



Home Buyer's Guide

10 Steps

To Buying Your Next Home



Promises



People



Processes



Successful Purchase!

CORE VALUE 1

01 Think win/win.

CORE VALUE 10

10 Excellence and Efficiency in everything.

CORE VALUE 2

02 Treat everyone with the HIGHEST levels of respect.

CORE VALUE 9

09 Address issues head on.

**CHANTEL RAY
REAL ESTATE**

ChantelRay
Real Estate

CORE VALUES

CORE VALUE 3

03 Show excitement and thankfulness for all business.

CORE VALUE 8

08 Let your Yes be Yes and your No be No.

CORE VALUE 4

04 Find a way to always say "My Pleasure," "I would love to," or "Absolutely".

CORE VALUE 7

07 Drive the bus and land the plane.

CORE VALUE 5

05 Have a persistent attitude.

CORE VALUE 6

06 Follow up, follow up, and follow up again.

MISSION STATEMENT

To glorify God by putting our clients' interests above our own.

We base every decision on what's best for:

- 1st** Our clients
- 2nd** Our company as a whole
- 3rd** Individual team members

VISION STATEMENT

To be the only TRUE real estate franchise that provides an EXCELLENT & CONSISTENT customer experience 100% of the time.

Frequently Asked Questions

Question: Do home buyers need the help of a Buyer Representative?

Answer: You bet! When buyers work with a real estate professional who is 100% loyal and completely committed to them, chances are that the entire home-buying process will go smoothly, with a higher level of buyer satisfaction.

Question: Is there a cost?

Answer: NO, IT'S FREE.

Question: What is a Buyer Representative?

Answer: A Buyer Representative works solely for you and has no legal or other responsibilities to the seller.* When working with a Buyer Representative, you have the advantage of personal representation, independent counseling, loyalty, confidentiality, and trust. On the other hand, while helping you present an offer and then negotiate and close a transaction, a general real estate agent has certain fiduciary responsibilities to the seller and agent of any property you choose.

*In a case where the property your agent is representing you to buy is also that agent's listing, dual agency applies. Talk to your agent for more information.

Question: Does a Buyer Representative make decisions for us?

Answer: No. As your personal agent, advocating your best interests, a Buyer Representative is obligated to provide you with maximum information about buying a home, each step of the way. That means disclosing specifics about location, property values, offering price, negotiations, counteroffers, contingencies, financing, and the entire closing process. Armed with such vital and detailed information, you'll be thoroughly prepared to make decisions that are right for you and your family.

Experience The

**ChantelRay**
Real Estate

Difference

- 1** \$1,000 to the **CHURCH OR CHARITY OF YOUR CHOICE**
- 2** Within 90 days, if you don't **LOVE** the home you purchase, **we will sell it for free**
- 3** Fire Me Guarantee; if at any time you aren't wowed with our service, we will make it right, or you can fire us!

For more information go to www.ChantelRay.com/Difference

The Process...

10 Steps On The Road To Home Ownership



1

Figure Out The Finances.

Getting Pre-Approved.

It's important to get pre-approved for a loan before you start searching for your dream home. First up: Choose a lender and allow them to examine your finances and credit history. Once you're pre-approved, they'll likely give you a document spelling out how much you can borrow toward a home. Need help finding a good lender? Our agents are happy to suggest a number of trusted partners who can help.

Firstly, if you are renting, take a look at what you are paying in rent. That money spent EVERY month goes to your landlord to build THEIR wealth. You have nothing long term in the end, where they have wealth.

The Real Cost Of Renting

"I'll just rent for one more year."

If you pay \$1200 a month in rent, over the next year you will pay \$14,400. Over the next 10 years*...

This Year	Next Year	3rd Year	4th Year	5th Year	6th Year	7th Year	8th Year	9th Year	10th Year	TOTAL
\$14,400	\$15,264	\$16,180	\$17,151	\$18,180	\$19,270	\$20,427	\$21,652	\$22,951	\$24,328	\$189,803

How Much Are You Wasting On Rent?

$$\boxed{} \times 158.170 = \$ \boxed{}$$

Your monthly rent.

