

# BUYER HANDBOOK



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# WELCOME TO KEYS TO THE CAROLINAS

OUR

## *Mission*

Our mission is to be an integrous and authentic real estate resource while empowering clients with enhanced awareness and evolutionary education in the homebuying process. We aspire to keep our clients apprised of the myriad of options available to them so that they are positioned to make the best decisions for themselves and for their lives.

OUR

## *Vision*

Our goal is to set a continuous standard of excellence for our clients and our brand. We believe for us to best serve our clients we need to be prepared, persistent, and passionate. By setting a standard of excellence in this way, we know we can achieve excellence in every capacity. Our rapport as a team is one that reaches and resonates into our client connections as well.

OUR

## *Values*

We value relationships and let this guide us as we work to be an ever presence as a household brand. We value commitment and consistency and connections that give agents support and hereby our clients. We value family and strive to cultivate a “family feel” as a team and with our clients. While providing this “family” factor we maintain and value unparalleled professionalism in every aspect of real estate.



# MEET OUR TEAM



## APRIL SILVA



The one thing that propelled me into becoming a Realtor, was to be in a position to assist individuals as well as families in realizing the American dream of homeownership. Often times, I hear people say, "I can't buy a home" for various reasons, that simply aren't true. Anyone can become a homeowner, as long as they are willing to do the work and be patient. I feel blessed to be in a position that affords me the opportunities to guide, teach, motivate and in some cases hold people's hands to attain their homeownership goals. In other words, "I got you!" On closing day, you'll hear my favorite phrase, "Thank you for allowing me to be the key, to opening the door of your dreams."

As a native of South Carolina, I understand the numerous intangible benefits of the midlands of SC, as well as other surrounding cities including the unmatched weather, culture, and diversity. I am committed to listening to my clients' and utilizing my negotiating skills to ensure a successful transaction. I have great zeal for helping others. With over 10 years of experience in customer satisfaction, finance, and community involvement, real estate is a natural fit.



## ASHLEY GLIVENS

## CHRISTAL SCARBOROUGH



A native of South Carolina and a believer that all things are possible, I stand firm in this belief when serving my clients. Homeownership is a luxury at any price, and as an agent I believe in providing my clients with a home buying or selling experience that is seamless, stress free, and educational. Servicing my clients with a top tier mindset allows me to not only close the deals for my clients but also educate my clients on how to navigate different housing market trends. With 12 years of experience in client relations, I can provide excellent service to families and investors to achieve any real estate needs.

# MEET OUR TEAM



My keen attention to detail has helped me assist many families find the perfect home that meets their needs. I am hard working and determined to exceed the expectations of my clients. My personal experience with relocating from another state helps me connect with clients moving to SC in a special way. I understand the importance of adapting to a new environment while finding a sense of comfort in the midst of it all.

**JEANINE WILLIAMS**



**SHAMARA EVANS**



I am a charismatic agent with a can-do attitude and a genuine desire and gift for identifying my client's wants and needs and skillfully guiding them to fulfill their real estate goals. A native of Orangeburg, South Carolina, and a current resident of Columbia, South Carolina I understand and appreciate the many unique benefits of life in the Carolinas with its unmatched hospitality, history, and secret gems!

**JOI COBBS**



My journey and my experiences have led me to pursue and excel in real estate. As a synergistic member of the team, I empower families with the possibilities and the reality of home ownership. I am always eager to educate my clients on the layers real estate encompasses. My passion is not only a part of me and the axis on which my brand revolves, it is how my clients and my colleagues identify me.

**TIARA HOLLIDAY**



Born and raised in South Carolina, I have made a name for myself as a dependable real estate professional. I believe in providing a quality service and building genuine relationships with my clients. My passion, knowledge and innovation guarantee a pleasant and satisfying experience for my clients. I take pride in negotiating in my client's best interest and working relentlessly to get your desired results.



# AT A GLANCE

*Coach*  
**WEALTH**  
COACH

**EXIT**  
EXIT OF THE CAROLINAS  
**TOP**  
AGENT  
2017, 2018, 2019, 2020

**OVER 1,000  
FAMILIES  
IN HOMES**

Ranked #59  
BEST REAL ESTATE AGENTS SC 2021

**EXIT**  
*Sapphire*  
Circle  
2020



**TOP**  
**1%**  
AGENT



# TEAM LEAD

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With 16 years of full-service experience, real estate is not only my passion, but also my way of life. I began working in real estate because of my father, who was a general contractor. He provided all the material, labor, equipment, and services necessary for the construction of home projects. Taking an interest in the relationship my father built with real estate agents, I decided I wanted to help people achieve their dreams, but not exactly in the same manner as my father did. I enrolled in real estate courses and became licensed as a broker in SC and NC.

I have been collaborating faithfully with my clients to witness their delight in buying the property of their dreams. My zeal in making someone's vision come to life and starting a new beginning with their family in the home they imagined is what inspires and motivates me from day to day. Once I gain insight into what the client wants, I search for those specifics. My commitment is to consistent genuine customer service and because of that, I am always there. Customer satisfaction is the most important thing to me. Word-of-mouth and authentic testimonials are gems that cannot be bought.

*Chauncey Hilliard*





# WHAT YOUR BUYER'S AGENT CAN DO FOR YOU



## MLS SEARCH

Unlimited access to Multiple Service Listing, which has 99% of the homes for sale in Portland and surrounding areas.



