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### WHAT MAKES US DIFFERENT

Hello, we are Keith and Sheila, a husband-and-wife REALTOR® team. When it comes to selling your home, you need an experienced realtor team who will always fight for your best interest. Keith & Sheila have 12+ years' experience as a top producing spouse team having closd almost 300 transactions. We work every deal together, so you get two professionals working on your behalf.

Before becoming a professional real estate agent in 2012, Keith was a professional home inspector for 13 years and inspected over 3,500 homes and commercial buildings. Keith has also been an IRC licensed general contractor, having renovated and remodeled over 100 homes (mostly historical homes) from 2006-2020. We have a deep understanding of home construction, home maintenance, and cost of ownership that allows us to serve you with a high level of knowledge, insight, and experience. Sheila was an elementary grade schoolteacher for 11 years, which enabled her to connect with clients in an engaging and comforting way.

Keith & Sheila are committed to ensuring YOU have the best possible experience, we serve, educate, and empower you in the process of selling your home, so you to make the best decision for your family, future,

and finances.



When you choose Keith & Sheila to help you sell your home, you are working with two empathetic, knowledgeable, experienced, and motivated professionals who will provide you with exceptional real estate service. We've been in your shoes! We are people first and realtor's second, we know what it's like to be intimidated by the questions, terminology, and complexities that surround real estate. However, we now have professional insight, knowledge, and experience, and we want to give you the service you deserve!

Essentially, we'll treat you how we wished our past realtors would have treated us. When you choose us, you'll get extraordinary, authentic service, including:

Honest, straightforward answers to your questions

Innovative, technology-driven marketing that maximizes your home's exposure.

Professional, polite service, promptness, passion, experience, and dedicated passion, and experience

Strong negotiation skills w/ 25+ years combined experience in housing marketing knowledge.

Exceptional support from listing to closing.

We're your real estate advocates, and we will always value your interest over making a commission.

We Are Veteran Advocates - You will work with a U.S. Army Veteran with MPR, CMR®, and CMRS designations and certifications. We are proud to serve our military and fellow veterans. We are familiar with the PCSing process and will work with you closely to best serve your needs. We are very knowledgeable about VA Loans and have the best lender partners in the industry ready to serve your best interest!

Driven & guided by our faith, we are committed to providing you with an exceptional real estate experience!

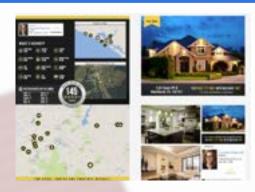
# THE 5 BIGSELLING TRULLES

- **1. THE HOMES PRICE** The real estate market ultimately determines the price a home sells for based on the home's location, condition, schools, curb appeal, upgrades, home inventory, neighborhood, and other market factors.
- 2. MARKETING & EXPOSURE We get your home maximum exposure by marketing to all agents through our membership to both the San Antonio & Central Texas MLS's, by direct marketing through organic and paid ads on Facebook, Instagram, YouTube, and LinkedIn, Direct email to our 13,000+ local agent network, and exposure on Zillow, Trulia, Homes.com, REALTOR.com, and many more.
- 3. **SALE TERMS** All terms on the sale of your home are negotiable. We are experts in negotiating. We know how to get you the maximum sales price and fastest closing.
- 4. **HOME CONDITION** The condition of the home is crucial to getting a top dollar for the property. **Only YOU can decide the condition of your home.**
- **5. LOCATION** You cannot change where your home is located. However, you can change the curb appeal, condition, show ability, etc... of your home. Make sure your home shows the best it possibly can.



### THE 4 PILLARS OF MARKETING

1. In-Home Activation When it comes to marketing your property, your home is the epicenter around which all other efforts revolve — the core of the campaign. At the In-Home Activation level, your Local Expert's property promotion tactics will include takeaway flyers with photos of your home and their direct contact information, as well as an eye-catching yard sign to draw potential buyers in as they drive or walk by your home.



2. Neighborhood Canvass Taking the campaign beyond your front door, it's time to let your neighbors know your home is on the market. By posting flyers on community boards, putting outdoor hangers, and connecting to potential buyers with handwritten thank you cards, the Neighborhood Canvass tier of your Local Expert's marketing campaign can tap individuals looking to stay in the area but searching for a new home, as well as those whose friends or family want to move to your neighborhood.



