

What to Expect During a Real Estate Transaction With Me

YOUR REAL ESTATE EXPERT

Jocelyn Durham

BROKER



Jocelyn
REAL ESTATE TEAM

**J&S**
REALTY

My Mission

My mission is to facilitate a smooth, professional and pleasant real estate transaction for you, from beginning to end.

A Word From Jocelyn

Buying or selling a home can be an emotional process so there are a few key elements to keep in mind throughout the process. Please remember that patience is always paramount in any transaction and while there may be some unexpected twists and turns along the way, more often than not, such occurrences turn into valuable opportunities for my clients.

This is an exciting time in your life whether you're buying for the first time, downsizing or movin' on up! Regardless of your personal real estate goals, I'll be there every step of the way to help you navigate the process and to capitalize on new opportunities.

One thing I learned in my career of buying and selling thousands of homes for myself and my clients is that every transaction is different and every client's needs are different. If you have any questions of any kind, no matter how big or small, please don't hesitate to ask. Communication is important to keep you informed and relaxed through the entire process.

I look forward to serving you.



-JOCELYN DUNHAM

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LET'S CONNECT



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What to **Expect** Throughout the Process

Every Friday I will provide you a complete update regardless of how much we've interacted throughout the week. I do this so you can start your weekend fully informed and relaxed.

It is normal for challenges and opportunities to arise, sometimes quickly and unexpectedly, with virtually every real estate transaction. Please remember to be flexible, patient, polite and communicative. We'll get through this together.

From the beginning, you'll be invited to participate on text message groups to efficiently connect all the relevant parties at each particular stage of your transaction. Please participate on these strings in a timely manner.

If you don't hear from me then you're all caught up! Apart from our Friday updates, I will reach out to you promptly if any decisions or actions are needed. Of course, contact me anytime with questions.

MEET THE JOCELYN REAL ESTATE TEAM



YOUR **BROKER** OF RECORD **JOCELYN DUNHAM**

I am delighted to be your broker of record and will personally be working with you to ensure each element of your real estate transaction proceeds smoothly. I personally read every email, document and text message associated with your transaction and coordinate with my team of specialists as needed. I am your primary point of contact and I may be reached at 858.359.9663 or by email at jocelyn@jocelynrealestateteam.com.

I will communicate with you on all relevant aspects of your transaction. While there are many nuances that may collectively become relevant to the transaction over time, as a courtesy to you, I will navigate these minor elements and communicate with you as they evolve to become germane to our transaction.

AIMEE GILLIATT | ASSOCIATE BROKER

Aimee takes the time to get to know all the people she works with and consistently exceeds expectations by providing timely information and real time advice. As a former small business owner and hospitality manager, she cares about the people she does business with and is always available with an honest opinion and the latest market facts.



YOUR **CUSTOMER SERVICE** SPECIALIST **STACEY PETERSON**

Communication and transparency is an integral part of a successful business relationship. We are committed to providing a seamless, stress-free experience when you buy or sell your home



MY TEAM IS COMMITTED TO YOUR SUCCESS



YOUR TRANSACTION COORDINATOR

Real estate transactions are an intricate and complicated process. Between mortgage loans, inspections and disclosures, there are a lot of moving parts to consider. With keen attention to detail and unparalleled organizational skills, the TC is an integral part of achieving a smooth buying or selling experience from beginning to end.

MICHELLE MCCULLOCH | MARKETING DIRECTOR

Our Marketing Team is responsible for the development, design and execution of all listing and post close marketing. They manage all aspects of your marketing plan to ensure your home reaches the best potential buyers. Michelle also manages our technology platforms to ensure we have the best in class home search tools to help find that perfect home.



YOUR PHOTOGRAPHER | VIDEOGRAPHER



In addition to staging, selling your home for top dollar begins with exceptional photos, video and arial drone footage that showcases your home's best features. Nick Zhang a renown real estate photographer and videographer with a sophisticated and uncanny ability to make homes blossom in both appearance and value.

