

1. COST AND DISBURSEMENTS RELATED TO PURCHASING A HOME (On \$350,000 price home):

1. Down payment 5% minimum required on closing if you have mortgage loan insured (High Ratio) OR you need a down payment of at least 20% for a conventional mortgage.	\$17,500.00
2. Deposit on Purchase, \$3000 to \$5000 recommended is paid when you make an Offer to Purchase to show that you are a serious buyer. The deposit will form part of your down payment with the remainder owing at time of closing. If for some reason you back out of the deal without having covered yourself with purchase conditions, such as financing, inspection, your deposit may not be refundable & you may be sued for damages.	\$ 3,000.00
3. The lawyer's fee plus HST. Payable on closing. Legal fees and related costs must be paid on closing day. In addition, your lawyer will charge you direct costs to check on the legal status of the property. Note: most lawyers has an extra charge to review a status certificate of approx. \$ 150.00	\$ 1,000.00+ HST
4. The estimated mandatory disbursements expenses of the transaction. Payable on closing. 1. Parcel register abstract-sub-search of title 50.00 2. Search of title of the property fee 200.00 3. Sheriff's writ certificate (\$11 per person) 44.00 4. Registration fee for transfer deed 72.00 5. Registration fee for one mortgage deed 72.00 6. Title insurance premium - Average of 300.00 In Ontario your lawyer may suggest that you get title insurance. This will cover loss caused by defects of title to the property. 7. Survey copy, bank drafts & courier fees 40.00 8. Mortgage loan administration fee 95.00 9. Miscellaneous disbursement expenses up to 130.00 10. Condominium corporation status certificate 100.00 (Applicable only for condominium purchases) 11. Notarization of first time home buyers affidavit 35.00 (Applicable only for first time home buyers) 12. Provincial sales tax on CMHC insurance premium 1104.00 13. Tax Certificate 30.00 to 65.00 14. Water Certificate 30.00 to 40.00 15. Gas Search 15.00 16. Zoning By-Laws 150.00 to 200.00 17. Building By-Laws 35.00 to 146.00 18. Work Orders 18.00 to 46.00 19. Law Society Transaction Levy 65.00 20. Registration of Deed 71.30 21. Registration of Mortgage 71.30 22. Fire Retrofit 74.25	\$ 1000.00+ HST
5. The Land Transfer Tax (Land Registration Fees) Land Registration fees are sometimes called Land Transfer Tax or Property Purchases Tax. In Ottawa you have to pay this charge when you close the sale. The cost is a percentage of the property's purchase price. Ex: Based on the purchase price of the property Land Transfer Tax: 0.5 % OF THE FIRST & 55,000.00 Purchase Price Plus 1.0% of the Amount in excess of \$ 55,001.00 up to \$ 250,000.00 Plus 1.5% of the Amount in excess of \$ 250,001.00 to \$ 400,000.00 Plus 2.0% of the Amount in excess of \$ 400,000.00. First time Home Purchasers may qualify for a Rebate in Ontario Land Transfer Tax up to \$ 2000.00. Payable on closing.	\$ 3,725.00 For 1st buyer: (-) \$ 2,000 rebate= \$ 1,750.00
6. Other adjustments on the Statement of Adjustments. Prepaid Property Taxes and/or Utility Bills Property taxes are charged by the municipality where the home is located. They are based on the value of the home. The seller may have already paid property tax or other expenses that apply to the time after the house passes into your hands. You need to pay back the seller for taxes and other costs (including items like filling the oil tank – your lawyer must be aware to ensure this is done). Note that if the down payment is less than 20%, the lender will likely insist on paying the municipal taxes on your behalf. They will calculate a 2 yr total taxes and collect in 12 installments added to the mortgage to accumulate enough money to pay the next tax bill or you can make arrangement to give an amount out front to reduce to 12 months payment. To discuss details with your financial advisor and your lawyer (When is the next payment?). --	\$ 1000.00 apx
7. Building (Home) Inspection, Should you have a home inspection? It is highly recommended that you do a home inspection by a qualified home inspector to provide you with information on the condition of the home. It generally costs about \$500, depending on the age, size and complexity of the house and the condition that it is in. For example, it may be more costly to inspect a large, older, home, or one in relatively poor condition or that has many pre-existing problems or concerns. It is recommended that you include in the Agreement of Purchase and Sale a condition for an inspection. The inspection should include electrical, plumbing, heating, air conditioning, roof, foundation, and any particular items requested. Many components of a dwelling cannot be adequately checked during your initial walk through inspection. Major problems that are found by the inspector can sometimes be verified and referred out to a qualified engineer and, depending of the situation, renegotiated to be included in the offer (either via a price reduction or a repair to be made before closing).	\$ 450.00 + HST
8. Bank appraisal (for conventional loan), cost is normally \$300 to \$400 depending on the location of the property. CMHC application fee, if the down payment is less than 20%, then the mortgage is high ratio and must be insured by Canada Mortgage and Housing. The cost is up to \$375 and this also covers the cost of the appraisal. This amount can be higher for out of town properties;	Some can be negotiate w/banker
9. Provincial sales tax on CMHC insurance premium, 8% of total CMHC insurance. This amount is to be paid on closing. E.g. On \$350,000 w/5% down= \$332,500 X 2.75% = \$9,143 X 8%= \$ 731.50	\$ 731.50
10. Mortgage Interest Adjustment – if close earlier than the payment date chosen to make the mortgage payment Ex: if wants to pay every 1 st of the month and the closing happen on the 20 th – interest will be charged from the 20 th to the 1 st and paid on closing date then the first payment will start 30 days after the 1 st of the month	

2. Other costs that might be involved in purchasing a home

Survey or Certificate of Location Cost: Whether or not a building location survey is required – approx. \$1000 to \$2,000. Please note, with title insurance a survey is no longer required to have. Although, Martels Real Estate Inc. will do every effort to locate a copy for your file, so you will know where your property lines are.

Septic tank inspection: Approximately \$500-\$700 plus applicable taxes. If the house has a septic tank, It is advisable to get your septic professionally checked by a qualified sewage system inspector to make sure it is in good working order.

Water test, water inspection services: Approximately \$400-\$450 plus applicable taxes. If the home has a well, you will want to have the quality of the water tested to ensure that the water supply is adequate and the water is drinkable. You may

also want to have a specialist in the business to inspect the well, the water flow and the quality of water and help you understand the system. It is advisable to get your water tested..

Furnace inspection: Approximately \$250-\$300 plus applicable taxes. If the home is more than 5 year old, you will want to have the furnace inspected by a furnace specialist to ensure the furnace is in good working order. A crack in the heat exchanger can be started and if so the furnace would be condemned and no longer be in use.

Status certificate (In case of a condominium): This applies if you are buying a condominium or strata unit, and could cost up to \$125 and an additional fee to your lawyer to review the certificate and its documents (Financial and legal state).

Home Insurance: Approximately \$450 to \$700 plus applicable taxes. *Why should you have home insurance coverage?* The mortgage lender requires you to have property insurance because your home is security for the mortgage and must be in place on closing day. Property insurance covers the cost of replacing your home and its contents in case of loss. Everybody needs to insure their home - but some people actually over insure it. As the land on which a home sits won't burn, only the building must be insured. If the amount outstanding on your mortgage is less than the value of the building, there's no problem. But if the balance owing on your mortgage exceeds the value of your home, insuring the mortgage amount means you're over insuring the building. Insurance coverage should be determined by the value of the building - not the size of the mortgage. One way to avoid this dilemma is by having a "replacement cost endorsement" for the building appears in your insurance policy. Replacement cost coverage guarantees that the insurer will pay the full cost of rebuilding the home, even if the loss is greater than its insured value. This endorsement is available at nominal - and sometimes at no additional - cost. But it's limited to owner-occupied homes, not income-producing properties. And don't forget - your fire insurance must be in place at the time of closing.

There are two basic areas of coverage that reimburse you in the event of a loss; Dwelling: The insurance company will appraise the value of your home at the time of your loss. So the necessity to carry insurance is extremely important because the under insured loss is out of **YOUR** pocket. Once you have 100% insurance to value, make sure your protection is upgraded annually; the effect of double digit inflation is devastating. It makes good sense to insure your house for full replacement costs; **Contents:** We recommend **REPLACEMENT COST** coverage for the contents of your home. With it, you would be able to replace any loss with one of equal quality, rather than settle for a depreciated value. The cost of this added protection will usually increase your premium by about 15% per year when added to a regular home owner's policy.

Mortgage Loan Insurance Premium: If you make less than a 20% down payment, you have a high-ratio mortgage. With a high-ratio mortgage your lender will need mortgage loan insurance. Mortgage loan insurance lets you buy a home with a minimum down payment of 5%. Most Canadian lending institutions require mortgage loan insurance because it protects the lender. If the borrower defaults (fails to pay) on the mortgage, the lender is paid back by the insurer. You pay a premium for mortgage loan insurance. Your lender will add the mortgage loan insurance premium to your monthly payments, or ask you to pay it in full upon closing.

New Home Warranty Programs: Each province has new home warranty programs. **Ontario** Tarion Warranty Corporation: www.tarion.com

Post-Closing Costs (Depending on your situation, you may have some other initial expenses to consider)

Property taxes: Having to pay property taxes with each mortgage payment irks a lot of borrowers. So why do some lenders insist on collecting them? Because unpaid property taxes are a special lien that ranks higher than a first mortgage. By collecting the taxes and paying them, the lender ensures the taxes are always up-to-date. While paying the taxes and mortgage together may be convenient for borrowers, it's also more costly. Property tax accounts put a real crimp in a borrower's cash flow, as they can wind up paying property taxes up to six months- 1 year ahead of time. And little, if any, interest is earned on the money on deposit, too. Not all lenders insist on a tax account. Many others will let you pay your own property taxes, if you've got good equity in your home and a decent credit rating. So ask about property taxes when shopping for a mortgage.

Moving expenses: Whether you'll be hiring a moving company, or renting a truck and asking friends for help, there are likely to be moving expenses.

Changing the Locks: When you move into your new home you'll want to change the exterior door locks for security. After all, you want only the people *you* choose to have the key to your new home. You can change the locks yourself, or call a locksmith to do the job.