3. Direct Mail With direct mail marketing, your HomeValue.com local expert can target people in strategic areas around your property using full-color mailers featuring interior and exterior photos of your house. This pillar of our Active Marketing Plan builds recognition through repetition by bringing your listing directly to the mailboxes of potential buyers who may have seen your yard sign or a flyer at a local coffee shop. With a "Just Listed" headline, your postcards work to create a sense of urgency, letting hopeful buyers in

your area know your home could be theirs right now.



**4. Digital Marketing** Your Active Marketing Plan also works to reach buyers by digital billboards, online, displaying ads for your home on top news sites, social media platforms, and other high-profile pages, not just real estate websites, expanding the reach for potential buyers even further. We use our footprint on Facebook, Instagram, LinkedIn, YouTube, and other social media platforms to share your home with potential buyers.



### PILLAR #1 - IN HOME ACTIVATION

**Our Neighborhood Report** is a must-have as part of our Listing Power Tools arsenal. These detailed reports show an array of nearby businesses and professional services prospective buyers will want to know, all within a 5-mile radius of the listing.

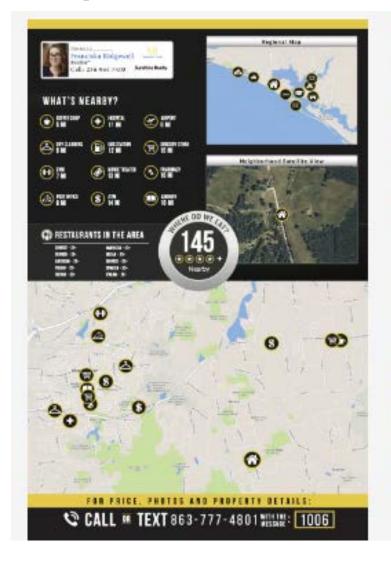
#### **Locations shown on your Neighborhood Report include:**

- Restaurants, categorized by cuisine type.
- Gas stations & grocery stores.
- Hospitals & pharmacies.
- Schools & libraries.
- Gyms, dry cleaning services & even movie theaters.



# Highly customizable, you can include up to four images of your listing in addition to:

- The listing's location.
- Your dedicated text number & ID code.
- Your photo & additional contact information.







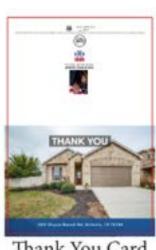
### PILLAR #2 - NEIGHBORHOOD CANVASS

Taking the campaign beyond your front door, it's time to let your neighbors know your home is on the market. By posting flyers on community boards, putting outdoor hangers, and connecting to potential buyers with handwritten thank you cards, the Neighborhood Canvass tier of your Local Expert's marketing campaign can tap individuals looking to stay in the area but searching for a new home, as well as those whose friends or family want to move to your neighborhood.





Large Flyer



Thank You Card





Folding Business Card

### PILLAR #3 - DIRECT MAIL

With direct mail marketing, your HomeValue.com local expert can target people in strategic areas around your property using full-color mailers featuring interior and exterior photos of your house. This pillar of our Active Marketing Plan builds recognition through repetition by bringing your listing directly to the mailboxes of potential buyers who may have seen your yard sign or a flyer at a local coffee shop. With a "Just Listed" headline, your postcards work to create a sense of urgency, letting hopeful buyers in your area know your home could be theirs right now





Postcard









Business Card

### PILLAR #4 - DIGITAL MARKETING

#### INTERNET & DIGITAL BILLBOARD MARKETING

Real estate related searches on Google.com have grown 253% in the past few years. Your listing will be featured its own website. Our YouTube page has over 2500 subscribers, Facebook business page has about 3,000 followers and our LinkedIn account has about 5,000 connections. These pages will show photos, a video tour, give pricing and specs, give Google map location, and provide enticing information about your home. We have learned the most effective methods to purchase marketing ads on social media.







# **AMAZING PROFESSIONAL PHOTOGRAPHY**

We hire only seasoned professional photographers who employ HDR photography that utilizes three exposures of each shot that are blended to make each photo amazing and show your property in the best light possible.



### DRONE PHOTOGRAPHY & VIDEO

We use aerial drone photography & video footage on all our listings to give a unique perspective of your home and property.



# MLS's & SYNDICATED SITES

Real estate related searches on Google.com have grown 253% over the past few years. Your listing will be featured on our website as well as have its own personal page within the site. Your dedicated site will show photos and a virtual video tour, give pricing and specs, give Google map location, school information, and provide an enticing written description.