Amount spent over 10 years*

How Much House Can You Get For Your Money?

Based on the payment, you can see how much of a house you can get. The payment is based on a 4.5% interest rate and doesn't include taxes, insurance or MIP (principal and interest only). Tax amounts vary by the city in which you live and insurance rates vary by individual insurance carrier rate.

Home Price	\$100K	\$125K	\$150K	\$175K	\$200K	\$225K	\$250K	\$275K	\$300K	\$325K
Payment	\$507.00	\$634.00	\$761.00	\$887.00	\$1,014.00	\$1,141.00	\$1,268.00	\$1,394.00	\$1,521.00	\$1,648.00

The Benefits of Pre-approval

- You'll know how much you can spend on a home
- Your offer will be more competitive and taken more seriously
- Pre-approval may help you qualify for first-time-buyer and other special programs to afford a better home

* The total figure assumes that there will be a 6% annual increase in rent.

2

Know What You Want.

Picking Out The Perfect Home For YOUR Needs!

First Look At New Properties

A huge mistake is to search exclusively through Zillow and Trulia. It can take up to **72 HOURS** before new homes feed to their websites. By then, your dream home could be under contract!

We can give you REAL TIME, INSTANT access to properties!



We can show ANY house

We can pull properties from ANY FIRM... ANY TIME... NOT JUST OURS!

Remember that your agent is trained to be the best around and takes their job extremely seriously. We pride ourselves with exceptional service and excellence. If you are concerned about anything during any part of the home buying process we ask that you contact your agent directly and discuss any issues or questions you may be having immediately.



10 Steps To Buying A Home

Doing Buyer Research

Here are a couple of things that you can do as an interested buyer to make sure the area you want to purchase in is right for you.



Door Knocking:

You may want to speak to some of the neighbors and ask questions about the area, pros and cons.

Community Drive-By:

The best way to see what your new community is like is to drive by during nights and weekends. This will tell you more about your surrounding neighbors and community.



Cost

Q: Do I have to pay a commission?

A: NO the buyer pays **ZERO** commission. The seller pays our commission

Pros and Cons of Condo Ownership

The Pros

- Security
- Less Maintenance And More Convenience
- Amenities-Clubhouse, Pool, Fitness Center
- Master Insurance Policy
- Uniform Rules And Regulations
- Home Value, Unity With Others

The Cons

- Parking And Pet Restrictions
- Potentially Lose The Ability To Use A Loan To Purchase The Condo If The Tenant To Owner Occupancy Is High. (Which Means You Would Have To Purchase With Cash Only)
- Condo Fees Can Increase At Any Time
- Rules And Regulations
- If Condo Associations Fees Are Mismanaged Or Get Low, If The Condos Need Any Upgrades You Could Be Assessed \$24,000 Or More That Would Need To Be Paid Right Away



Target Pricing - Home Value

"One of our biggest jobs is to make sure you don't overpay for the property"

Chantel Ray Real Estate Mini-Market Analysis:

Option 1: Your Real Estate Agent can provide you with an estimated appraisal of the home price.

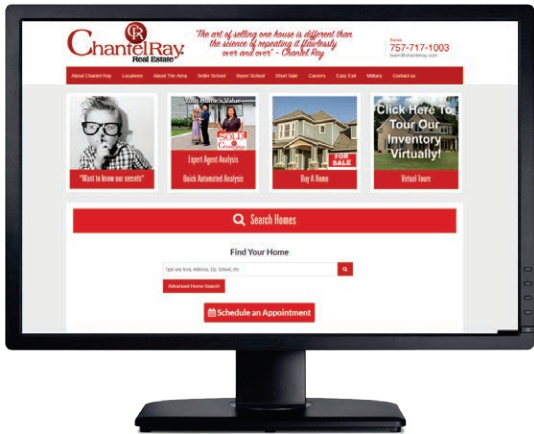
Option 2: For a fee, you can have one of our licensed appraisers on staff perform an accurate home appraisal before we write a contract and pay for a home inspection and other fees that are non-refundable.