## AVAILABILITY

This is our full time profession. One reason for our continued success is the availability to our clients. We make sure to check in regularly during your search, clear time to show you homes and keep you up to date as we go through the buying process.



## CONTRACT TO CLOSE

A buyer's agent will walk you through the many steps in the timeline of buying a home. Finding the home and negotiating the sales price is only the beginning. The typical closing time frame once we have come to an agreement could be between 30-45 days.



## AUTOMATED SEARCHES

MLS will let me set up an automated search that will email you any new listings that come on the market that fit your personalized criteria.



## REPRESENTATION

A buyer's agent is required to represent you and your best interest. A listing agent, or a sales agent only represents the best interests of the seller or builder.



## NEGOTIATING

Our goal will always be to get you a home at the lowest price possible. I probably won't be able to get a home for half price, but through MLS I will examine all comparable sold properties when preparing an offer.



# CUSTOMIZED COMMUNICATION

No two clients are the same, and we don't expect everyone to like the same type of communication! Some buyers prefer daily communication, others weekly. Some prefer phone contact, some email and others in person. When communicating with me, here is what each option looks like:

**Our phone communication plan:** We will talk weekly (but also immediately if needed) when new listings come on the market (or have a price reduction). We'll also email you the listings and then give you a call so we can make a plan to see the listings that appeal to you.

**Our online communication plan:** We will send you listings daily or weekly via email. We will communicate online about the ones you would be interested in looking at and schedule an appointment to see them.

**Our live communication plan:** We'll meet on a weekly basis—or perhaps more often-- if something comes on the market that I think fits your criteria to a "T". We will sit down and I will show you a preview of the homes that meet your needs, then we will make a plan to go out and tour them.

You can call, text, or e-mail me at any time. I can respond to text messages the fastest.

Please allow 24-hour response time.

You may also contact the members of my team if you need an urgent response.





# VIP BUYER LOYALTY AGREEMENT

AS YOUR BUYER SPECIALISTS, WE WILL:

- \*Secure the best financing program for your specific situation with the lowest interest rate and least expensive closing costs, and have a pre-qualification/approval certificate generated to give you the best competitive advantage in purchase negotiations.
- \*Provide you with regular updates from our Home Hunter Service of all the new properties that match your home buying criteria, so you can drive by and determine which properties you want to see.
- \*Arrange a private showing of any property you want to see, including new construction, bank owned and For Sale by Owner (FSBO) properties.
- \*Discuss the best strategy for making an offer, as well as financing terms, interest rates, cost to close, possession date, inspections, termite/pest/environmental reports, and any questions you might have.
- \*Help you prepare an offer with terms, provisions, special stipulations, amendments, exhibits and addendums weighted in your best interest.
- \*Present the offer on your behalf and negotiate in your favor to help you secure the property at the best possible price and terms.
- \*Recommend extremely competent affiliates that can help with your home purchase, including legal advice, home inspections, appraisals, warranties, homeowner hazard and title insurance.

As Our Client, You Are Also Entitled to the Following BONUSES:

- BONUS # 1** - Contractor Certified Program - We want to ensure your most valuable asset is protected.
- BONUS # 2** - Vendor Support Program - We have negotiated great discounts with amazing vendors to help you with home ownership.
- BONUS # 3** - Our Sell For Free Guarantee which guarantees you that if you are unhappy with your purchase for any reason within 12 months we will sell your home for FREE!
- BONUS # 4** - Our Cancellation Guarantee, which allows you to cancel this agreement at any time if we do not live up to our promises.
- BONUS # 5** - Find a Home Campaign - if you can't find a home listed in the MLS tell us where you want to live and we will talk to the neighborhood to help you find a seller willing to sell.

Please let us know which properties you'd like to see, and be sure to inform other agents, for-sale-by-owners, and builders that **Keys to the Carolinas** is representing you as your exclusive buyers' agent. This agreement automatically expires six months from today's date unless cancelled by either party in writing.

AND REMEMBER...YOU ARE NEVER UNDER ANY OBLIGATION TO PURCHASE ANY PROPERTY!

Buyer: \_\_\_\_\_ Date: \_\_\_\_\_

Buyer: \_\_\_\_\_ Date: \_\_\_\_\_

# VIP BUYER QUESTIONNAIRE

I would like to get to know you better. Please let me know about your favorites.

Home Address: \_\_\_\_\_

Work Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Birthday: \_\_\_\_\_ Hometown & High School: \_\_\_\_\_

## Spouse/Significant Other:

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Anniversary: \_\_\_\_\_

Email: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

## Children: Name(s) and Birthdate(s)

Name: \_\_\_\_\_ Birthday: \_\_\_\_\_ Favorite Candy: \_\_\_\_\_

Name: \_\_\_\_\_ Birthday: \_\_\_\_\_ Favorite Candy: \_\_\_\_\_

Name: \_\_\_\_\_ Birthday: \_\_\_\_\_ Favorite Candy: \_\_\_\_\_

Name: \_\_\_\_\_ Birthday: \_\_\_\_\_ Favorite Candy: \_\_\_\_\_

Pet: Name: \_\_\_\_\_ Type: \_\_\_\_\_ Favorite Treat: \_\_\_\_\_

## My spouse/significant other/best friend would consider me (please circle one):

Straight to the point   Social & Outgoing   Steady & Dependable   Cautious & Perfectly Accurate

