



# The Informed *Home Buyer's Guide*



# GEOFF HAYES and associates

REAL ESTATE DONE RIGHT.

We are delighted to have connected with you regarding the potential purchase of a property.

This guide is designed to provide background on our experience and qualifications to assist you with your purchase. It will also outline the process we will undertake to prepare for your appointment, what you can expect during the appointment and after.



Meet your Agentos

## GEOFFREY HAYES

**\*Personal Real Estate Corporation**



Geoffrey is proud to call Kelowna home for over 15 years now. One of the best decisions of his life was leaving Vancouver for the lifestyle that the Okanagan has to offer. Living, working and playing in one of the top destinations (in the world) is a dream that he is fortunate enough to call reality.

If there is one thing Geoffrey knows...and knows well –it is sales! He was awarded the TOP sales representative with Bell Canada in BC two years in a row. He built the top-selling team in Canada (competing against over 700 other sales teams). Five years in a row, Geoff's teams landed in the top 1% in Canada. His role shifted again to help struggling teams and turn them into top-producing locations. After ten years of a high level of success in telecommunications, sales, marketing and management he felt the need for an even more significant challenge...enter the world of Real Estate.

Geoffrey and real estate are truly a match made in heaven. Given his success in his previous roles, it is no surprise that he is now one of Kelowna's top-producing agents. The carryover from the tech industry and leveraging this into his current role has been paramount to his success.

Geoffrey is a Diamond Award Winner, which puts him in the top 3% in his marketplace.

In his free time he spent years as President of his Strata council. You will also find him volunteering at his church in the music and art department. He enjoys ballroom dancing and was a part of Swinging with the Stars (for the Central Okanagan Hospice Society). And, every winter, you will see him involved with the Fill the Van for Sally Ann food drive organized by Royal LePage and Save-On-Foods. Another organization that tugs his on his heart is Jurassik Bark Animal Rescue, where he donates money from every sale.

Real estate and our local market are constantly changing...you want an agent that will adapt to this change, to have your best interests in mind and be humble enough to know that there is never one perfect answer. Every client has different goals, wants and needs... you want someone working for you that knows the solution to achieving these things may be different every time.

Meet your Agentes

## GRANT BOND

**Real Estate Professional**



BOND...GRANT BOND... Fully Qualified Licensed Real Estate Professional and REALTOR ®. Building on many years of substantial experience in hands-on Construction Management, Planning, and Leadership in design and execution, combined with on-going Risk Analysis and Quality Management, Grant has added REAL ESTATE to his areas of expertise and is a qualified Real Estate Professional and REALTOR ®.

With diverse experience in Residential and High-End Custom Homes, Multi-level Residential, Institutional, Commercial, Towers etc., Grant has considerable experience with properties of all types and one cannot help but think this extra knowledge is profoundly geared toward helping you satisfy your Real Estate needs. Be it helping you navigate the complex process of listing and selling your Property at the Right Market Price, or helping guide you on your journey to find the greatest purchase of YOUR LIFE.....Your Dream Home!

In addition to his Real Estate qualifications, Grant is a Licensed Builder in the province of BC, is qualified in Passive House Construction, and is also a Project Management Professional!

In Grant's words: "I simply cannot wait to be your guide and confidant on your journey through the web we call the Real Estate Market! It is a complex process and I certainly plan to do my utmost to build your trust and be the best I can be for you"

Grant's motivation for effective execution is that "if one leaves things to chance then there's a high likely-hood that chance will rule....."

Grant also firmly believes that repeat clients are an essential barometer and a recipe for success: "Referrals are our Life Blood!! Please don't keep us a secret!" – GEOFF HAYES and associates.

IN HIS SPARE TIME GRANT CAN BE SEEN CAMPING, FISHING, DOING ARCHERY, QUADDING AND BIKING WITH FRIENDS. GRANT IS AN AVID SKIER AND SPENDS A GOOD AMOUNT OF TIME AT BIG WHITE SKI HILL! GRANT IS ALSO A DRUMMER AND PLAYS IN THE KELOWNA PIPE BAND, PLAYS REGULARLY ON WORHIP TEAMS AND IN A 70'S ROCK BAND!