Cleaning: Both your old home and your new home should be given a thorough cleaning at moving time. Whether you're buying cleaning supplies and doing it yourself, or hiring someone to clean for you, the costs can really add up. Plan for this expense.

Renovations or repairs: Can renovations, or repairs, be delayed, or are some necessary to do immediately?

Appliances: If your offer to purchase didn't include appliances, and if you don't have your own, you will have to buy them when you move into your new home. Some appliances might have installation charges.

Basic Hand Tools: When you own your own home, you can no longer call the landlord to do repairs. You'll need to own some basic hand tools and possibly some gardening and snow clearing equipment. **Gardening equipment** - Will you need to buy gardening equipment, the first summer in your new home? **Snow-clearing equipment** - Will you need to buy snow-clearing equipment, the first winter in your new home? **Dehumidifier** - Will you need a dehumidifier to control moisture levels?

Service connection fees: Telephone, gas, electricity, cable TV, satellite TV, Internet, and so on, may charge service connection fees. Some utilities may ask you to pay a deposit.

Condominium Fees: Do you have to make the initial payment for these monthly fees? Make sure to discuss with your lawyer to who and when the next payment is to be made.

Window treatments: Do blinds or curtains come with the house?

Decorating: You might want to re-paint, replace some light fixtures, refinish the floor, re-carpet, or do any number of other re-decorating tasks. Do you have all the tools you need for redecorating? Plan your budget, and consider postponing some projects for a period of time.

ONE LAST POINT:

After reviewing all that is required and the expertise needed, you will realize that lawyer's fees alone are not the only thing to be considered when choosing a lawyer. However, if you do not understand these fees, you should not hesitate to ask your lawyer about them. It is important to you that all essential work to complete the purchase of your home has been looked after by your lawyer. To make certain that a thorough job is done so that you will have no problems in any future dealing with your home, it is recommended that you instruct your lawyer to complete the purchase, on your behalf, involving all of the procedures covered here. If it were possible to work out the average time spent by a lawyer on house purchase, it would probably come to a minimum of between eight and twelve hours. Depending on the purchase, five to seven of those hours would be spent by the lawyer and the balance would be spent by legal assistants, law students, title searchers and conveyancers. Each purchase is different and it is impossible to give accurate figures for charges based on time. Since real estate lawyers charge between \$100 and \$200 per hour for their services, based on their costs and expertise, the legal costs for purchasing a home will reflect this. Because of the additional work involved, lawyers charge a higher fee for the purchase of a condominium. Some County and District Law Associations, and many lawyers, have adopted a suggested schedule of fees based on a percentage of the purchase price of the home. When you first call a lawyer, you should discuss with the lawyer the following expenses in relation to your purchase: First and foremost, do you have sufficient funds over and above your down payment for closing costs? It is not possible for your lawyer to give you an exact figure for disbursements on your transaction since many disbursements depend on the city or town where the property being purchased is located. The City of Gloucester is perhaps the most expensive city when it comes to requesting zoning compliance reports, site of development compliance reports and work order certificates. Another factor which affects disbursements is the search of title for the property and what the search of title reveals by way of subdivision and site development agreements. It is very risky to close a transaction without checking with the applicable city or town as to the status of a developer's compliance with such agreements.

STEP 4 Which Home Should I Buy?

Now that you have a good idea about your finances and got yourself surrounded with a team of specialist, you'll need to think clearly about the home you'd like to buy.

1. What You Should Know When Buying a Home

Which home is right for you? Once you have a good idea about your finances, you'll need to think clearly about the home you'd like to buy. What Type of Home are available to Buy? What Type of Home Should You Buy? What types of homes will you be visiting with the idea of buying? Do you see yourself living in a detached single-family home? Or, perhaps a townhouse? Maybe, a duplex? What Location Should You Choose?

Location - Location is a critical factor. A home with everything you need, in the wrong location, is probably not the right home for you. Here are some things to consider about location. Do you want to live in a city, a town or in the countryside? How easy will it be to get to where you work? How much will the commuting cost? Where will your children go to school? How will they get there? Do you need a safe walking area, or recreational facility, such as a park, nearby? How close would you like to be to family and friends?

House size and features - Are the homes compact with shared walls to reduce heating costs? Are homes reasonably sized with lots requiring less upkeep? Are there different dwelling types (such as single-detached, semi-detached, townhouse and apartments) in the neighbourhood? Are the lots modestly sized? Roadways narrow? Driveways/parking areas small? Do natural drain ways lead to streams and storm water ponds or park lands? Is there native vegetation and streams with woodland edges? *“Look and feel”*. Do the buildings have a friendly face to the street? Are the community centers, shops and meeting places welcoming? Are there trees lining the street? Do you find the homes interesting to look at? Do the building sizes feel comfortable to you? Are the roads easy to walk along or cross? **Safety**. Do the homes have “eyes on the street”? (In other words, are there people around who might watch out for you? Is there somewhere to go in an emergency?) Is there adequate street lighting? Are there safe places for children to play? Are the streets safe for cyclists and pedestrians? Is traffic slow moving and light?

Forms of Ownership

Freehold: A form of property ownership in which the homeowner (or two, such as joint ownership by spouses) holds freehold title to a dwelling unit and block of land. There is no space co-owned or co-managed with owners of other units. Freehold owners can do what they want with their property — up to a point. They must obey municipal bylaws, subdivision agreements, building codes and federal and provincial laws, such as those protecting the environment. Detached and semi-detached homes, duplexes and townhouses are usually owned freehold.

Condominium: A form of property ownership in which the homeowner holds title to an individual dwelling unit and share ownership rights for the common space of the building. Common space includes areas such as corridors, the grounds around the building, and facilities such as a swimming pool and recreation rooms. Condominium owners together control the common areas through an owners’ association. The association makes decisions about using and maintaining the common space. Condominium ownership is ownership of a unit, usually in a highrise but can also be a townhouse or in a lowrise.

STYLE	DESCRIPTION
Detached	A single-family detached home is one dwelling unit. Single dwelling unit standing alone and sits on its own lot. Separately titled
Manufactured Home (On MLS sold as a Detached)	A manufactured home is a factory-built, single-family home. It is transported to a chosen location, and placed onto a foundation
Modular Home (On MLS sold as a Detached home)	A modular home is also a factory-built, single-family home. The home is typically shipped to a location in two, or more, sections (or modules)
Row Unit (Commonly called Townhouse)	One dwelling unit of a group of three or more attached, side-by-side, joined by common walls, self-contained dwelling units of similar design and size, each unit separately titled. Row houses can be freehold or condominiums. They offer less privacy than a single-family detached home, although each has a separate outdoor space. These homes can cost less to buy and maintain, even though some are large, luxury units
Link or Carriage Home Called Row Unit or Semi-Detached on MLS	A link, or carriage home, is joined by a garage or carport. The garage or carport gives access to the front and back yards. Builders sometimes join basement walls so that link houses appear to be single-family homes on small lots. These houses can be less expensive than single-family detached homes
Semi-Detached	A semi-detached home is a single-family home that is joined on one side to another home. It can offer many of the advantages of a single-family detached home. It is often less expensive to buy and maintain. Separate titles
Apartment	One unit of a complex of self-contained units in part of a building consisting of a room or set of rooms including kitchen and bathroom facilities, lying within a low, mid or high rise building, offering common areas such as hallways, parking lots, stairwells, etc.
Stacked	Normally stacked townhouses are two or three separate residences stacked on top of each other, usually two-storey homes, but all contained in a single structure resembling traditional row houses. They all have separate entrances with direct access from the outside, but only one unit, at ground level, has any private yard space. They are common as infill developments on land that is zoned for residential development, but not for high-density buildings
TYPE	DESCRIPTION
One Level	Apartment with all rooms on one level
1 ½ Storey	Single family dwelling with 2 levels above grade, upper level is full height at the centre peak but dramatically slopes to shorter height along the outer walls
2 Storey	Single family dwelling with 2 levels above grade
3 Storey	Single family dwelling with 3 levels above grade
Bungalow	Single family dwelling with 1 level above grade
Double Side by Side	Building which consists of two dwelling units beside one another; under single ownership; looks like a Semi
Duplex-Up/Down	Building which consists of two dwelling units, one above the other; under single ownership
Hi Ranch	Single dwelling with 1 level above grade and the basement level elevated partially above grade, entry is located halfway between basement level and main level
Mobile	A trailer or other moveable structure that is used as a permanent structure, connected to utilities. May not have a permanent foundation. Land might be leased
Split Level	Single family dwelling with multiple levels above grade, separated by small flights of stairs

2. The Buying Process: Your Needs — Now and in the Future. Try to buy a home that meets most of your needs for the next 5 to 10 years, or find a home that can grow and change with your needs. Here are some things to consider.

A. What Are My Needs And Wants In Buying A Home?

- How long have you lived at your present address? (yrs/mos)?
- Do you own or are you renting your home?
- What style of home is it? 2Storey/ 3Storey/ Bungalow/ Split/ Duplex/ Hiranch/ Row unit/ Mobile/ Apartment/ Garden/ Condominium/ Townhouse
- Will it be necessary to sell you present home in order to buy next one? YES/NO
- If you are selling, how is the resale market in that area? _____

- How much do you feel you will realize from the sale of your home (if applicable)
- What has prompted you to move at this time?
- Do you have a particular neighborhood in mind?
- How long have you been seriously looking for a home?
- How many homes do you need to see before you buy?
- How much time can you spend on viewing homes in general? In one day?
- How soon can you make the move after you have found the right home?
- If we find the right home, are you ready to proceed with the purchase
- Do you have a banking institution that you can arrange a mortgage with? If so, which bank?
- Have you been pre-qualified?
- Are you familiar with mortgage and closing costs?
- Do you have a lawyer? His/her name?
- Do you have a building inspector? His/her name
- What price range are you considering? \$ _____ to \$ _____
- What would be the maximum monthly payment you feel you could afford? \$ _____ to \$ _____
- How much of your savings are you planning to use as a down payment on your new home? Do you have sufficient funds over and above the down payment for closing costs? (approx \$2000 to \$3000)
- Are you working with another agent?
- Have you found any homes you like so far? If so, please write the MLS number or address in the following space provided. Fax, e-mail or mail back to me at your earliest convenience.

