taps and toilets in your new home. If anything's broken, address it before you settle in.

Small boxes for books

Don't put books into the biggest boxes. Books get very heavy fast. Use small paperbacks to fill the sides of the box if there's space.

Personal boxes

Use brightly coloured boxes so each family member can fill theirs with items they'll need right away!

Recycle

If you don't want it, recycle it or sell it before the packing starts.

Cleaning kit

You may want to clean your old home once everything is packed up or tackle basic cleaning when you arrive at your new home. Pack all the essentials in a handy kit.

Use cushions

When packing fragile items like dishes, use tablecloths or towels to protect them.

MOVING? COMPANIES THAT HELP WITH MOVING



Coleman Worldwide Moving

FREE Moving Quote
(808) 348-7348



Quick N Quality Movers & Trucking LLC

Serving Honolulu and Surrounding Area
808-987-7813



Island Movers, Inc.

3017 Ualena Street, Honolulu
808-833-1611



Aloha International Moving Service

91-291 Kalaeloa Boulevard, Kapolei
808-682-2500



Aloha Family Moving & Storage Company

60 N. Beretania Street, Honolulu
808-664-4926

Kama'aina Movers

2630 Kapiolani Boulevard, Honolulu
808-275-7155



Worldwide Moving & Storage

91-313 Kauhi Street, Kapolei
808-682-3722



MOVING CHECKLIST



SIX WEEKS BEFORE:

- Create an inventory sheet of items to move.**
- Research moving options.** You'll need to decide if yours is a do-it-yourself move or if you'll be using a moving company.
- Request moving quotes.** Solicit moving quotes from as many moving companies and movers as possible. There can be a large difference between rates and services within moving companies.
- Discard unnecessary items.** Moving is a great time for ridding yourself of unnecessary items. Have a yard sale or donate unnecessary items to charity.
- Packing materials.** Gather moving boxes and packing materials for your move.
- Contact insurance companies.** (Life, Health, Fire, Auto) You'll need to contact your insurance agent to cancel/transfer your insurance policy. Do not cancel your insurance policy until you have and closed escrow on the sale.
- Seek employer benefits.** If your move is work-related, your employer may provide funding for moving expenses. Your human resources rep should have information on this policy.
- Changing Schools.** If changing schools, contact new school for registration process.

FOUR WEEKS BEFORE:

- Contact utility companies.** Set utility turnoff date, seek refunds and deposits and notify them of your new address.
- Obtain your medical records.** Contact your doctors, physicians, dentists and other medical specialists who may currently be retaining any of your family's medical records. Obtain these records or make plans for them to be delivered to your new medical facilities.
- Note food inventory levels.** Check your cupboards, refrigerator and freezer to use up as much of your perishable food as possible.
- Service small engines** for your move by extracting gas and oil from the machines. This will reduce the chance to catch fire during your move.
- Protect jewelry and valuables.** Transfer jewelry and valuables to safety deposit box so they can not be lost or stolen during your move.
- Borrowed and rented items.** Return items which you may have borrowed or rented. Collect items borrowed to others.



MOVING CHECKLIST



ONE WEEK BEFORE:

- Plan your itinerary.** Make plans to spend the entire day at the house or at least until the movers are on their way. Someone will need to be around to make decisions. Make plans for kids and pets to be at the sitters for the day.
- Change of address.** Visit USPS for change of address form.
- Bank accounts.** Notify bank of address change. Make sure to have a money order for paying the moving company if you are transferring or closing accounts.
- Service automobiles.** If automobiles will be driven long distances, you'll want to have them serviced for a trouble-free drive.
- Cancel services.** Notify any remaining service providers (newspapers, lawn services, etc) of your move.
- Start packing.** Begin packing for your new location.
- Travel items.** Set aside items you'll need while traveling and those needed until your new home is established. Make sure these are not packed in the moving truck!
- Scan your furniture.** Check furniture for scratches and dents before so you can compare notes with your mover on moving day.
- Prepare Floor Plan.** Prepare floor plan for your new home. This will help avoid confusion for you and your movers.