Meet your Agentes

## KAILA KLASSEN

Real Estate Professional



***“I am excited about helping my clients, be it marketing and advertising your current home or facilitating the purchase of a new property hearing your vision is my top priority!”***

I have found tremendous success within my Real Estate Career since becoming Licensed in 2010.

I proudly grew up in Penticton B.C. and I am fortunate to call Kelowna my home. I love the Okanagan and feel grateful for the opportunity to be a part of an exciting industry helping clients make their Real Estate dreams come true.

After receiving my Real Estate License from the UBC Sauder School of Business I was awarded rookie of the year my first year and I was also included in the 100% club.

My passion is all things real estate and I love becoming immersed in the property details and nuances of each property I represent.

I pride myself in bringing a wealth of local market knowledge, negotiation skills and white glove service to every unique transaction as well as ensuring my loyal and unwavering integrity shines through with each client.

I have experience representing a wide range of clientele including first time buyers, home owners, savvy real estate investors, developers and high net-worth personnel.

When I am not engaged in Real Estate you can find me cooking for family and friends, hiking with my french bulldog Mylo, e-biking and enjoying local farmers markets.

Please feel free to call me anytime to chat about your next Real Estate transaction!

“Referrals are our Life Blood!! Please don’t keep us a secret!” – GEOFF HAYES and associates.

# LET'S TALK MARKET SHARE

*Exposure is everything!*

- Royal LePage Kelowna sells approx 1/3 of our local marketshare
- Royal LePage is 100% Canadian-owned (since 1913).
- Royal LePage is the leading brokerage across Canada with over 20,000 agents and brokers in over 700 locations across Canada.
- Largest resource and networking pool for all brokerages across Canada
- Over 270 local agents (the largest of all Okanagan brokerages)
- Largest relocation company in Canada
- National advertising
- In house IT support staff
- Ongoing industry training
- National Shelter Foundation for women



# PRIOR TO OUR APPOINTMENT

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Home buying can be a daunting and complex process, which is why you should always have the help of a REALTOR® at your side. Remember, a REALTOR® works for you and is there to look after your best interests. Take a few minutes and review all the ways a REALTOR® can help you succeed with the biggest purchase of your life.

Before we jump right in, you have to make sure that it's the right time for you to buy. A REALTOR® can help take care of the rest. Are you ready? Be sure. Few joys can match the pride of owning the roof over your head, but you will have to make some sacrifices. There's the obvious financial responsibility, but your home will also require constant care. That's what real pride of ownership is all about. Is your bank account ready? Check it twice. Your home will be the biggest financial obligation you've ever faced, so do it right with the help of a REALTOR® and avoid regretting taking on more than you should. It is ideal to have saved up some money and manage any ongoing debts. Markets go up, markets go down and even the smartest experts can't accurately predict when a market will peak or bottom out. If you're buying a home as a long-term investment (and for long-term enjoyment), you should be protected from short-term changes in the market. Pick a home that meets the needs of you and your family. Then you'll enjoy living in your investment as it grows in value.



**GEOFF HAYES**  
and associates

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## PRIOR TO OUR APPOINTMENT - CONTINUED

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Nowadays, there are many different types of homes to choose from. Without the help of a REALTOR®, you may end up in a neighborhood that doesn't suit your needs. Take a minute to reflect on your lifestyle, and based on that, decide what best fits you. To help, we've broken down the most popular housing options here. Decide where you want to live. Urban, if you're leaning towards the big city, we can help you consider each factor. Sure the prices are generally higher, but you can walk to a restaurant, maybe even to work. You'll also have the widest range of housing options. Suburban, newer schools, modern shopping centres, bigger yards, and bigger homes are just a few of the reasons why so many people love the suburbs. Next, decide what type of home you want. By now, you probably have a good idea of what type of home is right for you.