YOUR **STAGING** TEAM

Staging is an essential element in driving your home's perceived value. I have numerous examples of clients who refused to stage, lost valuable time on the market, had to unlist their home with no offers, then staged the home per my team's advice and then received multiple competing offers at a much higher valuation. Good staging escalates your home's perceived home value.

When possible, my team utilizes our clients' furniture and fixtures whenever possible to save money. As a standard courtesy, I offer a full day of staging my client's homes for them. For larger and more complex projects, or if my seller's home is vacant, I recommend a professional team of stagers who always earn bigger returns for my clients. My preferred staging team has a unique ability to visualize space and transform an average home into a visually stunning masterpiece, which translates to higher value. Their professional services are reasonably priced and well worth the investment.

YOUR **MOVE** MANAGERS

Moving can be a lot of work, stressful, and at times dangerous. Hiring a move manager allows you to sit back, relax, perhaps take a vacation, and have all aspects of your move done for you with as little or as much involvement as you desire. We have recommended Silver Linings Transitions for many years and they provide a la carte services beginning with physically packing your items and ending with their placement of your belongings into your new home. Their logistics and floorplan experts pack, unpack, design floorplans and organize every aspect of your move. If you're downsizing, they can even assist you with an estate sale or donating unneeded items to your favorite charity.



YOUR **MARKETING** TEAM

With the sale of every home, my artists, writers, strategists and technicians are dedicated to customizing a marketing campaign that maximizes your home's value. I coordinate the integration of your video and photography assets into an organized, cohesive, consistent and professional presentation of your home to the market. Whether we're building post cards, flyers, social media ads, marketing videos or other assets, my team is dedicated to getting your home sold for the best possible price.



YOUR **TITLE** COMPANY

The role of a title company is to verify that a home's title is free and clear of all liens and encumbrances and then deliver a clean title to the buyers at closing. Title also confirms the authenticity and validity of a seller and provides title insurance that protects the lender and owner(s) in the event of a claim



If you're listing your home with me, our preferred title officer is Michele Denys at Ticor Title. Having done business with Michele for over fifteen years, I can attest to the fact that she is 100% dedicated to her craft. She's experienced, reliable, and has a wonderful team of professionals to ensure everything relating to your title goes smoothly. If I'm representing you as a buyer, the seller or seller's agent may use Ticor as well, although the title company they select is solely at their discretion.

YOUR **ESCROW** COMPANY

The role of escrow in a transaction is to serve as a neutral third-party custodian of monies and documents for a buyer/seller transaction. By holding documents, earnest money, down payments and mortgage funds for a real estate transaction, escrow mitigates the risk of a title changing prior to all aspects of the transaction being properly completed.



For clients who are selling their home, we will negotiate the terms of the sale and then receive a fully executed purchase contract from the buyer's agent. Upon receipt of this contract, you will be introduced to my preferred escrow officer. They will help guide the process beginning with the provision of documents and forms that must be completed in a timely manner. For example, the Statement of Information form must be completed and returned within five days of receipt. You may opt to receive your forms electronically by email or in paper form by courier or US mail. Regardless of how you receive your forms, please complete and return them as soon as possible. If you need help, please don't hesitate to reach out to me.

YOUR PROFESSIONAL **HOME INSPECTORS**

If you're buying a home, I will help guide you through the home inspection process to ensure there are no costly surprises with the home you're interested in purchasing. Eric and Jon with Freeway Home Inspections are my preferred home inspectors, providing in-depth and comprehensive home inspections for all my clients. In addition to their standard inspection of everything in the home, Eric and Jon leverage the latest in infrared camera technology for testing through walls and under floors to detect moisture.



ADDITIONAL **RESOURCES**

With over 23+ years' experience in the real estate industry, I have assembled many other additional team resources to help my clients. Whether you're buying or selling your home, my vetted team of painters, landscapers, plumbers, movers, staging and fix-it professionals are here to help.



SELLING & BUYING PROCESS