## I would consider my spouse/significant other to be (please circle one):

Straight to the point   Social & Outgoing   Steady & Dependable   Cautious & Perfectly Accurate

## Your Favorite Things/ About YOU:

Charity, Cause or Church: \_\_\_\_\_

Beverage (Alcohol or not): \_\_\_\_\_ Starbucks Drink: \_\_\_\_\_

Restaurant for Lunch: \_\_\_\_\_ Restaurant for Dinner: \_\_\_\_\_

Dessert: \_\_\_\_\_ Place to Shop: \_\_\_\_\_

Musician/Group: \_\_\_\_\_ Actor or Actress: \_\_\_\_\_

Athlete or Sports Team: \_\_\_\_\_ Local Sports Team: \_\_\_\_\_

Author or Reading Subject: \_\_\_\_\_ Color: \_\_\_\_\_

Love Language: \_\_\_\_\_ Local Getaway/Vacation Spot: \_\_\_\_\_

Somewhere you have always wanted to go on vacation: \_\_\_\_\_

Something you would never buy for yourself but have always wanted: \_\_\_\_\_

Do you like: Pedicures/Manicures? \_\_\_\_\_ Massages? \_\_\_\_\_ Facials? \_\_\_\_\_

# VIP CANCELLATION GUARANTEE

If you are not completely satisfied with our service as promised, you can cancel your agreement with us. I am so confident that our real estate system will work for you, that I guarantee you the right to cancel our buyer's agreement at any time prior to submitting an offer to purchase a home, with no penalties or obligations, if you feel my service doesn't live up to my promise.

## Cancellation Guarantee

Entering into a buyer's agreement with a real estate agent can be a risky business. Every sales representative will promise the world when it comes to finding you a home, but how many of them can back that up with solid performance? According to a recent survey, more than 80% of home buyers were dissatisfied with the performance of their agent, even if that agent sold them a property. However, most buyer agreements lock you into long term commitments and lengthy broker protection periods with heavy cancellation fees. In other words, it's an agreement your agent can get out of, but you can't.

**I am offering you a way to work with us that is totally risk-free.**

For you, success in real estate is the ability to locate houses faster and for less money than the competition. I'm confident that I can do this for you because our team has already helped over 1,000 families just like you.

My pledge is to provide you with the highest level of service in the real estate industry, and my commitment to this pledge is 100%.

Your right is to evaluate whether I live up to this standard, and to cancel your agreement with me at any point prior to submitting an offer to purchase, with no penalties or obligations, if I fail to deliver the service I promised.

**Keys to the Carolinas Home Buyer**

**\*There is a VIP PROCESSING FEE \$399.**





## CONNECT WITH AN AGENT

### GET PRE-APPROVED

### FIND YOUR NEW HOME

### MAKE OFFER & NEGOTIATE

- ✓ REVIEW CONTRACT TERMS AND TIME LIMIT FOR OFFER
- ✓ NEGOTIATE PURCHASE PRICE
- ✓ HOME INSURANCE OPTIONS
- ✓ FINANCING/PREPARE FOR DOWN PAYMENT & EARNEST MONEY
- ✓ SIGN THE OFFER
- ✓ DELIVER ESCROW CHECK
- ✓ STAY IN CLOSE CONTACT WITH YOUR AGENT

### UNDER CONTRACT

- ✓ SECURE A HOME LOAN
- ✓ ACQUIRE HOME INSURANCE AND SEND PROOF TO LENDER
- ✓ REQUEST LIST OF WHAT CONVEYS PROPERTY
- ✓ SCHEDULE HOME INSPECTION/REPAIRS
- ✓ ACQUIRE A PROPERTY DISCLOSURE FROM SELLER
- ✓ ORDER AN APPRAISAL
- ✓ CONDUCT A TITLE SEARCH
- ✓ SCHEDULE CLOSING
- ✓ CERTIFY FUNDS FOR CLOSING
- ✓ STAY IN CLOSE CONTACT WITH YOUR AGENT, LENDER, AND TITLE COMPANY

### BEFORE YOU CLOSE

- ✓ TRANSFER FUNDS FOR CLOSING
- ✓ RESERVE A MOVING COMPANY SET A MOVING DATE
- ✓ CHANGE YOUR ADDRESS THROUGH USPS, YOUR BANK, AND OTHER INSTANCES
- ✓ SET UP YOUR UTILITIES TO BE ACTIVATED OR TRANSFERRED
- ✓ CONFIRM THAT ALL CONTINGENCIES ARE RECEIVED
- ✓ SCHEDULE THE FINAL PROPERTY WALK-THROUGH
- ✓ DESIGNATE A SAFE, DEDICATED SPACE FOR FINAL PAPERWORK
- ✓ STAY IN CLOSE CONTACT WITH YOUR AGENT, LENDER, AND TITLE COMPANY

### CLOSING DAY:WHAT TO BRING

- ✓ CONNECT WITH YOUR LENDER FOR PAYMENT FUNDS. YOU WILL NEED TO COVER THE COST OF CLOSING AND THE DOWN PAYMENT.
- ✓ BRING A PRINTED CONFIRMATION OF YOUR WIRE TRANSFER
- ✓ GOVERNMENT-ISSUED PHOTO ID(S)
- ✓ SOCIAL SECURITY NUMBERS
- ✓ HOME ADDRESSES FOR LAST 10 YEARS
- ✓ PROOF OF HOMEOWNER'S INSURANCE
- ✓ YOUR COPY OF THE CONTRACT
- ✓ YOUR CHECKBOOK

### CLOSING DAY

- ✓ SIGN CLOSING DISCLOSURE, PROMISSORY NOTE, AND ALL OTHER DOCUMENTATION
- ✓ TITLE TRANSFER
- ✓ DEED DELIVERY
- ✓ SAVE YOUR PAPERWORK IN YOUR PRE-DESIGNATED SPOT
- ✓ GET YOUR KEYS!!