- Do you have any children? If so, what age and sex?
- Do you have any pets?
- Do you have any special hobbies, equipment?
- Describe your present home in as much detail as possible

• **Requirements:** # of Bedrooms ---- Age ---- # of Bathrooms ---- Square feet ---- Type ---- Lot size ----
Appliances ---- Kitchen ---- Ensuite ---- Central Air ---- Fireplace ---- Basement fin'd / unfin'

B. What Happens Once You Find a Home You Like?

An excellent Realtor® should listen to your wants and needs carefully. He/she may make recommendations and explain the market to help you find a home that suits your needs. He/she should offer several different options to you. If you've never bought a house before, you'll soon find out that there are still several hurdles to pass before you can start measuring for curtains and move in your furniture. Finally, you've found your dream home. Now, you need to give the vendor an Offer to Purchase (Called an Agreement of Purchase and Sale). Your Realtor® will help you negotiate in your behalf and prepare an Offer to Purchase including items that are typically included, such as:

- Names: Your legal name, the name of the vendor and the legal civic address of the property;
- Price: The price you are offering to pay;
- Things included (chattels and fixtures): Any items in or around the home that you think are included in the sale should be specifically stated in your offer. Some examples might be window coverings and appliances;
- Amount of your deposit recommended between \$3,000 and \$5,000;
- The closing day: The closing day is the date you take possession of the home. It is usually 30 – 60 days after the date of agreement. But, it can be 90 days, or even longer;
- Request for a current land survey of the property;
- Irrevocable time: (Date and time, the offer expires): After this date the offer becomes null and void — that means it's no longer valid.
- Other conditions: Other conditions may include a satisfactory home inspection report, a property appraisal, lender approval of mortgage financing, lawyer's approval of all terms and conditions. . This means that the contract will become final only when the conditions are met.

What is the Difference Between Chattels And Fixtures?: Chattels are items of personal property in a home "by their own weight alone", though they might be connected by pipes and wires. Examples: fridge, stove, washer and dryer. Fixtures are items that have been attached to the property, becoming part of the home itself. Examples: built-in shelving, broodloom and light-fixtures. In an offer, buyers must list which chattels the seller will leave behind, while sellers must state which fixtures they can remove. But there's a vast grey area between chattels and fixtures. How do you classify an electronic garage opener plus the handheld units? A central vacuum system and its accessories? Whether you're a buyer or seller - leave nothing to chance. If in doubt, spell it out in the offer. Clearly say if a particular item stays with the house, or goes with the seller. Because a mistake classifying chattels and fixtures can prove very costly.

What Are "The Usual Adjustments?": In every resale offer, the purchase price is payable "Subject To the Usual Adjustments". Adjustments fine-tune the income and expenses of a deal as of the day of closing - exactly what buyers and sellers want. Municipal Property and School taxes are items always adjusted; so if the seller has paid too much, the buyer pays the excess back to the seller; and vice versa. The principal amount of any mortgage assumed from the seller must be adjusted - together with interest since the last payment, plus any money in a tax account. The monthly condominium maintenance fee is adjusted on closing, as are first and last month's rent for rental properties. Utilities, fuel oil (plus GST) and fire insurance may need adjusting, too, depending on the property. While these out-of-pocket closing expenses can be hefty, they are legitimate charges. After all - the buyer is simply reimbursing the seller for items the buyer will benefit from after closing.

Important Dates In Every Real Estate Deal: Every real estate transaction has three key dates. Each must be clearly spelled out in the offer and adhered to - or the deal is off.

The First: the irrevocable date, how long the seller has to accept a buyer's offer.

The Second: is the requisition date - when any issues arising from the title search must be reported to the buyer's lawyer.

The Last: is important to both buyers and sellers - the closing date - when money, title and keys change hands.

Agreeing on it may be the hardest part of the negotiations. Whenever possible, avoid closing on Fridays, the end of the month, and before long weekends. Buyers who close then often face delays getting keys, and a higher moving bill. Sellers discharging mortgages can face a financial drain, too. If the funds reach the lender late after a Friday closing, three extra days' interest is payable - four on a long weekend. So whenever possible, steer clear of rush hour in the registry office when choosing a closing date.

The HST And Real Estate: One of the most confusing areas of real estate is the HST. Most resale homes are exempt from HST, but buyers should still ask the appropriate question and deal with it in their offer to purchase, to be safe. For brand new homes and condos, the offer should say whether the purchase price is "Plus HST" or "HST Included", and who gets the HST new home rebate. Buying a vacant cottage/chalet lot or a hobby farm is even more confusing. If an individual is selling, the sale is HST-exempt. But if the seller is a corporation, 13% HST is payable. Residential rents are exempt from HST, as are condo maintenance fees. But HST is payable on real estate commissions, legal fees, some disbursements, and the cost of a new survey or a home inspection. If in doubt about HST, check it out before signing an offer. Because if you're wrong, it's a 13% mistake.

What can you expect to happen next?

- The vendor accepts your offer. The deal is concluded and you move on to the next steps in the buying process. The vendor makes a counter-offer. The counter-offer might ask for a higher price, or different terms. You can sign the offer back to the vendor, offering a higher price than your original offer, but lower than the vendor's counter-offer. If the vendor accepts this counter-offer, the deal is concluded.
- The vendor makes a counter-offer, asking for a higher price or different terms. If a counter-offer is returned to you at a higher price, ensure that you know exactly how much you can afford before you start negotiating. You don't want to get caught up in the heat of the moment with costs you can't afford. You reject the counter-offer because the price is still too high, or you can't agree to the conditions. The sale doesn't go through, and your deposit is returned.

Making An Offer To Purchase "Conditional": When buyers and sellers strike a deal, loose ends often need tidying up before the buyer will proceed. Typical examples: financing, a home inspection, and selling the buyer's home. When that's the case, a conditional offer should be signed - one made "Subject To" these conditions. If the buyer satisfies them within the allotted time, the offer becomes "Firm and Binding". If not, the deal is off, and the buyer gets the deposit back. As a buyer, make sure you understand how to keep the contract alive, or kill the deal. As a seller, if you face a lengthy period of legal limbo with an outstanding condition, add an escape clause to the offer. If another acceptable offer is presented, it's "Put Up or Shut Up" time for the first buyer - waive the condition and close the sale or lose the deal. Buyers, remember: conditional offers give you flexibility, but unconditional offers always get a better reception with sellers.

What Happens After Your Offer is Accepted?: Your Realtor® will help you through the process, schedule a home inspection, send the agreement of purchase and sale and all its attachments to all 3rd parties involved in the process: bank, lawyer, insurance company, relocation company... He/she will follow up and ensure all documents needed to proceed with the purchase have been received accordingly. Note: It is advisable that you be present at the home inspection and be able to ask any questions you have at that time. Also, be prepared to take any measurements you may need as you might not have a chance to get into the home anymore before closing.

Deposits – A Vital Part of Every Deal: Deposits are a vital part of every deal. Deposits serve two purposes - part payment of the purchase price, plus an assurance the buyer will close the deal. Usually an uncertified cheque accompanies the offer; when a deal is finally struck, the cheque is certified and the funds held by the listing agent. If buying privately, be sure the deposit is paid to the seller's lawyer in trust; otherwise, if the deal collapses, recouping your money from the seller is no easy task. How large should the deposit be? Buyers like to pay the smallest amount possible, to avoid tying up too much money; but sellers want a large deposit, as a sign of the buyer's good faith. Real estate agents prefer big deposits, also, since the larger the deposit, the easier for them to get paid after closing. While there's no "legal answer" as to what's a proper deposit, 5% of the purchase price is not uncommon today.

C. What Happens After Your Conditions Had Been Met?

An After-Closing Check List:

You've just closed your house purchase - now what? Buyers have lots to do, besides unpacking and making minor repairs. They include; getting names and addresses, payment dates, account numbers and amounts to pay for the mortgage, taxes, condo maintenance and utility charges. Notifying everyone about your change of address - from the post office to credit card companies to the provincial health insurer. And don't forget the provincial driver's license and motor vehicle branch; failing to do so could lead to a fine. Where "911" doesn't exist, obtain the emergency numbers of police, fire, ambulance, hospital and poison information centers. Learn when is garbage and recycling day. Arrange to get the interest on your deposit, if your offer provides for it. And most importantly, change the locks, or at least the tumblers, on all doors. Who knows how many keys still remain in circulation. Even consider upgrading the locks to deadbolts, for greater home security.

Closing Day:

Closing day is the day when you finally take legal possession and get to call the house your home. The final signing usually happens at the lawyer's office. These are the things that happen on closing day: Your lender will give the mortgage money to your lawyer. You must give the down payment (minus the deposit) to your lawyer, usually the day before by certified cheque or money order and another certified cheque for the remaining closing costs. Your lawyer: pays the vendor, registers the home in your name and gives you the deed and the keys to your new home.

Moving

Hiring a Mover:

When planning your move, friends or your Realtor® may be able to recommend a professional moving company. Don't forget to ask the mover for references. Ask the mover for an estimate and outline of fees (Do they charge a flat rate or hourly fee?). Once you've chosen a mover, ask them to come to your home to see what will be moved in case the estimate needs to be changed.

You'll want to ensure that your belongings are insured during the move. Your home or property insurance may cover goods in transit. Call your broker or insurance company to be sure. Ask if you are fully covered. Many moving companies offer additional insurance coverage. Be aware that professional movers are not responsible for items such as jewelry, money, or important papers. Move these yourself to keep them safe. If you decide to do your own packing, keep in mind that you will need the proper materials, and that packing can take up a lot of time.

Moving Costs:

The amount you spend depends on your decisions about many things. Here are some to think about:

Do you want to hire professional movers? If so, will it be a large company, or a smaller local moving company? Will you need to buy insurance to protect your items in transit? If you plan to move yourself, will you rent a vehicle? Will your current auto or home insurance policy cover your items during the move? Will you have to pay utility companies a fee to connect their services in your new home? Are there other utility charges (such as a deposit)?