Ready For Some Fun?

It's time to start searching the home listings. You should nail down your list of "Must Haves" and "Love to Haves." There are all kinds of homes out there, and this will help you better target your search.

Min. Beds	Min. Baths	Multi-Story?	Min. Sq. Ft.
I MUST Have...		I'd Love To Have...	



Buyer Notification System

Searching for properties that match your criteria.
Notification by mail or e-mail.
A systematized buyer process to save you time.
A team of trained professionals who work for and with you.

Once we have your criteria, we search the Multiple Listing Service daily to find properties that match that criteria. Once a match is found, we send the data sheets for that property to you, either by e-mail or postal mail. This allows you to look at properties on your time and to review all of the details of each property. We are available via our Web site, so you can easily send us an e-mail if you have any questions or would like to make an appointment to see a specific property with your buyer representative.

Whether you like searching for homes on your phone, your tablet or your desktop computer, the home listings at ChantelRay.com automatically resize to fit any screen. You'll find tons of pictures, videos and full details on every listed home. When it's time to take a tour, we'll get you in to see it fast.

3

Preparing To Make The Offer.

You Found Your Dream Home... Now Buy It!

So you've found the perfect home. Great! Now it's time to make it yours. Your Chantel Ray agent can help you craft a smart and strategic offer aligned with up-to-the-minute market conditions. It will cover all the particulars like closing and possession dates, deposit amount and more. Then we'll submit it to the seller or their representative, and they can accept, reject or counter it.

Key Points In Your Offer

Sit with your agent and figure out the following:

How much will you offer? _____

What can you put down? _____

When do you want to take possession? _____

What contingencies do you have? _____

What seller concessions are you asking for?

Seller Concessions: The Seller can pay the buyer's settlement expenses that could include: Pre-pays (pay down the interest rate to a lower interest rate), closing costs, reimburse home inspection cost, home warranty or taxes. The percent allowed depends on the type of loan the buyer is obtaining.

4

Time To Negotiate.

Sometimes The Seller Isn't On The Same Page.

Counter negotiations can get tricky, but don't worry. We do it every day. Once your offer is accepted, you're into the home stretch.

Yet sometimes there are hiccups and disagreements you didn't see coming. That's where your agent comes in.

With an offer in hand, it's up to the seller whether to accept it, reject it, or counter. Counter-negotiations can center on price and other conditions such as home inspections or the ability of a buyer to secure financing, also known as contingencies.

Your Chantel Ray agent will help lead you through the negotiation process with great tips, insight and advice so you can reach a final and successful agreement.



Remember...

The seller wants to sell the house for the best possible price and terms. You want the best possible price and terms to suit you. However, to close the deal the seller has to be willing to accept your price and terms. When it is a seller's market, you might be competing against several other buyers for the same house. If you come in with an offer that is too low, or unreasonable terms, the seller may not even be willing to negotiate at all.

Your agent is an experienced professional and they will be able to help you make the best offer and give you the advice you need to succeed in purchasing your dream house!

5

The Ratified Contract.

Both Sides Now Agree On EVERY Term In The Contract.

Now You Are Almost At The Finish Line!



Gather Paperwork.

Make Sure You Have ALL Of The Paperwork Required.

6

Different lenders have different paperwork requirements, however, these are fairly common amount all lenders. Make sure you have the specific items required for your loan.

Some documentation they may ask you to provide relate to:

**Your residency history • Income verification
Identity verification • Credit history**

Your agent can recommend well qualified loan officers if you have any questions. Experienced loan officers will best be able to tell you exactly what would be required to obtain you loan.