# THE HOME BUYING PROCESS

## PREPARING FOR CLOSE

You will be finalizing your loan, reviewing documents, and discussing the findings from the inspection. Your agent will be managing this entire process for you.

## CLOSING

This is the big day! The closing will take place at the title company and they will facilitate the transfer of funds and deed.

## BOTTOM LINE

Perform due diligence, obtain homeowners insurance, conduct inspections, order title and appraisal, and review terms with the lender.

## ACCEPTED CONTRACT

You and the seller have agreed to the price and terms. The home is effectively held for you until closing.

## THE CONTRACT

In most cases the contract provides you with a timeline to obtain financing, as well as time to inspect the physical condition of the home. Your real estate professional will inform you of all your rights and responsibilities related to the contract.

## START

01

## MEET WITH A REAL ESTATE PROFESSIONAL

Discuss the type of home you're looking for, include the style, price, and location.



02

## MEET WITH A MORTGAGE LENDER

To pre-qualify, you will need pay stubs, W2s, and bank statements. Knowing what you can afford is critical to a successful home shopping experience.



03

## SEARCH FOR HOMES

The fun part! Your agent will schedule showings and help you find the perfect home.



04

## MAKE AN OFFER

Your agent will prepare the offer based on the price and terms you have chosen.



05

## NEGOTIATION AND CONTRACT

It may take a few tries to get it just right, but hang in there. You're on your way!



06



07



08



## THE BUYERS ADVANTAGE

As the homebuyer, your agent's commission is paid by the seller of the home in almost all circumstances. This means your representation costs you nothing!

## ADVANCED SEARCH

Not all real estate websites are the same. Your real estate professional has tools and systems to ensure you see every available home that meets your criteria.

CONGRATULATIONS!

You are a new homeowner!



# GLOSSARY

**Appliance:** An individual piece of equipment for use in the home in the performance of domestic chores inclusive of washer and dryer.

**Appraisal:** A written analysis of the estimated value of a property prepared by a qualified appraiser

**Buyer Agent:** Agent who acts solely on the buyer's behalf. The agent has full fiduciary responsibilities, which includes reasonable care, individual loyalty, confidentiality, and full disclosure. This means the agent places the buyer's interest above all else.

**Closing:** A meeting at which a sale of a property is finalized by the buyer signing the mortgage documents, paying closing cost, and transfer of the deed to the property.

**Closing Costs:** The fees required to complete the real estate transaction. Paid at closing and includes points, taxes, title insurance, financing costs, and items that must be prepaid or escrowed.

**Closing Disclosure:** A detailed cash accounting of a real estate transaction showing all cash received, all charges and credits made, and all paid out in the transaction.

**Competitive Market Analysis (CMA):** A comparison of the prices of recently sold homes that are similar to a listing seller's home in terms of location, style and amenities.

**Contingency:** A provision in a contract that requires a certain act to be done or a certain event to occur before the contract becomes binding.

**Counteroffer:** A new offer made in response to an offer received. It has the effect of rejecting the original offer, which cannot be accepted thereafter unless revived by the offeror.

**Deed:** A document which, when properly executed, conveys title of real property.

**Deed of trust:** An instrument used to create a mortgage lien by which the borrower conveys title to a trustee, who holds it as security for the benefit of the note holder (the lender).

**Designated Agency:** A situation that gives each client exclusive representation from an individual broker, while still allowing the firm to represent all of its clients.

**Disclosure:** To make known or public. By law, a seller of real prop property must disclose facts that affect the value or desirability of the property. Unless exempt, the seller completes and signs specific disclosure forms, including the Residential Property Disclosure Statement, to disclose those material facts.

**Dual Agency:** A situation wherein one agent or brokerage represents both the seller and the buyer in the same real estate transaction.





# GLOSSARY

**Due Diligence Period:** The time during which the buyer conducts any and all inspections of the home that she/he chooses.

**\*\*Due Diligence Fee:** A non-refundable fee given by the buyer to the seller in order to have time to inspect, appraise and do their due diligence in determining if they will close on the home.

**Earnest Money Deposit:** A deposit made by the potential homebuyer to show that he/she is serious about buying the house.

**Escrow:** a legal arrangement in which a third party temporarily holds large sums of money or property until a particular condition has been met (such as the fulfillment of a purchase agreement). It protects both the buyer and the seller throughout the home buying process.

**Fixture:** An item of personal property that has been converted to real property by being permanently affixed.

**Foreclosure:** The legal process by which a mortgage lender (mortgagee) or other lien holder obtains a termination of a mortgage borrower's (mortgagor) equitable right of redemption, either by court order or by operation of law (after following a specific statutory procedure).