Moving Day:

On moving day, go through the house with the van supervisor and give him (or her) any special instructions. The supervisor will note the condition of your goods on an inventory list. Go through the house with the supervisor to make sure the list is complete and accurate. When the van arrives at your new home, mark off the items on the mover's list as they are unloaded. If you paid for the movers to unpack boxes and remove packing materials, remember that they will not put dishes or linens into cupboards. Moving day is almost always tiring. But, planning ahead will make the transition as smooth as possible.

If Interest Rates Are Down, And Your Mortgage Is Up For Renewal, What Should You Do?:

People who booked long-term mortgages several years ago will find their interest rate lower on maturity. So here's a strategy to save you money. Instead of reducing your payment to reflect the lower rate, make the same payment as before - or pay something in between. If your payment was \$800 a month, and it now should be \$700 (because interest rates have dropped), still pay \$800 despite the lower rate, or as close to it as possible. Why? Every dollar paid over \$700 a month will reduce the balance owing. That will slash years off the time needed to retire the mortgage, while saving you thousands of dollars in interest costs. And since interest is a non-deductible expense, the savings in terms of gross income are even higher. Keeping the same payment after a cut in interest rates is an effective way to prepay your mortgage.

What Can You Do When Your Mortgage Comes Due?:

When a mortgage matures, borrowers have always had three options - the 3 Rs - Retire, Renegotiate and Renew. In the past, changing lenders was expensive, so most borrowers renewed their mortgages with the same lender on maturity. Today, borrowers have a fourth option - the switch or transfer-in. It lets them change lenders for nearly the same cost as renewing. Instead of registering a new mortgage and de-registering the old one, the existing mortgage is transferred from the old to new lender. As that's done without involving a lawyer, switching is much cheaper than refinancing. However you may be charged a "switch-out" fee (up to \$250), and require a new appraisal when you "switch-in". Not every mortgage can be switched, though; it's limited to owner-occupied homes, and mortgages held by institutional lenders. Switching is also possible when the amount owing is to be increased; however, you'll have to pay additional legal and appraisal costs.

Insuring Your Mortgage?:

What if you die while your mortgage is outstanding or if you take sick? Then how will your mortgage be paid? By arranging life insurance, either directly or through your lender, the necessary funds will be available to fully retire the mortgage on death. But before booking it, carefully assess whether the amount of insurance coverage you currently carry is adequate to cover your mortgage and your family's ongoing day-to-day and investment needs. Disability insurance will help cover your mortgage payments if you become sick or disabled. Again, first see if your present level of disability insurance is satisfactory; if not, seriously consider arranging it, or hiking the amount, to protect your family. Many lenders offer both life and disability insurance as options, but few absolutely require it. Since a mortgage is one of the largest financial commitments you'll ever make, it's the ideal time to review your insurance needs and coverage - and to make any necessary changes.

Home Insurance:

Everybody needs to insure their home - but some people actually over insure it. As the land on which a home sits won't burn, only the building must be insured. If the amount outstanding on your mortgage is less than the value of the building, there's no problem. But if the balance owing on your mortgage exceeds the value of your home, insuring the mortgage amount means you're over insuring the building. Insurance coverage should be determined by the value of the building - not the size of the mortgage. One way to avoid this dilemma is by having a "replacement cost endorsement" for the building appears in your insurance policy. Replacement cost coverage guarantees that the insurer will pay the full cost of rebuilding the home, even if the loss is greater than its insured value. This endorsement is available at nominal - and sometimes at no additional - cost. But it's limited to owner-occupied homes, not income-producing properties. And don't forget - your fire insurance must be in place at the time of closing.

Making Your Mortgage Interest A Deductible Expense:

Most people can't write off the interest paid on home mortgages, as the money is borrowed to pay for the house. But that's not the case if money is borrowed for a business or investment purpose - to buy stocks, mutual funds or income-producing real estate. Then the interest is deductible, even if a mortgage is registered against your home to secure the loan. The fact your house is pledged as collateral for the mortgage is immaterial; how the borrowed money is used determines whether or not the interest can be written off. A 9% mortgage is actually cheaper than an 8% mortgage, if the interest on that 9% mortgage is deductible. That's why Canadians should strive to pay down their mortgages as quickly as possible. With more equity in your home, you've got a terrific opportunity to book a new mortgage, use the funds to earn income, and write off the interest.

Put Your Tax Refund To Good Use:

In 1995 the estimated average tax refund for Canadians was \$1,000. A great way homeowners can save money on their mortgages is by applying their tax refund to their mortgage. Say you booked a \$100,000 3-year mortgage with a 25-year amortization one year ago, at 8.75%. If you put your \$1,000 tax refund towards your mortgage this year, you'll cut the interest cost by nearly \$6,600. And because mortgage interest generally is a non-deductible expense (paid in after-tax dollars), the savings in earning capacity are even greater. If you're in the 40% tax bracket, you must earn almost \$11,000 more at work, and pay tax of nearly \$4,400, to be left with the same \$6,600 savings that you get from prepaying one year's tax refund towards your mortgage. Looked at another way, unless you can earn over 14.5% pre-tax, choosing another investment over prepaying your 8.75% mortgage doesn't make good financial sense. Crunch the numbers, and you'll see why your mortgage is a good place to park your income tax refund.

Your general checklist for moving!

- Make flow chart for days/weeks before move.
 - Get boxes or packing schedules.
 - Get estimates from moving companies and arrange method of payment.
 - Get boxes or packing containers.
 - Notify post office and send out changes of address cards to companies to inform of move: telephone, insurance, mail order clubs, book and record clubs, electric company, gas or fuel oil, property tax department, laundry, newspapers, magazines, doctor, dentist, community centre, lawyer, accountant, stockbroker, cable television, utilities, motor vehicle branch, vets, credit card companies, motor club,
 - Transfer or resign club or association memberships.
 - Get letter of introduction to church, new clubs.
 - Get school records for transfer to new school.
 - Make arrangements to move family, hotel reservations, plane tickets.
 - Get all medical, dental, birth, baptism and marriage records.
 - Transfer house, car, personal insurance records and check into auto licensing requirements.
 - Check and clear tax assessments on your current property.
 - Ensure that you're moving out and moving in days does not conflict with other two parties involved.
 - Check storage facilities.
 - Collect and send out all items to be cleaned or repaired.
 - Return all items borrowed; collect all items loaned.
 - Arrange for connection and shutting of all utilities.
 - Have your car prepared for the trip or arrange transport.
 - Dispose of flammable items.
 - Defrost and clean fridge one day before moving; clean stove.
 - Have meters read.
 - Make arrangements with caretakers, if renting.
 - Use up perishable food.
 - Arrange to transport pets, fish and perishables.
 - Clean rugs and drapes.
 - Arrange for work that has to be done at new home.
 - Get warranties and tops from previous occupants.
 - Plan for children and pets on moving day.
 - Get moving company appraisals of items for future claims.
 - Check swimming pool equipment.
 - Cancel cleaning women, pool maintenance, window cleaners, and snow removal.
 - Leave house clean for new occupants.
 - Transfer prescriptions for drugs and eyeglasses.
 - Transfer government or private health and hospital plans.
 - Return library books.
 - Cancel or pass on subscription tickets.
 - Arrange money during move period.
 - Investigate wills.
 - Transfer stocks, bank accounts, contents of safety box.
 - Ensure you have adequate insurance for goods in transit..
- International Move Checklist.**
- Consult immigration officials
 - Get birth certificates for everybody
 - Get vet certificates for pets.
 - Arrange for language courses.
 - Check currency requirements.
 - Get duplicate keys for luggage.
 - Take copy of documents left behind.
 - Check import policies on cars, pets and plants.
 - Check wardrobe if moving to new climate.
 - Check new tax laws.
 - Get passports and visas.
 - Get work visas.
 - Get customs exit and entry forms for pets and household goods.
 - Get immunization records.
 - Get medical certificates.
 - Get certificates of registration.
 - Get residence permit.
 - Get international driver's permit.
 - Get marriage license, adoption papers.
- Cost Checklist**
- Check land transfer taxes.
 - Check tax increases, deductions and exemptions for move.
 - If the company is moving your family check what they will pay for; i.e., hotels, meals, movers, house-hunting trips, transportation of family, moving insurance, storage, lawyers' fees, loss on house sale or rent mortgage penalty, real estate commissions, overlapping expenses, travel for spouse prior to move, housing policy.
 - Net revenue from selling or renting current home.
 - Cost of new home.
 - Check lawyers' fees.
 - Check mortgage transfer.
 - Will there be an increase in mortgage costs?
 - Will there be a lapse in pay cheques during move?
 - Check movers' fee.
 - Check other costs re: move transportation, food, kennels, and sitter.
 - Check living expenses in new community.
 - Will you need a second car?
 - Check new land taxes and personal taxes/exemptions.
 - Renovations to new home.
 - Maintenance cost of new home.
 - Check real estate broker's fee if selling.
 - Check penalty if lease broken if renting or subletting.
 - Will there be an overlap of mortgage payments?
- Packing, storage checklist**
- Boxes or containers for packing.
 - Get packing paper, pad for inventory, marking pens.
 - Heavy twins or masking tape
 - Empty gasoline from lawnmowers, outboard motors, etc.
 - Mark cartons clearly as to contents and room to be put in.
 - Set aside things you will carry in car in carton marker "Do not load"
 - Take down television antenna.
 - Mark clearly cartons you want loaded last, unloaded first.
 - Take a telephone book with you.
 - Tie or tape mops, brooms, curtain rods in bundles.
 - Point out and mark especially fragile or delicate items.
 - Carry currency, jewelry and valuable papers on yourself.
 - Do not overload drawers when packing items in dressers.
 - Liquids in bottles should have tops secured.
 - Phonograph records should be packed in an upright position on their edges not flat.
 - Blankets are best moved in large boxes, towels and pillows may be packed in dresser drawers.
 - Large mirrors, glass table tops and valuable pictures can be crated.
 - Carton weight should not exceed 60 pounds.
 - All boxes should be tied securely.
 - Pack lampshades in boxes by themselves.
 - Do not use newspaper to pack anything; the ink rubs off.
 - Do not leave shelves loose in refrigerator or stove.
 - Small appliances should be wrapped and packed in the bottom of boxes.
 - Do not pack cleaning products in same box as food.
 - Do not pack heavy articles on top of shoes.
 - Table lamps should be packed.
 - Place heavy china items at bottom of box; all flat pieces should be placed on edge.
 - Small items should be packed in a small box inside a larger one.
 - Move clothes in a wardrobe supplied by mover.
 - Drapes can be moved in wardrobes too.
 - Do not roll mattresses or rugs; leave for mover (Special cartons).
 - Do not wrap articles of furniture or tie with rope/
 - Large power tools should be dismantled for moving.
 - Leave furniture in place for movers to move.
 - Take down any fixtures fastened to wall.
- Storage**
- Check Rates
 - Will same company move and store?
 - Ensure that you have access to necessary items.
- Moving day Leaving:**
- Be on hand for movers
 - Keep personal luggage away from movers
 - Arrange for a few favorite toys for children.
 - Put all valuables in a safe place.
 - Get floor plan of new home.
 - Arrange for supplies for transition period.
 - Make shopping list for first day.
 - Get keys to new home.
 - Have meters read
 - Remove trash
 - Disconnect telephone
 - Ensure doors and windows locked.
 - Notify police and neighbors.
 - Heat turned down.
 - Have necessary papers, traveler's documents with you.
 - Arrangements for sitter on arrival. Final check of cupboards, rooms, basement, garage, attic.
 - Keep copy of mover's inventory with you or in a safe place in case of serious loss or damage.
- Arriving**
- Have children, pets elsewhere if possible.
 - Be on hand for movers
 - Check off numbered boxes.
 - Check each carton for damage or loss.
 - List claims for lost or damaged articles.
 - Pay movers
 - Check supply of heating fuel
 - Unpack everything
 - Get appliances hooked up.
 - Get utilities turned on, or meters read.
 - Plan for the day's meals or ask neighbors for nearest restaurant.
 - Get kitchen and bedrooms set up first.
- Selling your house checklist**
- Keep lawn trimmed and edged in summer.
 - Clear ice and snow from walks and veranda in winter
 - Keep windows clean
 - Keep entrance and stairways clear
 - Ensure there is no clutter
 - Keep kitchen, bedrooms tidy.
 - Keep bathroom spotless.
 - Give house thorough cleaning from top to bottom.
 - Clear and clean basement.
 - Have all appliances, extras in good order.
 - Repair defects that can annoy buyers (Drippy taps, sticky doors, loose tiles)
 - If possible, leave when salesperson is showing house.
 - Do not accompany salesperson on inspection tour.
 - Keep pets out of the house
 - Do not force conversations with buyer.
 - Turn off radios, television, stereo.
 - Do not discuss price with buyer; agent will do that.
 - Turn on all lights to brighten rooms.
 - Keep plants, flowers for cheery note.
 - Leave furniture in place until house is sold.
 - Don't set too high an asking price- talk to your agent.