7

Schedule The Home Inspection and Appraisal.

Making Sure You're Making A Good Investment!

What Do Inspections Cost?

Home Inspection (\$300-\$400+)

A sample of items inspected are:

Plumbing systems

Kitchen appliances

Doors and windows

Foundation and basement

Exterior paint

Electrical systems

HVAC equipment

Attic insulation

Exterior siding

Outdoor light fixtures

Termite Inspection
(\$50-\$75)

Pool Inspection
(\$150-\$350)

Optional-Buyer
Requested:
Lead-Based Paint
(\$100-\$250)



8

Resolve Any Inspection Issues

Your Chance To Negotiate Any Issues Found At The Inspection.

The most important reason you get a property inspection is to make sure the home you are purchasing doesn't have any serious structural issues. When writing your offer, your agent will put in a contingency that will allow you to cancel the contract based on the results of the home inspection. Hopefully, there are no issues on the home inspection, but if there are, you have three choices:

- Have the seller pay for the repairs at closing
- Agree to take the house "As-Is"
- Cancel the contract and find another house

9

Transfer Utilities & Get Insurance.

Make Sure You Are All Set On Move-In Day!

Closing and Congratulations!

You Made It... You Are A Home Owner!



Just a few more things and the keys are yours.

Final Walk-Through

You'll get one more chance to walk through the home and make certain it's in the same condition as it was when you signed the sale agreement.

The Settlement

Closing Day is here! This is the day you'll meet with your lawyer, escrow agent or real estate professional to sign all the paperwork and finalize the transaction. It's also when you'll pay all the legal fees, closing costs and transfer taxes. In return, you'll get the property title and copies of everything you just signed. (It's a lot!) And yes, you'll also get the keys to your amazing new home. Congratulations!

You Have Questions? We Are Here For You!

What If I Don't Like Homeowner's Association Rules?

If you are buying a home that is part of a homeowner's association or condo association, you will receive the documents to review. If there is something that you do not like, you will be able to do so at no loss within 3 days of receiving the documents.

What Are Some Mortgage Programs That Are Available?

Programs Provided By:



MOVEMENTMORTGAGE

FHA:

3.5% down payment
6% seller concessions

Ex. For a \$200,000 home, you would have to put down \$7,000 and you could get up to \$12,000 back from the seller for closing costs etc.

VA:

0% down payment
4%-10% seller concessions

Ex. On \$200,000 home you would put \$0 down and you could get \$20,000 back to pay off debt or a car loan, if approved by the lender.

You can pay down your rate.

Conventional:

Down payment options:
Traditionally - 5%

First time home buyers - 3%

Can only ask for up to 3% in closing cost assistance.

Investment property can only ask for 2% in closing costs.



Online Transaction Management

To ensure confidentiality & security, Chantel Ray Real Estate uses online transaction management as well as E-signatures.

Preferred Partners Program

The reason why you should use our preferred vendors is that it's satisfaction guaranteed. If you're not happy, we will step in and help make things right. Best of all, we have already negotiated huge discounts for you!

- Accountants
- Roofing
- Contractors
- Pest Control
- Flooring
- Lawn Service
- Insurance
- Closing Attorneys
- Home Warranty
- Painters
- Interior Design
- Cleaning
- Lenders

www.ChantelRay.com/Partners



Love It or Leave It Guarantee.

If you don't love the house that you purchase within the first 90 days, we will list it for free.

Take It From Some Clients That Loved It!

"Buying a home can be a stressful experience but the Chantel Ray Real Estate Team made our experience as pain free as possible. They met all of our demands and made us feel as if we were their only client. We would definitely use Chantel's team again for any of our future real estate transactions."

Robert and Barbara - Virginia Beach

"The Chantel Ray Team was very patient. We were first time buyers and they explained the process well and answered every question that we had. They worked with our schedule and went out of their way plenty of times."

Victor F. - Newport News