**Home Inspection:** A thorough inspection that evaluates the structural and mechanical condition of a property.

**Homeowner's Association (HOA):** An organized group of homeowners whose members help to regulate and enforce the rules and standards of their respective communities.

**HVAC:** An acronym for heating, ventilation, and air-conditioning.

**Loan-to-Value Ratio:** The relationship between the amount of the mortgage loan and the value of the real estate being pledged as collateral.

**Listing Agent:** The person(s) who represents the seller in the real estate transaction.

**Market Value:** The most probable price a property will bring in an arm's length transaction under normal conditions on the open market.

**Multiple Listing Service (MLS):** A marketing organization composed of member brokers who agree to share their listing agreement with one another in the hope of producing ready, willing, and able buyers for their properties more quickly than they could on their own.

**Private Mortgage Insurance (PMI):** A type of mortgage insurance usually required when you have a conventional loan and make a down payment of less than 20 percent of the home's purchase price.



# GLOSSARY

**\*\*Radon:** A naturally occurring inert and radioactive gas formed by the decaying chain of uranium in the earth. It is an odorless, colorless gas and hence, undetectable to the human sense.

**Realtor:** A person who acts as an agent for the sale and purchase of buildings and land; a real estate agent.

**Recording:** The act of entering or recording documents affecting or conveying interest in real estate in the recorder's office established in each county. Until it is recorded, a deed or mortgage ordinarily is not effective against subsequent purchasers or mortgages.

**Short Sale:** A sale of real estate in which the proceeds from selling the property will fall short of the balance of debts secured by liens against the property owner cannot afford to repay the lien's full amounts, whereby the lien holders agree to release their lien on the real estate and accept less than the amount owed on the debt.

**Survey:** A drawing or map showing the precise legal boundaries of a property, the location of improvements, easements, rights of way, encroachment, and other physical features.

**\*Tenancy in Common:** An arrangement where two or more people share ownership rights in the property. The property may be commercial or residential. When a tenant in common dies, the property passes to that tenant's estate. Each independent owner may control an equal or different percentage of the total property. Also, the tenancy in common partner has the right to leave their share of the property to any beneficiary as a portion of their estate.

**\*Joint Tenancy:** A legal arrangement in which two or more people own a property together, each with equal rights and obligations. Joint tenancies can be created by married and non-married couples, friends, relatives, and business associates.

**Time is of the essence:** A phrase in a contract that requires the performance of a certain act within a stated period of time.

**Title Insurance:** A policy insuring the owner of mortgage against loss by reason of defects in the title to a parcel real estate, other than encumbrances, defects and matters specifically excluded by the policy.

**\* SC homebuyers**

**\*\* NC homebuyers**



# UNDER CONTRACT GUIDE

**IN ORDER TO PROVIDE YOU WITH THE VERY BEST SERVICE, THE FOLLOWING IS A GUIDE TO LET YOU KNOW WHAT TO EXPECT AS WE MOVE TOWARD COSING.**

**1. Once the contract has been signed and received:**

You should proceed with your loan process immediately and inform your agent of the lender you have chosen.

**2. During the Due Diligence Period:**

Confirm with attorney that there are no zoning issues or easement issues.

Review any restrictive covenants and bylaws if applicable.

Have an attorney perform title work and order a survey.

Make sure your loan is clear to close.

Hire an attorney immediately.

Negotiate repairs with seller.

Perform inspections.

Research flood zone

Remember, if the deal does not go through after the due diligence period, earnest money is lost.

**3. 2-3 weeks before closing:**

Arrange all your utilities to be connected or transferred in your name on the day of closing (see Convenience List).

Determine if you prefer re-inspections or a walk-through and your agent will schedule.

Confirm day and time keys will be released to you.

Obtain homeowner's insurance.

**4. Day of closing or day before closing:**

Final walk-through of your new home

Receive and review your closing statement (see Closing Disclosure)

Obtain your certified funds for closing

Bring driver's licenses (this refers to all buyers)

**5. After closing:**

Typically you can move right in, but legally you do not own the home until all of the documents have been recorded. Please discuss any moving scheduling with your agent before you make any appointments or arrangements. Every seller and transaction is different, to avoid any undue stress moving times should be set in advance.





# FINANCING

Unless you are paying cash, you will need to speak to a lender. There is a loan program for almost everyone!

Do you qualify for any of these?

- FHA Loan (3.5% Down Payment w/ lower credit score requirements)
  - Conventional Loan (3% - 19% PMI is required 20% + no PMI required)
    - Educator, EMS, or Police Officer
    - Active or Retired Military (100% Financing)
    - USDA rural development (100% Financing)
- 203K Renovation Loan (Buy a home and get the funds to fix it up!)

These are just some of the most common loan programs. Would you like us to connect you with a trusted local lender to see which loan program you qualify for?



# APPLYING FOR A LOAN

**LENDERS REQUIRE THAT YOU COMPLETE SEVERAL FORMS FOR YOUR HOME LOAN APPLICATION. SOME OF THE FORMS NEED TO BE ENTIRELY FILLED OUT, SIGNED AND DATED. OTHERS ONLY NEED TO BE SIGNED AND DATED IN CERTAIN SECTIONS. BELOW IS A LIST OF ITEMS THAT YOUR LENDER WILL/MAY NEED FROM YOU.**

- W2's/1099 for the past two years (copies)
- Last two years' federal tax returns (if self-employed) (signed copy)
- Bank statements for the last two months
- Year-to-date profit and loss statement and balance sheet (if self-employed) signed copies
- Pay stubs for last 30 days
- Divorce decree (if applicable) (copy)
- Purchase contract (signed copy)
- Complete bankruptcy documents



# MORTGAGE CALCULATOR

Buying a home is the largest purchase most people will make in their lifetime, so you should think carefully about how you are going to finance it. Setting a budget upfront — long before you look at homes — can help you avoid falling in love with a home you cannot afford. That is where a simple mortgage calculator can help.