Multiple Listing Service (MLS) – We pay to be members of both the San Antonio MLS and the Central Texas MLS. Listing on both MLS's will maximize your homes exposure to all the agents and buyers in the area.









**SYNDICATED REALTY WEBSITE** – We pay to be on syndicated real estate websites like Realtor.com, Zillow, Trulia, Hot Pads, Yahoo Homes, RedFin, and many more. (Over 100 sites)







MILITARY & VETERAN ADVOCATES – We are Veteran advocates. Keith is an Army veteran, and it is our honor to serve our active duty, retired & military veterans. We love to serve those who have served us!













### **SOCIAL MEDIA MARKETING**

Since 2005 social networking is the fastest growing online activity with a 712% increase. We use organic and paid advertising on Facebook, Instagram, YouTube, and LinkedIn advertising for every listing we represent.

These advertisements are promoted to a designated target audience, regardless of their association with our company, business page, or if they are our "friends"

. BELOW ARE SOME OF THE SOCIAL MEDIA WE ADVERTISE WITH



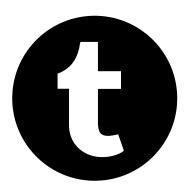














### YARD SIGNS AND SIGN RIDERS

YARD SIGNS - After viewing a home on the internet 76% of buyers drive by the property to view the neighborhood and the curb appeal of the home. We have large professional For Sale signs, and **instant information** rider sign with easy to use "text for more information" on the sign.

If they would prefer not to call us, they have the ability to text a code to a number, and receive a page full of information, including pictures, video, and other information regarding your property.



### OPEN HOUSE MARKETING & EXPOSURE

We persuade potential buyers and agents to come see your house by providing an Open House on a designated date and time. Potential Buyers and Agents are much more likely to remember your home after they have seen it in person.

If allowable by law, based on the city you live in, we will also put-up arrow signs on the path towards your house to better drive traffic to the property for your Open House.



### **OUR PROMISE TO YOU**

- Advocates We will always put your best interest before making money.
- **Professionalism** We will always be professional.
- Communication We will always keep you informed of the progress of your listing.
- Integrity We will serve you with integrity "We Treat Others the Way We Want To Be Treated".
- Knowledge We will be experts in our craft, or we will find the expert to help us.
- Exceptionalism We will do our best to serve you with the best service in the industry.
- Work Ethic—We will work hard and smart to help you meet your real estate goals.
- Honesty We will tell you the truth no matter what. To always tell you the truth. If you ask a question, we will tell you our honest opinion or the facts as we know them.
- Negotiate To fight tooth and nail to get you the biggest return on your investment.



- To tell you what you NEED to hear, not necessarily what you want to hear. To never force you into a deal but please take our professional opinion seriously as we have your best interest in mind.
- To LISTEN to you.
- To return your call quickly if we miss your call. You will always get a return call as soon as we are available.
- To be with you through every step of the sale including the dreaded "where do we go from here" stage of your listing.
- To give you our full attention during meetings (i.e. not taking phone calls, etc.)
- To not abandon you after the sale is complete. We are your lifelong real estate professionals and will be there whenever you need us.

# YOUR COMMITMENT TO US

- To read this sellers guide and know what to expect in this process.
- To understand that this could be a very fast paced or drawn-out process, depending on the location of your home, price range, and the current market conditions at the time your house is listed for sale.
- To NOT panic. We know this is stressful, but we are professionals who deal with this every day.
- To trust us and understand that we have your best interest in mind.
- To LISTEN to us. We know you love your home, and we do too, but our job is to get you the most money in the shortest period of time, and this can only happen if you trust our experience, knowledge, and expertise.
- To keep your home clean and neat during showings. Please do not turn down a showing unless it is absolutely necessary. Always give the potential buyer another time or day.
- To make us aware of any defects your home has, including previous damage that has since been repaired. (By State Law, you MUST disclose any damage, repairs or non-functioning systems/items in the seller's disclosure)
- To ask us any questions you may have at any stage of this process.
- You may have been through this process, but it may have been years since you last sold a home or it was in another state (each state has different laws), so PLEASE don't feel embarrassed, if you don't understand anything, always ASK US:)