## PRIOR TO OUR APPOINTMENT - CONTINUED

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Not very many people can hold onto two homes at the same time, so you'll probably need to sell the one you have now. When should you sell? Buyer's and seller's markets explained: When there are lots of people looking for homes but not many for sale, it's called a 'seller's market'. When there are lots of homes for sale and not many people buying them, it's called a 'buyer's market'. Wait for the market to improve? If you're selling one home and buying another, you don't really have to worry about playing the market. If you sell your existing home for a 'low' price, you're probably also buying at a low price.

Seasonality: Do home sales get frostbite? It's true. Winter sales tend to be slower, but there's less inventory available which could potentially increase your market position. Spring sales are brisker but there's a lot on the market so buyers have more choice and therefore possibly more bargaining power. If you need to sell fast, ask us for help establishing a price and making your home look attractive without making you look desperate. Buy first or sell first? The eternal question. Many people are able to time their sale and purchase so they happen on the same "closing date". As a buyer, you can make your offer "conditional" on the sale of your existing home, so you're not paying for the upkeep of two homes. Or when selling, you can try to extend the "closing period" to give yourself more time to find your next home.



# FOR OUR FIRST APPOINTMENT OR SHOWING

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Our first meeting is an opportunity to meet in person and get to know each other a little bit. We'll discuss the details about what you are looking for. This will really help us in finding you the right property. We will discuss what your expectations are of us, as your real estate representatives. We will take you through our Platinum Home Buyers Plan and show you why it is in your best interest to choose myself and the team as your Realtors® and Royal LePage to represent you and your purchase. I will answer any questions you may have for me, then we can set up our next meeting.

What you will need prior to our first meeting:

Figure out how much you can afford before you start looking for your dream home, let's find out how big you can dream. Knowing your true budget is the first and most important step in buying a home. A home is a big purchase. It's probably the most expensive thing you'll ever buy, and there are lots of expenses you might not even know about. Some of them include: cost of buying a home = one time costs, down payment, legal fees, title insurance, inspection fees, property transfer taxes + monthly costs, mortgage, utilities maintenance, insurance, and property taxes.



# OUR FIRST APPOINTMENT / SHOWING - CONTINUED

Arrange a mortgage. Money makes the world go round, and a mortgage gives you the power to buy a home. This isn't the most fun step in buying a home, but it's vital. Who do you talk to? There are hundreds of banks, credit unions and other lenders out there who would love your monthly mortgage payments. So talk to everybody and don't be money-shy! Talk to your banker, other banks and people you know. We would also be happy to suggest someone! GET PRE-APPROVED for financing and get it in WRITING.

We can give advice that will help you complete your purchase with no regrets. Better still - Call a mortgage broker. Mortgage brokers are a great resource with many options at their disposal. They find the best low rates to suit your needs, and they usually don't get paid unless you sign a mortgage through them, so they're highly motivated to get you the best deal. A mortgage broker who completes a thorough pre-qualification can "head-off" many potential issues.

What you need to apply for a mortgage: Letter of employment confirmation (include your position, your pay and how many years you've been with the company); List your assets (your car, stocks, bonds, GICs, etc); List your liabilities (car payments, student loans, credit card debt, etc); Social Insurance Number; Your chequing account number; Your lawyer's contact information; Information about the type of house you want to buy.



# THE BEST THING YOU CAN DO IS GET PRE-APPROVED FOR YOUR FINANCING

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Get pre-approved by a mortgage broker so that you can shop with confidence and look at homes that are in your price range. Get all your paperwork into your mortgage broker and get confirmation in writing before you start to shop. Provide your REALTOR® with your wish list so they can begin looking for you.



# GETTING TO KNOW THE MARKET

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See what's out there. Now is the time to pound the pavement and see what's available. This step can be either incredibly fun or incredibly exhausting. But with us at your side, you'll be able to sift through to your dream home much more effectively.