A mortgage payment includes four components that together are known as PITI (pronounced “pity”): principal, interest, taxes and insurance. Many homebuyers know about these costs but are not prepared for the hidden expenses of homeownership. These include homeowners’ association (HOA) fees, private mortgage insurance, routine maintenance, larger utility bills and major repairs.

A Mortgage Loan Calculator can help you factor in PITI and HOA fees, but not other expenses, so make sure the monthly payment it computes for you is not the absolute maximum of what you’ll be able to afford. It is important to have some cushion in your budget for unexpected or emergency costs. You also can adjust your loan and down payment amounts, interest rate and loan term to see how those variables affect your monthly payment. Your specific interest rate will depend on your overall credit profile and debt-to-income ratio, or DTI, which is the sum of all your debts and new mortgage payment divided by your gross monthly income. A lower credit score and higher DTI can make you a riskier borrower in lenders’ eyes. Generally, the riskier you seem on paper, the higher your interest rate will be.





# THE 4C'S OF HOMEBUYING

## credit history

- What is the likelihood that you will repay the loan in a timely manner?
- What is your past payment history with other creditors?
- Is there a reasonable explanation for any challenges in your past?

### RULES OF THUMB

- No late payments in the last 12 months
- Multiple credit lines with at least 24 months of history
- At least one credit line with a limit over \$1,000

## cash

- Can you handle the payments if your income is stopped for any reason?
- Are you making a down payment? If yes, how much?

### RULES OF THUMB

- Have at least 3.5% of your purchase price to put down (actual down payment needed will vary depending on your loan program).
- Should have 2-3 months of house payments in your checking or savings account after closing.

## capacity to pay

- Can you afford the new payment?
- What is the likelihood of being able to continue to afford this new payment?
- If you were to lose your current income stream, would you reasonably expect to replace that same income?

### RULES OF THUMB

- Two years in the same line of work
- Total home and credit payments of 40-45% of monthly, pre-tax income

## collateral

- What type of real estate are you buying? (Condo, townhome, single family, duplex, manufactured home, etc.)
- What is the current market value of the real estate and how was this determined?



# MIDLANDS VENDOR LIST

## **HOME INSPECTORS**

### ***INTEGRITY PROPERTY INSPECTIONS***

803.521.4816

### ***PINPOINT HOME INSPECTIONS***

803.917.1884

### ***ABOVE AND BEYOND HOME INSPECTIONS***

803.979.995

### ***PREFERRED HOME INSPECTION***

803.407.3233

### ***HOME INSPECTION ONE (NACA CERTIFIED)***

803.730.7954

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# MIDLANDS VENDOR LIST

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**TERMITE INSPECTORS**

**SC HOME SERVICES**

803.317.3411

**RIDGE PEST CONTROL**

803.480.4921

**CLARKS TERMITE & PEST CONTROL.**

803.781.4991



# MIDLANDS VENDOR LIST

## **GRESSETTE PEST MANAGEMENT**

803.534.7118

## **DICKERT EXTERMINATING**

803.796.8454

## **PROFESSIONAL PEST CONTROL, LLC**

803.664.2796

## **HVAC**

## **BELTON HEATING AND AIR**

803.673.2233

## **DAVID GENTRY**

803.269.6634

## **2<sup>ND</sup> WIND HEATING & AIR CONDITIONING**

803.786.7433

## **CAROLINA CONDITIONS**

803.233.7172

## **FOUNDATION**

## **TERRATEC INC**

803.791.8888

## **MOUNT VALLEY**

803.770.0708





# MIDLANDS VENDOR LIST

## **RAMJACK**

803.398.5208

## **CRAWLSPACE MEDICS**

803.851.5963

## **ROOFER**

### **MAGNOLIA ROOFING**

803.908.7131

## **MOVERS**

### **SODA CITY MOVERS**

803.731.7792



# UPSTATE VENDOR LIST

## HOME INSPECTORS

### *Talley home inspections*

770-878-0863

## TERMITE INSPECTORS

### *Spencer Control & Exterminating*

864.528.6486

### *Terminix*

864.277.2264

## WELL WATER INSPECTORS

### *Eco water systems*

864.362.3850

### *Pro tech well inspections*

864.386.3810

### *Powell and Sons*

Powellandsons.com

## SEPTIC INSPECTORS

### *Router express SC*

864.385.3933

### *Septic connection*

864.682.3330



# BUYER RECOMMENDATION

## RECOMMENDATION TO BUYER REGARDING INSPECTIONS

Keys to the Carolinas strongly recommends that Buyer do the following in terms of inspections:

1. Request a written property condition disclosure from the Seller as required by South Carolina State Law unless otherwise exempt by statute. Upon receipt, fully review the form and ask for any clarifications needed.
2. Select a licensed professional inspector who the Buyer deems qualified to verify the condition of the property being purchased. Buyer should determine if the scope of each inspection meets Buyer's expectations. Any recommendation made is merely a recommendation and not a warranty or guarantee of the inspection to be performed. Buyer is at all times free to use any inspector of their choice and is not required to use these recommendations. Arrangements for inspections should be made by the Buyer as the Buyer is solely responsible for the cost of the inspection. All inspections must be paid in full regardless of if Buyer completes transaction or cancels due to inspections.
3. The inspections should include but are not limited to:
  - a. Exterior and interior structural parts of the property including roof shingles, sheathing and flashing.
  - b. Heating and cooling systems. Buyer is advised that ductwork, system efficiency or capacity, and window or zone units are not routinely part of heating and air inspections.
  - c. Electrical system.
  - d. Plumbing system(s).
  - e. Appliances.
  - f. Termite and other pest infestation.
  - g. Standing water, or excessive moisture in the crawl space, active leaks and/or damage.
  - h. Environmental issues including but not limited to asbestos, carbon monoxide, radon gas, flooding, wetlands, underground oil/gas tanks, mold, mildew, lead paint, etc.
  - i. Fireplace/chimney.
  - j. Septic tank/system. Should a system be required, but not in existence, arrange for a percolation test, application, and permit for adequate system.
  - k. Well/potable water (if applicable conducted by certified laboratory)
  - l. Pool (if applicable).



# HIGHLY RECOMMENDED

THE FOLLOWING INSPECTIONS ARE NOT  
REQUIRED\*.

HOWEVER, WE DO RECOMMEND THEM:



## TERMITE

\*REQUIRED FOR VA AND FHA LOANS



## HOME



## HVAC





# TERMITE INSPECTION

## **WHY DO YOU NEED A TERMITE INSPECTION?**

We believe it is an important part of the home buying process.

### 1. Termites may be active even if you do not see them

Termites damage an estimated 600,000 homes a year in the United States. That does not account for any other type of wood-destroying organism. They can cause significant damage and spotting the insects can be difficult. Which is one reason why we recommend having a termite inspection by a licensed termite inspector.

The insects can be present for up to five years before the colonies are large enough to cause true damage. So just because you can't see the damage, doesn't mean the insects aren't present.

### 2. Termite damage is costly

According to the National Pest Management Association, termites alone cause over \$5 billion in property damage annually, a cost not covered by homeowners' insurance.

A homeowner who discovers termite damage will spend an average of \$3,000 to repair the damage. Compare that to the cost of \$50-\$100 for the simple inspection and the answer to whether or not you should get a termite inspection before closing on your home should be easy.

## **WHAT HAPPENS DURING A TERMITE INSPECTION?**

You can expect an inspection to last between 1-2 hours depending on the size of the home. The inspector will look at the interior and exterior of the home checking for visible signs of a termite infestation such as mud tubes, damaged wood, broken wings, or droppings.

During the inspection, the inspector will need access to all parts of the home, including the garage, attic, and basement or crawl space. The inspector will pay close attention to the kitchen and bathrooms as termites can use the plumbing to gain access to the home. They will also closely inspect baseboards, walls, windows, cabinets and closets.

The inspector will also look at the outside of the home paying close attention to exterior walls and the foundation for any signs of damage to the wood or mud tubes on the foundation.

Lastly, the inspector will check the surrounding property and yard to make sure there are no signs of termite activity.

## **WORK WITH AN AGENT WHO IS FAMILIAR WITH TERMITE INSPECTIONS**

Ready to buy your next home? It's important to work with an agent who is familiar with termites and knows the necessary steps needed to take if termite issues come up during your home purchase.

A KEYS TO THE CAROLINAS agent can help guide you through these inspections that you need when you buy a home and help you negotiate to make sure termites are taken care of if present.



# HOME INSPECTION

## **WHAT IS A HOME INSPECTION?**

A home inspection is an objective, visual examination of a home's structure, systems and mechanical systems. Think of it like having a personal physical check-up that includes blood pressure, reflexes, temperature, etc., only on the home.

## **WHAT DOES A HOME INSPECTION INCLUDE?**

The home inspector is required to observe readily visible and accessible installed systems which include: structural components, exterior, roofing, plumbing, electrical, heating, central air conditioning, interiors, built-in kitchen appliances, insulation, and ventilation. The home inspector shall operate the mechanical systems using normal operating controls except when conditions or other circumstances may cause equipment damage. The minimum standards for home inspections in North Carolina are established by the NC Licensed Home Inspector Board and can be reviewed at "nchilb.com"

## **WHAT WILL IT COST?**

Inspection fees vary depending upon the size of the house, its age, location and the home inspector service. Typical fees can start as low as \$300 for small condominiums and can cost in excess of \$400 for larger and/or older homes. Inspection fees are not regulated and it is a good idea to check local prices on your own. Remember the inspector's experience and qualifications, the depth of the inspection and the type of report should be considered when pricing an inspection and selecting an inspector.

## **ARE HOME INSPECTORS REQUIRED TO BE LICENSED?**

Yes, in North Carolina, all home inspections performed for a fee are required to be done by a NC Licensed Home Inspector. The regulatory body governing home inspectors in North Carolina is the NC Home Inspector Licensure Board. Their home page is [www.nchilb.com](http://www.nchilb.com).