MOVING DAY:

- Review the house.** Once the house is empty, check the entire house (closets, the attic, basement, etc) to ensure no items are left or no home issues exist.
- Sign the bill of lading.** Once your satisfied with the mover's packing your items into the truck, sign the bill of lading. If possible, accompany your mover while the moving truck is being weighed.
- Double check with your mover.** Make sure your mover has the new address and your contact information should they have any questions during your move.
- Vacate your home.** Make sure utilities are off, doors and windows are locked and notify your real estate agent you've left the property.

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MOVING ADDRESS CHANGE CHECKLIST



Here's a list of people, businesses & organizations who will need to know you've moved to a new location. Changing addresses is easy when you know who needs your updated info!

THE ESSENTIALS:

- Request a "Change of Address" form at a USPS post office
- Friends and family

FINANCIAL INSTITUTIONS:

- Banks and credit unions
- Credit card companies (including department store cards)
- Lenders (mortgage, home equity, auto, student loan)
- Insurance companies (health, renters, auto, home, medical, dental, disability, life)
- Retirement (pension plans, 401K, retirement accounts, Social Security, Veterans Affairs)
- Investments (investment agencies and brokers)

UTILITIES:

- Phone services (cellular, land line)
- Electric
- Heating Oils (gas, oil, propane or other fuels)
- Water (water delivery, water treatment)
- Sewer
- Waste Disposal
- Internet (land line, wi-fi and satellite)
- Television (cable or satellite TV)

GOVERNMENT OFFICES:

- Department of Motor Vehicles
- IRS
- Passport Office
- Veteran Affairs
- Unemployment Office (if you are currently receiving unemployment benefits)

JOBS:

- Notify the Human Resources department
- Update your personal marketing materials (business cards, websites, resumes)
- Employment agencies (temp agencies and recruiters)
- Professional Memberships (licensing and certification boards)
- Past employers (for W-2)

HEALTH:

- Physicians (doctors, dentists, optometrists, etc.)
- Pharmacies
- Health insurers (HMOs, DMOs, agencies and brokers)

SERVICE PROVIDERS:

- Cable company
- Phone company
- Housecleaning services
- Delivery services
- Accountants
- Childcare (day-care center, baby sitters)
- Lawn care service
- Veterinarian (including pet groomer, pet sitters, and microchip service)
- Pool services
- Lawyers

AUTOMOBILE:

- Auto insurers (insurance agencies and brokers)
- Auto lenders (car dealership, bank or loan place)
- Department of Motor Vehicles (changing your vehicle registration)
- Membership clubs (AAA or similar)
- Parking permits
- Warranty (if a car warranty is still in place)
- Toll pass (Fast Lane, EZ Pass)

MEMBERSHIPS:

- House of worship (churches, synagogues, mosques)
- Health clubs
- Community groups (PTA, neighborhood associations, civic clubs)
- Children's extracurricular activities (dance classes, music lessons, sport clubs)
- Social clubs, community centers

SUBSCRIPTIONS:

- Newspapers
- Magazines (The USPS will only forward magazine subscriptions for two months)
- Movie subscriptions (streaming services or other)
- Book and music clubs
- Mail order houses

OTHER:

- Air miles reward program
- Register to vote!
- Update personal websites
- Children's schools



PET MOVING CHECKLIST



Pets have many needs which become complicated when moving from one place to another. This moving checklist for pets lists all of the hurdles of pet relocation.