Your REALTOR® Is Asking Questions Because It's The Law

(Provided by Crea, Canadian Real Estate Association)

On June 23rd, 2008 new federal money laundering and anti-terrorist financing regulations came into effect that requires real estate agents and brokers to collect personal identification information from buyers and sellers.

Your REALTOR® requires this identification information to comply with the law. It is the federal Proceeds of Crime (Money Laundering) and Terrorist Financing Act (PCMLTFA) that requires financial institutions and real estate agents, among other professionals and services covered by the legislation, to identify Customers who conduct financial transactions. These include depositing funds or buying and selling real estate. The Act also requires real estate agents to keep these identification records for five years. Canada has had substantial anti-money laundering and terrorist financing legislation since 2001. Since then REALTOR® have had a legal responsibility in Canada's efforts to combat money laundering and terrorist financing, by reporting any cash transactions of \$10,000 or more, or reporting suspicious real estate transactions. Those original legal requirements still exist but under these new regulations, REALTOR® must now document personal information and proof of the identity of their client in each and every transaction, including occupation. If the client is a corporation, REALTOR® must obtain official corporate documents, and the names of directors. If the buyer or seller is in another city, province or country and no in-person meeting is held, REALTOR® must now use an agent or "mandatory" to identify third parties. The new compliance requirements affect even a buyer or seller not using the services of a licensed real estate practitioner. If there is a real estate agent involved in the transaction, they are also required by law to now verify that private buyer or seller's information as well. REALTOR® must also complete a report for ALL funds they receive during the real estate transaction, not just those of \$10,000 or more. What your REALTOR® needs to do to comply with the law. The real estate agent you are dealing with is required by law to ask for and verify your personal information. By providing this information when requested, you will ensure that they can meet their legal obligations. The Act requires REALTOR® to keep identification records, and track all funds (not just large amounts of cash) provided during the real estate transaction.

ID Please: Under the new rules, REALTOR® are required to obtain, record, and retain the personal information of their clients, including date of birth and occupation. To do this, they must ask for a government-issued identification document such as a driver's license, passport, or residency card. You should not provide your Social Insurance card as identification. REALTOR® are required to keep a record of this information on file in the brokerage for a period of five years. For the purpose of compliance with this law, REALTOR® are not required to keep photocopies of government issued ID, just the factual data contained on it. However, your REALTOR® may make a photocopy of your ID because of other requirements related to the real estate transaction.

Are you a private seller or buyer?: If you are not represented by a real estate agent in this process – in other words, you are buying or selling privately – the law requires the real estate agent that is involved representing the other party, to request your personal information and keep that information on file.

Is there anyone else involved?: There are aspects of your real estate transaction that might prompt the real estate agent you are dealing with to ask you for more information. For instance, you may be asked whether you are acting on behalf of a third party while conducting your transaction. This basically means you are following the instructions of someone else in completing the transaction, or someone else (individual or company) is involved in financing the transaction. If there is a third party involved, your REALTOR® is also required by law to obtain their identification information, and keep that information on file for five years.

Details of the deposit: Every time funds are received by a REALTOR® (e.g. a deposit) during the course of a real estate transaction, they are required to record the amount received and how it was obtained. Your real estate agent then must record this information, and also keep it on file at the brokerage for a five year period.

Your information is kept confidential: The only reason the REALTOR® keeps your personal information on file is to comply with the new federal laws. It will not be used in any commercial way, and will not be provided to anyone else except in response to a request from the federal agency responsible for compliance, the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC). The law requires these files be kept at the brokers office for five (5) years. What you need to know about this new federal law. While Bill C-25 is Canada's newest legislative attempt to curtail money laundering and terrorist financing, we have had legislation since 2001 that required designated industries in Canada (including real estate) to report suspicious transactions and large cash transactions of \$10,000 or more.

Money laundering: Money laundering is the process used to disguise the source of money or assets derived from criminal activity. This illegal activity can include drug trafficking, smuggling, fraud, extortion and corruption. Criminals must launder the profits and proceeds from these crimes to be able to enjoy them. The scope of criminal proceeds is significant; the International Monetary Fund (IMF) estimated that some \$500 billion (U.S.) is laundered worldwide each year.

Terrorist financing: Terrorist financing operates somewhat differently from money laundering. While terrorist groups do generate funds from criminal activities such as drug trafficking and arms smuggling, they also obtain revenue through legal means. Supporters of terrorist causes may, for example, raise funds from their local communities by hosting events or membership drives. In addition, some charity or relief organizations may unknowingly become the route where donors contribute funds that may eventually be used to commit a terrorist act. How does FINTRAC assist law enforcement and security agencies? The Financial Transactions and Reports Analysis Centre of Canada, or FINTRAC, collects, analyzes and discloses financial information and intelligence on suspected money laundering and terrorist financing activities. It was created as part of a Canadian government initiative to fight money laundering and terrorist financing. Although it operates at arm's length from law enforcement, FINTRAC's primary role is to provide law enforcement agencies with information to help them with their investigations. FINTRAC is required by law to protect the personal information it receives from unauthorized disclosure - **Who must report to FINTRAC?** The following persons and entities must report suspicious and certain other transactions to FINTRAC:

- real estate brokers and agents;
- financial entities including banks, credit unions, caisses populaires, trust and loan companies and agents of the Crown that accept deposit liabilities;
- life insurance companies, brokers or agents;
- securities dealers, portfolio managers and investment counselors who are provincially authorized;
- persons engaged in the business of foreign exchange dealing;
- money services businesses;
- accountants and accounting firms when carrying out certain activities on behalf of their clients;
- casinos; and
- individuals and any entity importing or exporting currency or monetary instruments (such as a money order) of \$10,000 or more.

Additional information about this federal initiative, the federal legislation, and the role of FINTRAC in the reporting system is available at www.fintrac-canafe.gc.ca or call toll-free: 1-866-346-8722.

Bob Aaron, July 9, 2005, Grow house disclosure is critical

People have a right to know before buying Mould, damage may be hidden in these structures

Should the Toronto police maintain a public registry of homes that have been used for marijuana grow houses? Is there an obligation on a vendor to disclose that fact when selling a house?

An email I recently received from a home inspector in Durham raises the interesting question of the obligation to disclose whether a house being offered for sale was ever used for a marijuana grow operation.

Wall advised his purchaser clients to contact Durham Regional Police to see if there was a history on file for this house. The police told the would-be purchasers that due to the privacy legislation, they could not disclose anything. The couple talked to a neighbour who was also tight-lipped.

Grow houses are often sold by banks or other lenders under mortgage default proceedings, or by innocent landlords who got stuck with the ultimate "tenant from hell."

The privacy argument doesn't seem to apply to all Ontario police forces. London's police department, for example, lists local grow-op locations on its website for the world to see.

Wall asked me if there was any protection for people buying these homes.

No news, in this case, may not necessarily be good news. Referring to the Ajax property he had visited, Wall told me: "I know what is going to happen with this house. It was taken off the market. They will finish the basement so you cannot see the altered plumbing, electrical and structure, and someone will buy this home.

"The police know, hydro knows . . . but the real victim will be the purchaser who buys this as his or her first home and knows nothing and gets no help from the people that do know how this home was used."

"For some reason, grow houses are not perceived to be as big a problem. The UFFI seller has to disclose but the grow house seller does not.

"The biggest rub is that the Realtor®, if they know about it having been a grow house, has to disclose while the seller does not. Is something wrong with this picture?"

In its manual of optional clauses for use by real estate agents, the Ontario Real Estate Association has an excellent clause relating to grow operations.