### **INSIDE YOUR HOME PREPARATION**

- Go through your home and de-clutter. This means packing up about 30% of your stuff. Only 5% of buyers can see past clutter so this step is extraordinarily important. It may be best to rent a pod or storage unit for the time being. Packing up 30% of your decor and then placing it in the closet or storage areas is ineffective as the buyers want to see how large these spaces are.
- If your closets are cluttered, take some storage bins and remove as much as possible, including items that are currently not in season.
- Evaluate the furniture in each room and either move or remove anything that interrupts the flow of the room or makes the room appear smaller.
- Have carpets cleaned and hardwood floors/tile scrubbed. If carpet cleaning doesn't
  remove stains, it would be advisable to consult a rug company about removing pieces
  of carpet, or replacing the whole thing entirely.
- If you have electric or brightly colored walls, consider repainting them and toning the color down. Each color pallet has more neutral shades, so try sticking with those, remember we want people to see the space, not you're decorating or paint choices.
   NEVER repaint the rooms white though, this can make the room feel cold.
   Repainting a room may be a tedious task, but you will be surprised how much better a room looks with a fresh coat of paint.
- Replace any light bulbs that have burnt out, even in those hard-to-reach recessed lighting fixtures.
- Remove any odors in the home, this may mean throwing them out and/or replacing rugs. Pet, smoke, and dirty laundry odors are a major factor in the stagnation of a home's listing.
- Deep clean the whole home. You would be surprised by the number of buyers who
  notice that cobweb in the corner of your closet.
- Make sure shower/tub are spotless. If the tub is old and stained, consider having the tub repainted to make the bathroom seem newer.
- If you have old cabinetry, consider repainting or staining them for a fresh new look.

### **OUTSIDE YOUR HOME PREPARATION**

- Spruce up the lawn by cutting, trimming, weeding and removing all yard clutter.
- If your yard isn't the envy of any neighbor, then consider how you can make your yard look inviting and pleasing.
- Add fresh colorful flowers to your flower beds, especially around the front door. Weed and apply fresh mulch to flower beds.
- Apply fresh paint to wooden fences, doors, and shutters. A fresh coat of paint will do wonders since the current colors have faded from weathering.
- Power wash home's exterior, driveway, walkway, patio and deck. Dirty concrete makes the buyer question the age of the structure.
- Buy a new classy welcome mat. Don't purchase the latest Mickey Mouse welcome mat because your child loves it, make sure it is neutral and attractive to all potential buyers.
- Place potted flowers near the front door, this draws the eyes towards the entrance, almost welcoming them inside.
- Clean windows inside and out make them sparkle.
- Make sure your house numbers are easy to see and consider getting new ones if it would improve the look from the street.
- If you have Flag outside, consider getting a new one if its old or has the potential for being offensive to some buyers.
- Make sure all sidewalks stay swept and the yard stays clear of debris, this means after a storm you may need to pick up branches that have fallen or turn back over the pot that didn't withstand the wind.
- Have your insurance company send out an adjuster to check the condition of your roof. If your roof has wind or hail damage, we want to know before we get your home under contract.

As you look at your home, always look at it from the eye of a buyer and make the changes as needed.

WHO SHOWS YOUR HOME While we will be showing your home, most times, it will be another agent showing your home to potential buyers. Each agent has their own Supra Box key, and when they trigger the box to release the key we get an email with all their information, including time of entry — this is a safety feature for you as the seller.

WE NEVER USE A COMBO BOX ON OUR CLIENTS OCCUPIED HOME, it is dangerous for you the homeowner and is unacceptable!

WHAT TO EXPECT If your home is in a central location, and competitively priced, you will need to expect a lot of showing. Inventory is down and sales are up, which means your home will possibly be shown numerous times within a few weeks. We want you to understand this upfront, so you are not blindsided later.

We always ask that agents give us reasonable notice when setting up a showing. In more than one occasion we have had the buyer who purchased the house call and set up a showing less than 2 hours prior to the time they would like to see it. With all this said, it is advised that you try and keep your house as clean and tidy as possible, this includes making the beds and keeping dishes out of the sink.

**GAINING FEEDBACK** Feedback is a crucial part to understanding what buyers think of your home. If you have an email address, we will set you up with an automatic feedback system.

This system will automatically email the showing agent and ask them to answer a variety of questions including rate the exterior, rate the interior, what do you think of the price, is your client considering another showing, is your client considering making an offer, and finally, what additional information the agent has for us.

As soon as the agent responds, the information will be sent to your email as well as ours.