Read and see all about it. Start reading real estate ads in local papers and check Realtor.ca. Me and the team can take you to areas you're considering to get a feel for them. Make note of surrounding schools, shopping, and recreational areas. Keep an eye out for not-so-great things like large industrial areas, railway tracks and airports. Visit during the day and maybe even at night.

Open Houses, come on in! 'Open Houses' are a great way to see inside the homes of your potential neighborhood. If a REALTOR® is hosting the open house, he or she probably knows the local market inside and out, and will be happy to answer your questions – don't be afraid to ask!

We can start sending you listings of potential homes right away. Most listings will have multiple photos, and some even have moving 360-degree views! And with the interactive mapping feature, you'll be amazed how fast and easy it is to zero in on your favorite few homes. Walking through a potential home is a thrill, but try not to lose your head. Don't let a giant kitchen island or swanky hot tub distract you from your real goal, finding a home that meets all your needs and fits your budget.



# PLATINUM HOME PURCHASE PLAN

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Myself and our team will provide the following value added services:



- Door knock on your behalf and find you a suitable property. We will go find it even if it isn't listed.
- Subscribe you to an "Email" alert system notifying you regularly when a home is listed on MLS that matches your criteria.
- Peer to peer marketing through fellow agents in the area of homes that are for sale but not on MLS called "Sleeve Listings".
- Search the Expired listing database for homes that were previously on the MLS system that still might sell.
- Search the For Sale by Owner listing database for homes on the private market that may be suitable for your buying criteria.
- Search the Exclusive listing database for homes that are only listed and marketed with one particular agent and not on MLS.
- Coordinate on your behalf with the large number of service professionals involved in your purchase.
- Holding me accountable to you as your buyer agent. I am required to perform specific duties within a fixed time, not just sit around and wait.
- The easy exit guarantee: if you are not satisfied with my service, you can fire me at any time.

REFERRALS ARE THE LIFE BLOOD  
OF OUR BUSINESS - PLEASE DON'T KEEP US A SECRET!

# A STEP BY STEP GUIDE & CHECKLIST

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1. Get Pre-approved by a Mortgage Broker or lender so that you can shop with confidence and look at homes that are in your price range.
2. Get all your paperwork into your Mortgage Broker / Lender and get confirmation before you start to shop.
3. Discuss your home wish list with us so we can begin looking for you. Make a list of Nice-to Haves and absolute Must-Haves, Which items are non- negotiable deal breakers for you?
4. Start viewing homes, and make an offer on the property you love best. We will help you!
5. If a seller accepts your offer, you will be given a subject removal date to complete your mortgage financing, home inspection, title searches, review strata docs, etc.
6. Meet with Mortgage Broker (if applicable) to discuss your mortgage terms so your mortgage can be submitted to a lender/bank, then sign mortgage once bank releases it to your Mortgage Broker.
7. Schedule Home Inspections and meet with us to complete remainder of subjects.
8. Get a money order draft for Deposit, this goes towards your down payment but is held in trust until closing.
9. When you are ready to remove subjects, sign removal form with us and hand in any outstanding deposits, if applicable.

# MAKING AN OFFER

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You've found a home? Congratulations! Now, if you actually want to make it yours, you have to make a successful offer, one that the seller will accept.

Preparing the offer: We can prepare the offer for you. Here are some terms you'll see in the offer. Buyer: That's you. Seller: The present owners. Purchase Price: The most important number. Let's hope the seller goes for it! Deposit: A cheque you write to your Agent's broker. This is your way of saying 'my offer is serious'. The size of the deposit is up to you. Chattels included and Fixtures: Be sure you know what is included with the house— the washer and dryer, the microwave, draperies, light fixtures, Garage door opener remotes. Don't leave anything to 'chance'.

Irrevocability of the offer: The length of time you give the seller to consider your offer. Usually less than 48 hours. Completion date: The glorious day you take possession! Often 30 or 60 days after signing.

