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Real Estate



Business

For Real Estate Professionals

**YOUR
OFFICE
POLICY
MANUAL
is Your
FRIEND!** 😊

1. About the Company

1.1 General

The Company is licensed by the Department of Real Estate under the following name: Universal Realty Inc. The brokerage is a member of the NAR, FAR, Benson Co. Board of REALTORS® and Regional Multiple Listing Service.

2. Policy Manual

2.1 General Purpose

The purposes of this policy and procedure manual is to establish a uniform system of daily conduct by and between us when dealing with each other, other members of the Company, our clients and members of the public.

2.2 Responsibilities

You are responsible to work in accordance with the policies and procedures. Your failure to comply with the policies and procedures within this manual may result in your termination from this Company.

2.3 Changes in Manual

This Policy manual may be changed periodically and be distributed periodically through the website and all member e-mail list. Changes will be made at any time represent the Company's.

PLUS
How You Can
Profit from
Business You
Didn't Get

Clients Ask the Funniest Questions

You've heard it all, right? Maybe not. Here are comments that made agents stop in their tracks and wonder, "Did I hear that right?"

If you're like most agents, you go above and beyond for your clients. But you've probably also gotten questions or requests from consumers that startled you. Check out these comments from consumers that made agents do a double-take.

Euthanization, please!

"Would you mind having someone take the dog for a walk while you show the apartment and then putting the dog back into its crate?"

That's a request broker Boris Sharapan Fabrikant at Triplemint in New York City says he's fielded—and that he agreed to handle.

"Of course, we said, 'Sure!'" he recalls. "It required two people to arrive at each showing, but we'll do anything for our clients—within reason." He says he's yet to receive a request he had to politely decline.

But then there's the request Judy Richardson, an agent with Red Oak Realty in Oakland, Calif., got. "I had a seller request that I put his mother's dog down," she recalls. "The mother had three dogs, and the seller was able to relocate two of them, but not Skipper, an older dog with fleas.

"I ended up talking with my broker, Vanessa, who suggested I take the dog to the vet, where he was cleaned up," says Richardson. "Another agent in our firm, Andrea Gordon, then found a wonderful couple in Marin who adopted him."

Is this a trick question?

Maybe David Welch, a broker associate at RE/MAX 200 Realty in Winter Park, Fla., thought he was being punked at first.

No matter what he thought, the seller's question was serious, and thankfully, he took it that way. "I had someone call me up and ask just one question: 'If you had an appointment to list my home today at 3 p.m., where would you be at 3 p.m.?"' states Welch.

"My answer was, 'At your house listing your property,'" he recalls. "She then asked me if I could come to her house at 3 p.m. to list her house, and I said yes.

"It was one of the easiest listings I ever had, and I can thank another agent for it," explains Welch. "That agent forgot to show up for the listing appointment."

Better pass on this one

It's hard to turn down a listing. But Glen Henderson, the founder, managing partner, and broker at Alliance Group Real Estate Services in San Diego, decided it was his best option with one particular seller.

"Recently, I met with a potential seller who was a hoarder," notes Henderson. "He was a single man in his 60s, and his place was a mess. He explained that he wanted showings only on one particular Saturday. He wanted to require that

Listing Strategies



people take off their shoes, follow a specific path through the home, and expressly be told not to touch anything.

“The best part was that potential buyers were going to be required to leave their kids outside,” he adds. “I laughed a little when he said that part because I thought he was joking. He wasn’t.

“I could potentially see the reasoning if the house was nice and there was a lot of art or there were fragile items inside,” muses Henderson. “Needless to say, we didn’t take that listing.”

Can we still host parties here?

Carole Armstrong, an agent with DJK in New York City, once had a seller who asked her to write into the contract that the buyers would agree to allow the seller to host a final New Year’s Eve party at the property after the closing.

“It worked out that the closing took eight months longer than anticipated,” says Armstrong. “Not only was the seller able to have his party, but the buyer actually attended the party since they’d become friends during the process.”

Armstrong also remembers a transaction involving a unit of someone who’d passed away. “A representative of an estate sale asked me if he could leave the deceased’s clothes and purses behind,” she notes. “The representative said no one in the family wanted them.”

Her response? “Absolutely not,” she told the representative. “This is an estate sale, but you don’t need to be obvious about the owner passing in the apartment.”

Ah, the memories

Two former real estate pros who’ve since retired still recall their quirkiest clients.

Ronnie Riner, who was an agent in Albuquerque for 33 years, says she fielded many unusual questions. But a few still stand out.

“One buyer asked, ‘Who changes the light bulbs when we own the house?’” she says. “Another asked, ‘Why does the seller get to keep the earnest money if we decide we like a different house right before we close on this one?’”

Barb Bracken, a former broker in New Mexico who had her own company in Angel Fire for 12 years, also remembers the unusual clients. “Driving up the long driveway, the prospective buyers asked if anyone had been murdered in this house,” she explains. “Having knowledge and to make full disclosure, I said, ‘Not exactly. The owner committed suicide in the master bedroom.’ The prospective buyer said, ‘Oh, so he murdered himself!’”

And then there were the cash buyers. Bracken was closing a transaction in her office, and the buyers asked if she’d take cash. “They were an honest couple with children,” says Bracken. “He was a crop duster with many airplanes.

“I knew it was a cash deal, but I had no idea it was real cash!” jokes Bracken. “The buyer wouldn’t go to the local bank and tender cash to get a cashier’s check. So we sat at a conference table and counted out \$290,000, mostly in large denominations, thankfully, of cash. You couldn’t do that these days!”