#### STAGNAT OR COLD LISTINGS

Stagnated listings are a home sellers' worst scenario! The longer a home sits, the more the value can decrease. Stagnated listing can result from a number of circumstances. More often than not, a stagnated listing is due to the listings being overpriced. The threat of stagnation is why it is especially important to listen to us and set a competitive price right from the beginning. If, for some terrible reason, your home does begin to appear to be stagnating, we will meet with you ASAP to go over the options. If you price your property competitively from the beginning based on actual comparable homes sold, the market demand will raise the price. We have sold over 275+ homes, trust us. :)

#### **RECEIVING AN OFFER**

Experience has taught us your first few offers can many times be your best. If this offer isn't what you want, you need to at least counter as this buyer who is obviously eager. When you receive a contract, do not panic over the price offered or closing cost requested. Both numbers are a starting point for negotiation.

Don't ever feel "offended" by anyone's offer. They are offering a lower price to see how much they can get out of you and that isn't necessarily a true indicator of how much they are willing to pay for your home. Depending on the market conditions, you may need to pay part or all the buyer's closing cost. In a buyers' market, often a buyer will raise their offer just to get the seller to pay their closing cost.

Buyers usually have closing costs between 4%-6% of the contracted price. This is the money they will have to bring to the table at closing. Some buyers will ask the seller to cover some or all their closing cost. This is all part of the negotiation process; we will walk you through the process, so you know your options and the ramifications of how different deals affect the bottom line.

#### **NEGOTIATION PROCESS**

Often a contract is not accepted as is and the offer goes into a negotiation period. This is where the real estate agents will attempt to come to a compromise that suits both the seller and the buyer. *Each agent will need to receive permission from their clients to proceed with verbal negotiation.* 

If the negotiation is done verbally, and both parties have come to an agreement, then the changes will be made, and both the buyer and seller will then need to initial changes and sign the contract to make the contract legally binding and executed.

Be advised though, a contract is not EXECUTED until all parties have initialed, signed and only then is the contract executed. Contracts can be signed digitally through Digital Ink or Dotloop through an email account or in person by ink signatures.



#### EXECUTED CONTRACT

An EXECUTED CONTRACT means you and your family no longer have to make the beds every morning if you don't want to! We will be sending the executed contract to you and the title company. The title company will be in touch with you to get your detailed seller information.

The title company only gets paid if you close, so they will make sure you close properly. Also, please keep in mind that you may have to pay your own closing cost such as title insurance policy for the buyer, your escrow fee, HOA resale certificate, survey, etc... The seller's closing cost is usually about 1.5% of the contracted sales price.

#### **Buyers Option Period**

Buyers will usually ask and pay for an option period or due diligence period to have the hoe inspected and possibly have a Wood Destroying Insect (Termite) inspection during this option period. This option period is a buyer's un-restricted right to terminate the contract during that negotiated time period. Most option periods are 3-10 days long and the buyer pays the seller \$10-\$100 a day for each day of the option period.

#### **Buyers Earnest Money**

Earnest money is good faith money that the sellers deliver to the title company to hold as security. If the buyer terminates the contract during the option period, then the buyer gets their earnest money refunded, but they do not get the option fee that was paid directly to you.

Buyers can get their earnest money back also under the Third-Party Finance Addendum if their loan is not approved during the negotiated time frame both parties agreed to in the original contract. The buyers may also get their earnest money back if the home does not appraise for the contracted price.

There are several potential scenarios where buyers may be entitled to get their earnest money refunded.

The majority of contracts move forward to closing if the seller's agents have done their due diligence by contacting the buyer's lender and confirming the level of qualification of the contracted buyer and the reputation of the lender to get loans closed.

There is no substitute for experience, knowledge, and advocacy!

### **BUYERS HOME INSPECTION**

#### **BUYER'S HOME INSPECTION**

If you have had a recent prelisting inspection or if you had a buyer's home inspection in the last four years, you would need to disclose the inspection to the buyer in the sellers disclosure. The buyer will schedule their own inspection during the negotiated Option Period, and it is their right to have one performed. Showing Time showing service will schedule the inspection. Expect the buyer to ask for reasonable repairs or cash back at closing to cover the repairs cost. This is all dependent on the age and condition of the home you are selling.