Clauses particular to this agreement: Every transaction is unique, and you may want to add conditions that are important to you, such as a proper home inspection.

We can help ensure no details are overlooked in your offer.

Submitting the offer: You've signed on the dotted line and we have provided your offer to the seller. The seller can accept your offer. Fantastic, when do you move in? The seller can reject your offer. It's not common for an offer to be completely rejected. If it was, we could investigate why and see if there was some misunderstanding. The seller can 'sign back' or counter your offer. The seller wants to alter some part of your offer – most likely the price. The seller will cross out the price on your offer and write a higher number, or delete or alter some conditions. Now it's your turn to sign back with any additional changes or your acceptance of the counter offer. Good luck!





# HOME INSPECTION

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When you're buying a home, you'll want to scrutinize every last detail. Home inspections can save you from unpleasant surprises and long-lasting regrets.

We can help recommend several home inspection companies to choose from. You may want to make a conditional offer based upon a satisfactory home inspection. This is an increasingly standard condition on any resale home. If the seller doesn't want you closely examining the home before you take possession, you have to wonder why.

Go with a qualified professional. Make sure your inspector is a member of a recognized professional organization. It helps provide some assurance they have the training and experience for the job. What will they check during the inspection? Lots of stuff. Plumbing and electrical systems, the roof, visible insulation, walls, ceilings, floors, windows and the integrity of the foundation. They also check for lead paint, asbestos, mold, outdated and dangerous wiring, and evidence of pests like mice or termites.

Join the inspection, get up close and familiar with your new home. If any problems are detected, you'll see them firsthand, and learn some maintenance tips from a pro. You'll get it in writing. Their report will summarize the condition of your home. Home inspection for a new home? New does not equal perfect, and construction quality can vary greatly from builder to builder. In some provinces, repairs and corrections in new homes may be covered by a government or industry-sponsored warranty program. Bad news doesn't necessarily mean it will have to cost you.



# CLOSING THE PURCHASE

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Your offer has been accepted and you can't wait to move in. But don't break out the bubbly just yet. You have to close the deal! Our team and your lawyer / conveyancer will do most of the closing work, but here's your checklist:

Immediately begin satisfying any conditions of the agreement that require action on your part. We can fill out the documents stating that the conditions have been satisfied.

Have your lawyer begin searching title to the property. This can take a while, so make sure you allow ample time.

Well before closing, get your homeowner's insurance to be effective on your closing date. Your insurance broker will give you a 'binder' letter certifying that you're covered. You can't get a mortgage without this letter!

Contact your lender and have them finalize your mortgage documents. Have your lawyer review them before you sign.

If you rent, give notice to your landlord or sublease your apartment.

Begin planning your big move! Where are those cardboard boxes?

Send out your change of address information and fill out a card at the post office. Contact the Ministry of Transport about changing your driver's licenses, if required.

A day or two before closing, you'll meet with your lawyer to sign the closing documents. Your lawyer will tell you in advance what certified cheques you'll need to seal the deal.

# MOVING IN

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Moving day will come sooner than you think, so get planning now!

If you intend to move at the end of the month, contact a moving company or truck rental company now before they're all booked. If you can move mid-week or mid-month, a moving company might cut you a deal. Go with a reputable moving company. We've all heard moving horror stories. Go with an established, insured mover, so your items are protected.

Pack it yourself, and pack early. Nobody will take the same care you will. Start early and spread it out over many days. Label all your boxes by room so the movers know where to put them, and label anything that's fragile.

Do you really need to take that with you? A new home is a new lease on life, and a chance to liberate yourself from stuff you simply don't need. If you haven't used it or worn it in the 2 last years, you probably don't need it. Have a garage sale, or give it to charity. Once you move in, the boxes are mostly unpacked and you're settling in nicely. You will now feel a strange urge to begin making changes and improvements right away. That old carpet has to go, a bigger deck would be great for entertaining... slow down! Take time to get a feel for your new home, and more importantly, your new budget. Take a deep breath and enjoy what you have, your new home.





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