Bob Aaron is a Toronto real estate lawyer. He can be reached by email at bob@aaron.ca, phone 416-364-9366 or fax 416-364-3818. Visit the column archives at <http://www.aaron.ca>.



The Feedback Loop

It's very likely that during the process of buying a new home, you're going to see at least a few homes that you don't want to buy. When you work with a real estate professional, it's part of his or her service to narrow down the homes you view to ones that meet your specific criteria. So, for example, if you absolutely need four bedrooms, you won't be taken to view homes that have only three. Of course, it is part of your job, to make sure that your real estate professional knows what your absolute necessities are in a home, so that he or she can bring you to view homes that might work for you.

Even after narrowing the field down to only homes that have all of those necessities, though, most home buyers don't end up buying the first place they visit. (If you do, count your lucky stars!) Maybe the layout isn't exactly what works for your family; perhaps the home needs some work and you're not exactly the fix-it-up type. The home might be further from amenities or schools than you might like, or the rooms are too small. There are a million different factors that can determine whether or not a house is right for you.

If your real estate professional asks what you did and didn't like about the house, don't worry: he or she isn't trying to convince you to buy it anyway! Part of the work of a real estate professional is sharing client feedback with the listing salesperson (the professional who is helping the current owners sell their home). Feedback is an essential part of the selling process: it helps the listing salesperson market the home to the right kind of buyer, and it gives the sellers some insight into how they might make improvements that could help their home sell faster.

Let's say, for example, that you view a property located on a fairly high-traffic residential street with no sidewalks or crosswalks nearby. If you nearly always use your car when you go out, this shouldn't be a problem, but if you enjoy taking walks with your baby in the stroller, this location might not be ideal for you. Sharing that feedback with your real estate professional allows them to pass it on to the listing salesperson, who may take it into consideration when advertising the home to potential buyers. Similarly, it may seem rude to tell your real estate professional that a house you visit smells strongly of a family pet, but that information can be really helpful to the sellers who could be wondering why their house isn't selling. They can have rugs professionally cleaned, for example, to reduce odours.

If you're like many buyers, you may walk into a home and know right away that it isn't the right one for you. You may be inclined to walk right out again without even viewing the second floor or the yard, but even a quick walk-through can help you determine what you don't like about the property. That information can help your real estate professional adjust your future viewings to exclude homes that have (or lack) the same characteristics. He or she is learning your needs, wants and preferences firsthand through this process. Spending a few minutes providing feedback can save you viewing another unsuitable property and could help you find your dream home that much faster.



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Riopelle Griener Professional Corporation, with offices in Ottawa and Timmins, is a full-service law firm focusing on legal services for businesses. We are dedicated to prompt, efficient and thorough services for all our clients, large and small. We tackle all cases with a common-sense approach. We believe in solving problems before they get out-of-hand and before costs to you or your business escalate. We are skilled negotiators dedicated to finding prompt solutions to your problems.

Robert Riopelle:

Litigation, Real Estate, Wills and Estate, Municipal, Education and Administrative, Family: Robert is a member of the Ontario Bar Association and the Canadian Bar Association, Cochrane Law Association, Law Society of Upper Canada and l'Association de juristes d'expression française de l'Ontario. He is a managing partner at Riopelle Griener Professional Corporation. He was called to the bar in February 1997. Robert earned his Bachelor of Laws degree from the University of Ottawa, as well as a Bachelor of Social Sciences and Bachelor of Business Administration. Robert is fully bilingual and has established himself as a knowledgeable and experienced professional in the fields of business, municipal and education law, residential and commercial real estate, will, estates and general litigation. Robert is the skilled practice leader for RG's Municipal, Administrative and Education legal team, its Family Law division and heads its Real Estate Services team.



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- An Accredited Licensed Mortgage Broker is trained and tested to measure their competency prior to receiving their license.
- An Accredited Licensed Mortgage Broker works for you - the client.

What is an Accredited Licensed Mortgage Broker (AMP)?

The licensed person who, for a commission or a fee, paid by the lenders parties, together and assists in negotiating contracts between them. A firm or individual bringing the borrower and lender together and receiving a commission. A mortgage broker does not retain servicing.

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My objective is to understand your needs, help you plan for the future and structure financing solutions which offer you savings and flexibility.

Desjardins has many tailored financing solutions that we recreated to help its members.

Whether you are moving to or from the National Capital Region, The Martels are your best source of assistance for your real estate needs.

Since joining the real estate profession, The Martels have supplemented their knowledge and skills through a variety of additional courses and seminars. Their ability to meet **client's specific needs** is further heightened by their extensive experience in **RCMP/Military/Corporate relocation services**.

Fluently bilingual, The Martels thrive on the challenge of meeting the needs of both buyers and sellers. By combining a dynamic and innovative sales approach with a caring and personalized **commitment to service**, they consistently produce the results that their clients expect. Having moved many times during the course of their own life, The Martels also have a special appreciation for the role that an effective and organized Real Estate Representative can play in easing the transition.

For The Martels, **identifying** your needs is the basis of professional real estate services. **By carefully listening** to you and explaining the selling-buying process in detail, they ensure **that you are** knowledgeable, comfortable and confident when you make your real estate decisions.

With The Martels as your representatives, you have at your disposal the **knowledge, experience** and skills of **fully bilingual veterans** in the Ottawa real estate market. **The Martels work for you**, doing whatever it takes to build the long term relationships and achieve the client satisfaction that is the trademark of their success. In addition, The Martels are part of a large, recognized worldwide relocation Network. The Martels would gladly refer you to an agent in the designated area of relocation.

"Our job is to **professionally represent, support and advise** our client's at every stage of the transaction."

Contact us at **613-742-5057** or toll free at **1-800-363-6242** for more information on our programs and systems. It would be our pleasure to, **courier to you relocation or a pre-listing presentation package** that is more specific to your needs if this is of interest to you. In the mean time we invite you to visit our website at www.martels.ca for more information about our service and team. Also, please find enclosed some additional relevant information you will find useful and a list of our partners.

We are looking forward to hearing from you.

Yours very truly,

Lucie Martel, Jacques Martel and Team

Martels Real Estate Inc. Maison de courtage

Helping RCMP, Military, Corporate... Relocate across Canada since 1986. /Assiste les membres de la GRC, de la défense Nationale et tout autre à se reloger Au Canada depuis 1986

BUY BACK PROGRAM

The Problem

There is such a wide variety of homes available in the Ottawa market and how do you know which one is the right one? Most sellers hope for the best and wait for a buyer to find their home.

The Solution

We ensure that your home is the first home that buyers want to see. When a homebuyer comes through your door, he will have our personal guarantee that he will love your home when he buys it, or we'll actually buy it back from him. This literally eliminates all your competition as we add an 18 month test drive on your home.

Benefits to Homesellers

*Eliminates all the other homes for sale as we will add an 18 month test drive on your home.
Your home will sell much faster and for way more money*

Benefits to Homebuyer

*No sales pressure from our team as we will not sell you a home that you don't like
Move in without any worries of the unknown (neighbours, traffic...)
Obtain a satisfaction guarantee on the largest investment of your life.*



BUYER PROFILE SYSTEM

The Problem

Usually, it's the Realtor® who picks out the homes you will view but, unfortunately, you're not interested in 90% of the homes you're shown. This is a waste of everyone's time.

The Solution

When you call us about purchasing a home, we offer to register you on our buyer profile system. You immediately receive homes for sale, including the ones submitted by other area Realtor@s, as soon as they are listed. This system allows you to beat other buyers to hot new listings. It also allows you to pick out homes as well; ones *you* want to view.



Benefits to Homesellers

*Your home is exposed to a group of highly pre-qualified and interested buyers.
The mailings to our Buyer Profile group are very fine tuned and represent a powerful way of presenting your home to this qualified group.*

This service builds buyer loyalty, giving us a strong number of serious prospects to bring through your home.

Benefits to Homebuyers

You receive instant automatic notifications on all newly listed homes which match your search criteria. After previewing the information, you can select which homes you are interested in viewing. This service is absolutely free and without obligation.

Buy Your Home WITH Confidence: THE MARTELS No Pressure, No Hassle GUARANTEED Home Buying System

Meet with homebuyer to find their needs and wants – **Courier** a thorough information package – Email series of DVD on How to prepare for your next purchase - Determine needs and wants for their clients – A thorough and professional **Comparative Marketing Analysis** (full study) of the neighbourhood when ready to offer- Help determine an appropriate purchase price for the home - We answer all your questions and concerns with your interest in mind - We raise the questions, even if you don't – Automate your search on MLS system - Prepare all paperwork for offer – Get all proper documentation needed for the home – Call the other Realtor® with preliminary questions - **Get answers** from the buyers before proceeding with the offer purchase – Open a Buyer file and collect information such as schools, amenities as requested. – Research **market condition** – Research **potential homes for the clients** - **Verification of the property information** to ensure all in order - Obtain all the hours) the home insp the Buyers - Return p Email information/re buyers via telephone showing feedback w market-place change inspection phase - W active listings system necessary - **We guar services** you might purchase of the buy possible price for your home between you and me sent, based on our experience and specialized knowledge – Prepare all sales documentation for the lawyer – Prepare all sales documentation for the bank – Prepare all sales documentation for the office – record sale – enter all notes in the data base – **We offer Innovative Consumer Programs and Exclusive Advertising Systems** - **We offer a Unique Buy Back Program**, to remove pressure and increase confidence on the prospective buyer - Act as **liaison** between the inspector, banker, lawyer, (if applicable), the other Salesperson and our client – We stress the importance of **keeping you informed** at all times – We ensure that you understand the role of each Salesperson – We ensure to provide you with various information brochure – We ensure that our Buyers and our Out of town Buyers have an accurate handle on their needs – We ensure that price ranges, home styles, property taxes, fees are understood – A **“personalized information kit:** including maps/guides/advice/tips, etc... **And Much, Much, More...**

“There’s a lot to do to find your dream home and ensure a smooth closing”. We have your interest at heart..

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The Martels Real Estate Team Approach:

The Manpower, our team of 15 people and growing, pool their resources to aggressively see your transaction through every step right until a successful completion, with every “i” dotted, every “t” crossed. Peace of mind for you!

