



KANSAS CITY REGIONAL
ASSOCIATION OF REALTORS®

HEARTLAND MLS



PROFESSIONAL COURTESIES

PRIOR TO SCHEDULING

- When inquiring about a property, and when talking to another REALTOR®, always identify yourself as a REALTOR® and state your agency status.
- Never be afraid to explain to a buyer that appointments are necessary. Listings have been canceled because of repeated failures to observe this courtesy.
- Don't show any property without an appointment. This includes vacant and newly constructed properties.
- Space appointments so that you will have ample time to show each listing and still get to the next appointment on time.

SHOWING A PROPERTY

- Punctuality and courtesy go hand in hand. Call the listing firm or co-op if you are running early or late for an appointment
- When showing, if your buyer doesn't want to enter a home immediately, contact the listing firm or co-op to inform them of the buyer's desire to cancel.
- In bad weather, take off your shoes when inside a property.
- Always ring the doorbell and knock before entering a property.
- Knock before entering a closed room.
- Be the first to enter the property to make sure that unexpected situations such as pets or alarm systems are handled appropriately.
- Be responsible for visitors. When showing a property to buyers with children, be sure that children are supervised at all times.
- Leave your business cards in each property you show.
- Avoid sarcasm and negative comments about the property and neighborhood while on the property.
- If the seller is home during the showing, ask permission before using the telephone or bathroom.
- Whenever possible, always ask permission before photographing the property.
- Never allow buyers to enter a property unaccompanied.
- Never discuss any details of an offer to purchase with the seller. All communication should be through the listing agent.

AFTER THE SHOWING

- If sellers are home, inform them that you are leaving.
- After the showing, make sure that the house is left the way you found it.
- Ensure that heating and cooling controls are set correctly.
- Be sure to turn off the lights, shut windows and lock doors.
- Reply to feedback requests in a timely manner.
- Report to the listing agent/ firm any inaccurate information and anything that appears wrong with the property.

PRESENTING THE OFFER

- The selling agent should deliver an offer to purchase along with buyer qualifications and earnest money. Deposit to the listing agent in a timely manner.
- The listing agent should present an estimate of "seller's net proceeds" when presenting all offers and counter-offers.
- The listing agent should explain all details of the terms of the offer to the seller.
- The listing and selling agent should communicate and distribute the results of final documents to all parties as soon as possible.

AFTER THE SALE

- It is extremely important for the listing and selling agents to remain as cooperative liaisons between the seller and buyer to ensure a smooth settlement.
- Listing and selling agents should keep each other informed of any problems or complications that develop with contract contingencies in a timely manner.
- Prepare all extensions when necessary. Not at the last minute.
- Resolve all conflicts and problems prior to settlement.