#### PROPERTIES WHICH HAVE A WELL AND/OR SEPTIC SYSTEM

If you have a well or septic system these will also need to be checked by a professional. Legally the company that checks your well and septic also checks the well water to make sure it is free of coliform bacteria and that there is no evidence of malfunction of the septic system. On the contract, the buyer can designate other tests done at the sellers expense. They can ask for a visual inspection of the drain field with rod probing, pumping of contents and visual inspection of all tanks, and inspection per manufacturer's guidelines of alternative septic system.

#### HOMEOWNERS ASSOCIATION

RE-SALE Certificate & Transfer Fee If your home resides within a homeowner's association you will be obligated to pay the fee to have a resale certificate sent to the buyers. This can take 7-21 days depending on the HOA or management company. The cost is usually about \$150.00 - \$450.00 and buyers expect the seller to pay for the certificate.

### SELLER DISCLOSURE

#### SELLERS PROPERTY DISCLOSURE

Every seller has to fill out, sign, and initial a seller disclosure. The seller's disclosure states that to your knowledge these are the known defects and or repairs that have been made to the house. You MUST list all known defects and repairs to the home that you have knowledge of. This statement, along with a lead-based paint disclosure statement (required only on pre 1978 homes), become part of the contract once a buyer places an acceptable offer on your house.

#### SELLER SHIELD - We use this service for you to fill out your sellers disclosure

is a third party service we use for all our sellers to help them fill out their disclosures. Sellers Shield will email you an online form that helps you understand how to answer each question on the disclosure. They offer legal insurance, but you don't have to purchase the legal insurance policy

#### LEAD BASED PAINT DISCLOSURE

If your home was built before 1978 you will be obligated to sign a lead based paint disclosure. This disclosure will be placed with the contract at the time of execution. Both the sellers, buyers, and their agents are required to sign it. The buyers have the option to perform a lead-based paint inspection. This right can be waived by the buyers if they do not feel it necessary. If they do perform the inspection, you are not responsible for the payment.

#### **Municipal Utility District (MUD)**

A Municipal Utility District, or "MUD", is a political subdivision of the State of Texas operated by a publicly elected Board of Directors, which is created to provide infrastructure and services such as water, sewer, storm water drainage in areas where city services are not available. As a seller you must disclose in writing that your home resides in a MUD.

#### **Public Improvement District (PID)**

A Public Improvement District, or "PID" is a special district created by a City or County under the authority of Chapter 372 of the Texas Local Code. The statute allows for a city or county to levy a special assessment against properties within the district to pay for improvements to the properties within the District. As a seller you must disclose in writing that your home resides in a PID.

### PHOTO SHOOT CHECK LIST

Please use this tip sheet to help prepare your home for professional photography

### Photoshoot Checklist Lights, bulbs and screens Turn on all lights, including small lamps Replace broken and/or mismatching color light bulbs (blue or yellow tones) Turn off all TVs, computer screens, and projectors De-clutter personal items Remove all items (yes, that too) on kitchen countertops and islands Clear personal items from table surfaces, mantles, dressers, desks, etc. Remove toiletries, appliances, etc. from bathroom counters, tubs, and showers Clear floors of rugs & mats including doormats and bathroom mats Stop motion Send away pets: in the garage, kennel, or offsite during the appointment Turn off ceiling fans at least 5 minutes before the beginning of your appointment Keep curb appeal focused Move vehicles out of sight before your appointment Make sure lawn and landscaping is maintained Clear lawn of leaves and debris Remove yard signs: for sale, security, school, decor, etc. Clean (preferably, power wash) driveways & paths Outdoor details Clean pool and remove toys Arrange outdoor furniture; if there is a patio umbrella, please open it Put away water hoses, toys, cleaning supplies, recycle bins, etc. Check for and clear miscellaneous outdoor items Remove or minimize window and pool screens, if possible Ready for your close-up! Remember to review your images with your photographer if you'll be on-site

### SELLER CHECK LIST

Locating and providing the items below will help us get your house sold and closed faster.

- Filled out the Sellers Disclosure online through Sellers Shield email link.
- Information About Onsite Sewer disclosure (if applicable).
- Lead based Paint Disclosure (if applicable).
- Copy of Survey if you have one and you will need to get the T-47 completed.
- Any service or repair receipts or invoices for work performed in the last 12 months.
- Keys for the house, garage, storage building and or gates to put in the Supra Lock box.
- Filled out HOA profile sheet (if applicable).



# WE WILL GET YOUR HOME SOLD!