A MONTH BEFORE MOVING YOUR PET:

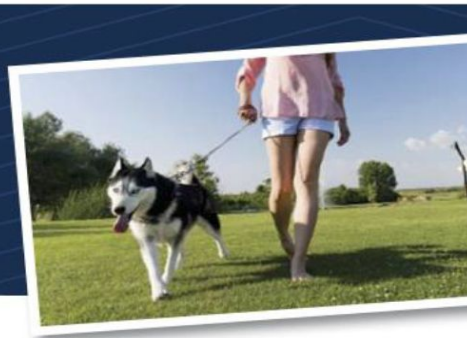
- Visit the veterinary office.** Make sure to pick up your pet's medical records before leaving your former home. Have your pet vaccinated and stock up on any pet meds needed until you settle into your new home. If your move is difficult for a pet, ask your vet to prescribe sedatives to be given on and around moving day.
- Update your pet ID tags.** Have new tags created with the pet's name and your new contact information.
- Check licensing laws.** Contact the proper authority in your new location for information on pet licensing requirements. Secure a valid license for your pet.

MOVING DAY FOR PETS:

- Temporary residence.** Your pet is best kept away from all your moving day activities. They'll likely get agitated when seeing items being removed from the home. Have pets stay with friends or board them in a kennel for the day.
- Transporting your pet.** If you are driving a car, make sure to take plenty of breaks to minimize the chance your pet gets carsick. If your pet is temperature or moving sensitive, cover their cage with a blanket and keep them in a temperature regulated environment. If your pet becomes easily stressed, consider giving them sedatives.
- Settling into your new home.** Once you are somewhat settled into your new home, let your pet roam around and get used to the new space. Since pets will initially be confused about their new surroundings, keep them confined or leashed until you are certain they will not run away from home. Pets that are stressed and confused can be kept confined in a small room with their bed, toys, and other items.
- If your pet has a microchip, contact the company and provide your updated contact information.



PET MOVING CHECKLIST



UNUSUAL PET MOVING CIRCUMSTANCES:

- Flying with your pet.** If your move requires flying with your pet, check with your airline to see what requirements they may have for pet travel. Try to choose nonstop flights since pets may become unsettled by air pressure changes and airport handling.
- Moving pets internationally.** Those moving to another country should check with that country's embassy or consulate about any quarantine or health issues related to pet moving. If moving a bird, make sure to secure proper documentation required by the Convention on International Trade in Endangered Species.
- Moving fish.** Your local pet store is the best resource for getting information on relocating fish. Depending upon your move, they will have the knowledge and supplies needed for moving fish.

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MOVING WITH YOUNG KIDS



Your family's move can be an exciting time for you and your children. It can also be a stressful and sad time. Moving represents change which can be difficult at any age. Sharing and reading picture books about moving is a great way to prepare kids for what's ahead and give voice to the range of feelings that they may be experiencing.

Most children have an adventurous, curious side to them. Try appealing to this side when telling them that the family is moving. This way, you'll help them view the move as an experience that can lead to exciting discoveries.

Even in their excitement, young children will feel sadness at leaving familiar people, places and activities. Help your kids with concrete ways to make the "old place to the new place" transition. Following are some tips for you to help your young children cope with the move.

Telling Younger Children About The Move

- Explain where and why you are moving.
- Highlight benefits of moving that your kids can understand.
- Use maps and pictures to help illustrate where you are going and make the move more concrete.
- Reassure them that their life won't change dramatically.

What To Expect

Moving to a new place can affect a child's behavior and emotions. Toddlers and young children are egocentric. When you show stress, they may think it's because of something they did. Be mindful of your emotions and actions in their presence and give them plenty of reassurance.

Younger kids may be the most eager members of your moving team. Let your kids help by assigning tasks you know they can handle.

Moving Tips

- Make a list of all the questions your child has about moving.
- Create an address book.
- Be sure to allocate enough time to say your special goodbyes.
- Make a last visit to their favorite places.
- Plan their new bedroom.

Helpful Advice From Parents Who Have Been There

- Keep your kids in the loop on important moving information.
- Visit the new school and community before you move.
- Try to keep things and routines familiar.
- Set up a toddler's new room similar to their old one.
- Think about volunteering at school. It might be nice for your child to have a reassuring presence in an unfamiliar environment.

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