

Seller CTC Basic



Summary: Once your sellers have an accepted contract on their home, Knoche Place Like Home will facilitate the contract to the closing table! KPLH will ensure you're your clients have top notch service throughout the process and will keep you apprised, as the agent, as things are brought forth. Communication between the co-op agent, lender, title company and sellers will be streamlined with KPLH. Timelines will be upheld and communicated with all parties as milestones are met.

- TC to receive Package Intake Form from Agent (TC will begin process within 24 hours of intake form being received, unless received on weekend, then process would begin on next working day)
- TC to gather contract and required docs from DotLoop/Docusign or via a PDF
- TC to ensure all required contract docs are in compliance and signed
- TC to mark the property pending in MLS (if MLS access permitted)
- TC to prepare timeline to closing for seller & email the timeline, copy of the contract & agency disclosure (and additional seller signed docs) in a congratulations email and CC agent
- Send text introduction to client, as well
- TC to send congratulations email to Co-op Agent along with list of key contractual due dates and CC agent
- TC to send an intro email to the buyers lender and CC agent
- TC ensure EM has been received and will request receipt from the buyer's agent
- TC to send agent due date reminders for EM due date, inspection due date, and HOA docs in calendar reminders
- TC to monitor contract due dates such as ITP, insurance deadline, appraisal has been scheduled/completed/ETA from appraiser, conditional approval, CTC
- TC will communicate with the seller and listing agent when the above mentioned have been completed (inspection, appraisal, etc.)
- TC to communicate with title company and execute realtor closing questionnaire (including seller authorization form); if possible, agent sheet will be loaded in DotLoop/Docusign
- TC to work with Agent on the closing date and send closing details (date/time/location) to the seller and CC agent; will add closing to agent's calendar
- TC to connect with the title company to receive ALTA, TC to review and send to the seller and CC agent
- TC to send "Happy Closing Day" text to clients
- TC to mark listing closed in MLS (if MLS access permitted)

PRICE - \$200

Seller CTC Ultra



Summary: In addition to all items covered in Seller CTC Basic, Knoche Place Like Home will also send HOA docs to the co-op agent, will collect inspection receipts and walk through/key exchange worked out between the co-op agent and listing side. In addition, Knoche Place Like Home will wrap up the sale with a congratulations email requesting a review on the agent's behalf, as well as ensure a complete file in DotLoop or DocuSign with a copy of the settlement statement uploaded after closing.

- TC to receive Package Intake Form from Agent (TC will begin process within 24 hours of intake form being received, unless received on weekend, then process would begin on next working day)
- TC to gather contract and required docs from DotLoop/DocuSign or via a PDF
- TC to ensure all required contract docs are in compliance and signed
- TC to mark the property pending in MLS (if MLS access permitted)
- **TC to cancel any upcoming showings in ShowingTime if not showing for backups**
- TC to prepare timeline to closing for seller & email the timeline, copy of the contract & agency disclosure (and additional seller signed docs) in a congratulations email and CC agent
- Send text introduction to client, as well
- TC to send congratulations email to Co-op Agent along with list of key contractual due dates and CC agent
- TC to send an intro email to the buyers lender and CC agent
- TC to ensure EM receipt has been received and will request receipt from the buyer's agent
- **TC to ensure HOA docs are sent to co-op agent**
- TC to send agent due date reminders for EM due date, inspection due date, and HOA docs in calendar reminders
- TC to monitor contract due dates such as ITP, insurance deadline, appraisal has been scheduled/completed/ETA from appraiser, conditional approval, CTC
- TC will communicate with the seller and listing agent when the above mentioned have been completed (inspection, appraisal, etc.) **all negotiations on inspections/appraisals done by the agent
- TC to communicate with title company and execute realtor closing questionnaire (including seller authorization form); if possible, agent sheet will be loaded in DotLoop/DocuSign
- **TC to gather utility information from the seller to provide to the buyer's agent**
- **Collect the inspection receipts from items noted in the defect notice, if any, from the seller to provide to the buyer's agent**
- TC to work with Agent on the closing date and send closing details (date/time/location) to the seller and CC agent; will add closing to agent's calendar
- TC to connect with the title company to receive ALTA, TC to review and send to the seller and CC agent
- **TC to work with co-op agent to confirm walk through and how to handle keys if necessary and CC agent**
- TC to send "Happy Closing Day" text to clients
- TC to mark listing closed in MLS (if MLS access permitted)
- **TC to enter copy of ALTA in DocuSign/DotLoop**
- **TC to send Follow Up After Closing Email to congratulate, request new address, request a review on behalf of the agent (and TC) and send the signed ALTA for their reference**

PRICE - \$250