When You Hire The Martels, You Get The Martels PLUS Their Team of Specialists

*We operate in a completely different way than any other Sales Representative in Ottawa. **We realized that one person doing everything, wasn't the best way to serve our clients. Our unique Team Approach, together with our Exclusive Consumer Programs, outsell most Ottawa Real Estate firms with hundreds of Realtors®.***



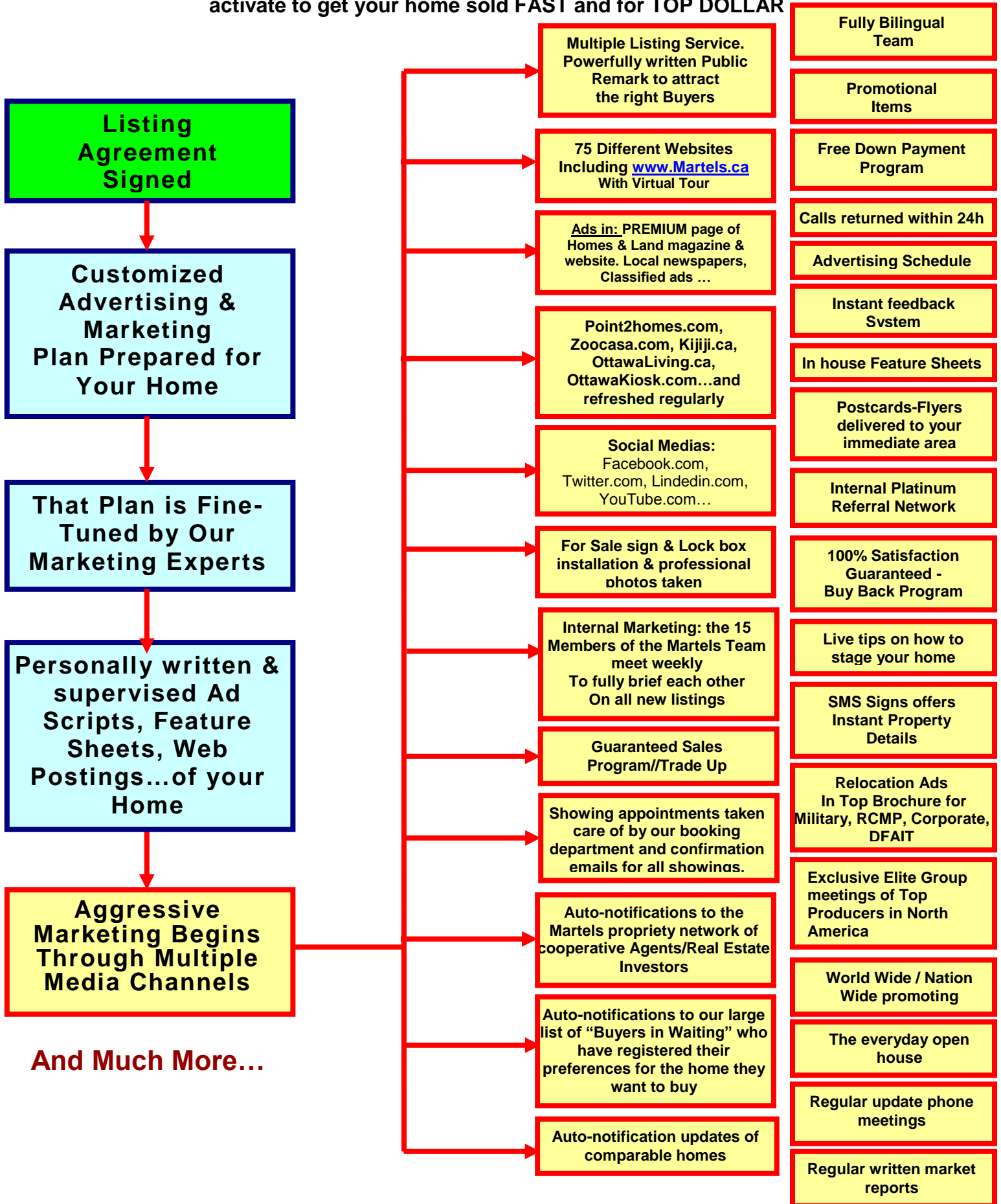
How will YOU Benefit with our TEAM?

We deliver a combined 420 hours to Find your dream home!

**Family owned business with personalized services.
Most importantly, we treat you, the way we want to be treated.**

The Martels Team Approach

When Martels Real Estate pulls the trigger on your listing, there are 30 key systems that activate to get your home sold FAST and for TOP DOLLAR



Marketing Your Home Effectively with Leading Edge Technology

Martels.ca

***We Are Fully Bilingual Team.**

***Helping RCMP, Military, Corporate... Relocate Across Canada Since 1986.**

Homes & Land magazine.

The premium interior page of the International magazine and their websites. Over 35,000 copies distributed.




INSTANT PROPERTY DETAILS
Carrier data charges will apply. Text 11002 to 555000 for terms
TEXT: 7220 TO: 555000

FAMILY OWNED & OPERATED FULLY BILINGUAL TEAM (FRANCAIS / ENGLISH) - ONLY Office in Ottawa



Relocating? We can help




A combined total of 420 hours from our team dedicated to getting your home SOLD!

The Martels

6 Satisfaction Guarantees

COMMUNICATION GUARANTEE: You will receive a weekly update email followed with a phone call from our team on the progress of the sale of your home. Your phone calls to our office will be returned within 24 hours. GUARANTEE: if we fail to up-date you weekly or fail to return your call within 24 hours, we will deduct \$100.00 from the commission when your home is sold.

HONEST PROMISES GUARANTEE: Guarantee#1 is a good example. We are not going to wildly promise you the moon and stars to get your business. We tell you what we can and will do, exactly how we operate, as well as what we will not do, up-front, in clear language. When we list your home, we give you a detailed Advertising Schedule in writing. GUARANTEE: if at any time, we fail to honor that schedule, we will pay you a \$500.00 Penalty on closing.

REALITY-BASED SELLING PRICE RANGE: We get you top dollar. Our track record and statistics prove it. But we will never play the 'bait 'n switch game' of promising to get you a wholly unrealistic price just to get your listing, then wearing you down with low ball offers. Unfortunately, this does go on in our business! GUARANTEE: for every \$5,000.00 we sell your home for, below our recommended list price, we will pay you \$250.00 up to a maximum of \$1,000.00 on closing.

REALITY BASED TIMETABLE: We implement a complete marketing program to sell your home. You know in advance what will occur step-by-step, and will receive weekly marketing updates. And we set a target range for the timing of the successful sale of your home. In many cases, we will sell your home faster. GUARANTEE: if we fail to present an offer on your home within 59 days, we will deduct \$100.00 from our commission for each week after the 59 days to a maximum of \$1,000.00, payable on closing.

100% SATISFACTION GUARANTEE: Entering into a listing agreement with a real estate Realtor® can be risky business. We are confident that our real estate system will work for you, that we guarantee you the right to Cancel our listing agreement at any time prior to accepting an offer to purchase your home, with no penalties or obligation, if you feel our services doesn't live up to our promise. GUARANTEE: If we fail to deliver you the highest possible service, we will cancel our listing contract at any time.

QUALIFIED BUYERS GUARANTEE: Nothing inconveniences a seller more than being kicked out of their home during the showing process or, worse, accepting an offer on their home only to discover, weeks later, that the buyer cannot secure their home loan. The resulting loss of time and the distress a seller feels can be a crushing economic and emotional blow. GUARANTEE: if we ever show your home to one of our buyer who later tells us that "they can't afford your home", we will pay you \$500.00 at closing.

*These guarantees are based on our recommended list price. To be discussed with your Sales Representative at the time of listing. Available in the **Diamond Plan.***

THE CLIENT CORNER:

Corinne and I would like to thank you and your team very much for your assistance in selling our house. You were very helpful in helping us market and sell our house in an extremely timely manner (one week – not bad!), for considerably more than you had originally estimated. In fact, when we were “shopping” for an agent, we were torn between you and another skilled agent. Comparing the listing price she was pushing for and the sale price you got us, we ended up making an additional net \$18,000, that’s a significant amount of money that will go a long way for us in our new home.

Ian and Corinne Baggeley

Il nous fait grandement plaisir d’écrire ces quelques lignes afin de souligner l’excellent travail de Lucie et son équipe. Nous avons été agréablement étonnés des résultats obtenus en si peu de temps pour la vente de notre maison. Il faut dire d’abord que notre maison était en vente depuis plus de 5 mois avec une autre agente, avec l’arrivée de Lucie dans le décor, en l’espace d’une semaine, la vente était finalisée. Dès la première rencontre, nous avons été emballés autant par son professionnalisme que par son côté humain. Tout ce que nous recherchions chez un(e) agent(e), Lucie l’avait au-delà de nos attentes.

Colette & Claude Plouffe

“We thank you for your dedication, professionalism and enthusiasm in the sale of our home. We appreciated the regular communications between you and your office staff. Your efforts in promoting our house to the public were a major key to success”.

J & P Cloutier

“Je suis très satisfaite de vous avoir choisi comme agents immobiliers. J’ai apprécié votre professionnalisme, particulièrement votre précision dans la rédaction des offres d’achat, vos conseils et votre support.”

M.Thériault

It is our distinct pleasure to provide you with a letter of reference with respect to the outstanding services you have rendered in the recent sale and purchase of our homes. Beginning with the sale of our existing home, although we contacted you to list our home relatively late in the local real estate cycle, your prompt response to our request and expert advice on how to best prepare and market our home was instrumental in finally getting that coveted SOLD sign on the front lawn. We feel that your marketing strategy and in-depth knowledge of the Ottawa area housing market gave us a significant advantage as we moved through the process of selling our home in a timely fashion and in getting the best possible price. Although there were some bumps along the way, we certainly did appreciate your patience and guidance in helping us get through the inevitable ups and downs of selling a home in today’s volatile market. We would be remiss if we failed to mention the unfailing assistance and courtesy of all the members of your team.

Brian & Lucie Caunter

“Thank you for being there for us. The Martels consistently kept us up to date with the activities-easy to talk to and highly personable. We appreciated the efforts and devotion”.