## **WHAT IF THE HOME INSPECTION REVEALS PROBLEMS WITH THE HOUSE?**

No house is perfect. Just because the house may have some problems doesn't mean it isn't a good investment. The inspection will help you understand the condition of the house. It is up to you and your contract with the seller to determine which problems you can live with, if you may be able to get repairs done before closing, or to negotiate with the seller on the price of the home.

## **CAN A HOUSE FAIL AN INSPECTION?**

No, a house cannot fail since the inspection is an objective, visual examination of a home's structure, systems and mechanical systems. A home inspection is not a municipal inspection, which verifies local building code compliance. A home inspection in this context cannot pass or fail, it is simply reporting the condition of the home from a visual examination of the structure and systems at that point in time.

## **WHEN SHOULD I CALL A HOME INSPECTOR?**

Normally, it's a good idea to call in an inspector after you have made an offer to purchase the property and before closing. Many "offer to purchase" contracts include an "inspection clause" in the contract, making your purchase contingent upon the findings of a professional home inspection. This inspection clause specifies the timeframe when the inspection must be completed.

Some people choose to have a home inspected before making an offer, however, that could be risky. If another offer came in before you have a chance to make yours, you risk losing the cost of your inspection. You may wish to make the offer with a small nonrefundable deposit to give you time to do your inspections and due diligence and this will allow you to walk away from the contract with no problem from the seller.



# HVAC INSPECTION

## WHY IS AN HVAC INSPECTION IMPORTANT?

A professional HVAC inspection is a crucial part of buying a new home. Even HVAC systems that are less than 10 years old can have their faults. There's always the possibility of issues that could affect efficiency and performance. This can end up costing you money. Not to mention upset the comfort of you and your family. HVAC Inspections save you from expensive repairs.

Not getting your HVAC system looked could cost you a lot of money in the future. Ideally, you'll want to get your equipment inspected at least once a year. This can help you cut down on energy bills. It can also extend the life of your unit. In fact, there are a number of things you'll want to have checked. That means you'll need a certified professional that you can count on to do a thorough job.

## WHAT IS INVOLVED IN AN HVAC INSPECTION?

Once you have an HVAC inspection scheduled, here's what to do and expect:

1. Make sure all HVAC components are accessible (free from obstructions)
2. Make a list of your concerns, sounds, odors, and irregularities you've noticed
3. Your technician will eliminate safety hazards by checking that all of your HVAC system parts are clean and in good working order
4. Built-in safety components will also be checked
5. Your vents or flues will be checked to make sure they are clean, undamaged, free from obstructions, and vented properly to the outdoors
6. HVAC ducts will be checked for dirt and dust buildup.

The objective of HVAC inspections is to ensure home safety and determine whether your HVAC system is meeting your current home's comfort requirements. An HVAC inspection identifies areas where cleaning, repairs, or replacement will increase efficiencies, benefiting your home in terms of overall heating and cooling. Cleaning, lubrication, and minor repairs are typically all that's required to keep your HVAC system operating at its peak performance.

Your technician will also relay issues to you such as wear and tear or improperly sized appliances for you to consider options, like an eventual system replacement.

## HOW LONG DOES AN HVAC INSPECTION TAKE?

One and a half to two hours is the average time it takes to inspect a one to three-zone heating and cooling system in a residential structure. This time may increase or decrease depending on the size of the home and the number of components making up the HVAC system.



# WIN AN OFFER

## WAYS TO WIN AN OFFER IN TODAY'S MARKET

- Offer over asking price
- Local Lender
- Cash / Conventional Loan
- No seller paid closing costs
- 30 Day Close (Unless Cash - 7/14 Days if so)
- Order appraisal within 72 Hours of offer acceptance
- More earnest money (10k+)
- Non-Refundable Earnest Money
- Stating on offer no repairs will be requested
- Waiving the Inspection Period
- Shorten Inspection Period to 5/7/10 Days
- Waiving the Appraisal Contingency
- Stating on offer Buyer will pay up to X over the appraised value
- Waiving Home Warranty
- Buyer pay Home Warranty
- Good Communication with listing agent (Read agent notes and ask them if there is any way to make our offer stand out for their seller)
- Letter to Seller (Attach family picture)
- Letter from Lender (Beyond approval)
- Possession for Seller after closing (up to X days/months rent back)
- Escalation Clause (Buyer to pay up to X over the next highest offer)
- Remain as back-up offer





# WHAT OUR CLIENTS ARE SAYING

Chauncey Hilliard did an amazing job with the sale of our rental property! He used his knowledge and experience as a realtor to get us a top-notch deal on our home. This is not the first time we have dealt with Chauncey and his team because he also helped us purchase a home in a prestigious area of Blythewood as well. We have yet to be disappointed with the level of service he provides. Folks, if you are looking for a hardworking, experienced realtor to give you the white glove treatment, Chauncey is your man! Thanks again Chauncey!



5.0



We had the best experience working with both Chauncey and Joi. Joi was so patient, knowledgeable and really made sure that we got the perfect house. Due to problems that were uncovered after the inspection, Joi even advised us against buying the first house we went under contract with, instead of trying to just make money off of the sale. Now, we couldn't be happier with the house we purchased! She was always super responsive, fun to work with and took care of everything, from scheduling and organizing additional inspections to making sure we got the best possible loan that fit our budget. We couldn't have asked for anything more!



# Many Thanks



FROM YOUR KEYS TO THE CAROLINAS TEAM

