

# Quality Service Guarantee

## Quality Service Certified® for Home Buyer

The Quality Service Guarantee is your written commitment from your Real Estate Professional assuring the delivery of all of the services described below

**As your Real Estate Professional, I will:**

1. Present an agency law pamphlet and explain agency relationship.
2. Explain American Home Shield Buyer Protection Plan.
3. Gather information to identify your needs and goals and to plan a property search.
4. Offer to arrange pre-qualifying or pre-approval meeting with Columbia Mortgage to determine affordability range and improve negotiating position at the point of offer.
5. Commit to priority availability for meeting your needs and schedule for property research and showings.
6. Complete a thorough market search to identify all properties consistent with your needs and price range.
7. Prepare a written Competitive or Comparative Market Analysis for you prior to your making an offer, per your request, if possible.
8. Prepare a written offer to purchase the property of your choice reflecting your price and terms.
9. Provide advice and negotiating assistance on all offers to purchase.
10. Obtain and review with you the seller's written property history and disclosure statement.
11. Recommend professional inspections and review findings and remedies with you.
12. Monitor and communicate the status and satisfaction of contract contingencies.
13. Accompany you on a walk through property inspection before closing, if provided for in the contract.
14. Contact you after the closing to assure the satisfactory completion of all service details.
15. Offer you the opportunity to evaluate the service provided through the Quality Assurance Survey.
16. Provide a Home Services Coordinator to assist with home related needs through our exclusive Home Services program.

\_\_\_\_\_  
Real Estate Professional

\_\_\_\_\_  
Date



**Prudential**  
Northwest Properties

*Bert Waugh Jr.*

Bert Waugh Jr., President