F & L Dear

“Very impressed with the level of service-you were very responsive in quickly getting the house listed and sold and worked very effectively at representing my interests

J.Sutton

“It was my good fortune to find the Martels-working with this couple was simply a pleasure- both buying and selling was made easier with the Martel’s assistance and direction-they truly do answer all the questions”

A.Regimbald

You are a dynamic team, who works in the interest of your clients. Thank you for guiding us through the lengthy negotiations at both ends. Your integrity and honesty to ensure our investment was protected could not have been surpassed. Your constant updates and keeping close contact with us was second to none. Highly, highly recommend you.

G & J Whissell

The service that you provided can be summed in 1 word: terrific. Your dynamic team has a complementary mix that combines an ease of manner and friendliness with a no nonsense explanation of real estate transactions in Ontario. Jacques and Lucie, you most defiantly respect and made use of each other’s strengths to provide us with top quality results. Jacques graciously took us as clients on very short notice and both he and Lucie made sure we were looked after for the rest of the week. In an extremely busy market, Lucie and Jacques rallied very quickly to identify, locate and show us the houses that suited our tastes. Their knowledge of service providers including legal, home inspection and sewer/water was also a great help.

Dr. Connie L. Deslile & Cst. Andre Therien

From the first phone call to our first outing in search of a home I felt very comfortable and had a day well spent with Lucie, your professional approach is excellent. My wife was impressed as was I with your web page and 1-800 number access that helped us decide. We have and will continue to recommend your services to friends and family.

Rob MacLeod

This being our first purchase of a home was little nerve racking for us and we were not sure what to expect. We had heard horror stories from other people warning us of the “predatory” nature of some agents and wanted to make sure that the agents we engaged were honest and forthcoming. Fortunately, we found you. You told us what we needed to hear, and not what you wanted us to hear. Guaranteed that we will come back to you when we require your services again.

D & S Campbell

Since this was my first purchase, I had many questions and concerns and was nervous about dealing with a Real Estate Agent. You quickly were able to make me feel at ease and took the time to answer all my questions. I am impressed with your level of professionalism and knowledge, as well as your dedication to myself and other clients. Thanks you for your honesty and look forward to working with you again.

P. Germain

We would like to take this opportunity to thank you and your team for your professionalism and assistance in selling our home. We are unique client in that we travel with the Royal Canadian Mounted Police Musical Ride and were not home during the sale of our residence. You came highly recommended to us by a fellow Ride member who had transferred off the year before and had an excellent experience in the sale of her home. You made us feel extremely confident in your abilities from the time you came in our door. We had no hesitation leaving on tour, knowing that we were in more than capable hands. The marketing that you do is exemplary and our home was sold within a week of being listed. Even though we were away during the sale, you kept up excellent communications with us and we were always kept in the loop.

Keith & Jennifer Derksen

Lucie made every effort to accommodate our wishes and tastes. She used her years of experience in the business to advise us on neighbourhoods, schools and even where to buy appliances. She quickly gained my trust and I truly felt she had our best interests at heart. She was thorough, professional and a joy to work with. She came to me through a friend's recommendation and I will add my name to the list of satisfied customers.

Jo & Patricia Sonne

I just wanted to write a note to tell you how happy Dean and I were with the help you provided us in finding our new home in Ottawa. I was amazed at your energy and resourcefulness, considering that we called you up basically with one days notice, and had to squeeze our entire house hunting into two days! You devoted all your time to taking me to the various places and zeroing in on our precise requirements. I was astonished by how efficient and thorough you were in explaining to me the details of house buying. I will definitely be recommending you to any of our friends in Ottawa who wish to sell or buy a house.

Wanda Sherratt

Avons été super satisfaits du service rendu par Jacques & Lucie Martel. Avons été traités comme des amis. Tres bon service que nous avons déjà recommandé. Un gros merci.

Sylvain et Lyanne Rainville

I am pleased to write a letter of reference concerning your real estate services to me, as they were excellent. As you are aware I was referred to you buy my real estate agent in Victoria, BC. Not having met you or had a personal reference, I went into the association with some trepidation. I was extremely pleased with the service you provided, as it was timely and very professional. You also were extremely indulgent of my needs.

Christine Hutton

I would like to take this opportunity to thank you for your outstanding services when assisting us with the sale of our home last spring. Given the busy time we were very pleased that you were able to give us the attention we received. Most impressive, was the depth of knowledge you showed in the Ottawa real estate market. Your comprehensive understanding of what affects the market and how our home was placed within the market were very much appreciated. It certainly helped to ensure we sold at the right price.

Kaetlyn and Andre Corbould

We like to take this opportunity to express our deepest appreciation for your outstanding service provided in the sale of our home. With the current market situation being that of a saturated market, the quickness of the sale and the price obtained was well beyond the current trend. The Martel team efforts were a major step in making our move more enjoyable and stress free. We undertook the necessary steps to interview four Realtor@s prior to selecting the best suited to meet all our expectations. Right from the outset, Lucie displayed the professionalism and expertise we were looking for.

Erroll & Marie Caza

***We Wish We Had Gone To Martels Real Estate
To Begin With!!!***

OUR CREDENTIALS

Our achievements, since 1986 in the Real Estate Industry :

- ✓ **TOP 1% PRODUCERS IN CANADA & TOP 1% PRODUCERS IN OTTAWA**
OUTSELLING 99.6% (on over 3000 Realtors® in Ottawa)
- ✓ **TOP 5 SALESPERSON (TEAM) BY UNITS & VALUE OF SELLING ENDS FOR THE EAST**
END OF OTTAWA AND SURROUNDINGS SINCE 2004 & TOP 1% SALESPERSON
(TEAM) SINCE 2004 BY UNITS & VALUE OF SELLING ENDS FOR THE OTTAWA REGION
- ✓ **RELOCATION SPECIALISTS**
- ✓ **ACCREDITED BUYERS' REPRESENTATIVES**
- ✓ **PRESTIGIOUS CHAIRMAN'S CLUB RECOGNITION FROM 2000 TO 2005**
- ✓ **INNOVATIVE MARKETERS**
- ✓ **EXPERIENCED NEGOTIATORS (OBTAIN 1.43% MORE THAN AVERAGE REALTOR®S®)**
- ✓ **WIDE NETWORK OF PROFESSIONAL CONTACTS**
- ✓ **HIGHLY REGARDED AND RESPECTED BUSINESS PROFESSIONALS**
- ✓ **WELL KNOWN WITHIN THE OTTAWA COMMUNITIES**
- ✓ **ESTEEMED FOR KEEPING CURRENT WITH CHANGING MARKETS**
- ✓ **FULL CREDITED OFFICE WITH EXPERIENCED STAFF**
- ✓ **ONLY FULLY BILINGUAL FAMILY RUN BUSINESS IN OTTAWA**
- ✓ **SOLID AND KNOWLEDGEABLE PERSONALIZED PLANNING**
- ✓ **HARD WORKING AND DEDICATED TO GUARD YOUR INVESTMENT**
- ✓ **PROVEN TRACK RECORD IN OBTAINING HIGHEST PRICE FOR THE SELLER**
- ✓ **REFERENCE/TESTIMONIAL CONTACTS**
- ✓ **ACCESSIBLE AT ALL TIMES**

MEET THE TEAM!

Since 1986, the Martels are here to help with your Real Estate needs. Whether you are moving across the street or across the country, we'll be there for you at all times. Armed with highly responsible and hard-working administrative staff, we believe we have the best the industry can offer. Because we have "around the clock" services, we are always available for you.

At Arms Reach: Connected to our Martel Team, are a number of professional advisors, including Lawyers, Home Inspectors and Mortgage lenders. Should you require additional sound advice with utmost confidentiality, we would not hesitate to steer you in the right direction. We associate ourselves with the best in the associated industries.



Lucie Martel: Bilingual Sales Representative - Managing Director – Business Owner.

Having moved many times in her life, Lucie knows how stressful a move can be! Lucie assists our clients in buying and/or selling their homes. Her personal dedication to each one of our clients has been acknowledged numerous times with a series of awards, certificates and appreciation letters. Lucie also supervises the day-to-day operations in our office to make sure our high performance standards are maintained. info@martels.ca



Jacques Martel: Bilingual Broker of Record - Account Manager – Business Owner.

With several years of experience, Jacques is another one of our team members that is devoted to our client's wants and needs. Jacques also works behind the scenes as our photographer, lock box and sign installer, feature sheet deliveries...the list goes on and on. Always friendly, Jacques is excellent at making our clients comfortable throughout the course of their transactions. info@martels.ca



Steven Martel: Bilingual Broker.

Steven has joined the team early to learn the business from the ground up. By attending many seminars and courses in Marketing, Steven brings new and innovative methods of advertising to Martels Real Estate Inc. His dynamic energy and strong negotiation, leads the team in achieving powerful and effective results for our clients. info@martels.ca



Valérie Payer: Bilingual Real Estate Sales Representative.

Valérie dedicates herself to provide her clients with the high quality service expected from Martels Real Estate Inc. She has worked with the Martels as our office coordinator while working hard at obtaining her real estate license. Now, as one of our bilingual Real Estate sales representative, she assists our clients in finding their perfect home whether they are moving up or buying your first home! Val@martels.ca



Emilie Martel: Bilingual Real Estate Sales Representative.

Emilie has grown up in the Real Estate world. She has been a part of our team for various positions over the years and had decided that Real Estate is the right career path for her. As one of our bilingual Sales Representative, Emilie is always ready to help! Emilie@martels.ca



Christian Payer: Bilingual Real Estate Sales Representative.

Being born and raised in Ottawa, Chris is fully bilingual and knows the area very well. He enjoys spending time with family, the mother of his 3 children Camille and his sons Alexy, William and Benjamin. His sports of choice are hockey and golf. His high-energy level, communications skills along with an extensive background in finances, sales and customer care give him the edge to assist you in your real estate transaction. Please contact Chris with any questions you may have and let him guide you thru all of your real estate needs. Chris@martels.ca



Jamie Campbell: Licensed Bilingual Office Manager.

Jamie has been part of Martels Real Estate Inc since the very beginning. She is the supervisor of office procedures and the go-to person when questions arise. Jamie values our client’s opinions and likes to make sure that everyone is satisfied with their experience. If you should have any questions or comments, Jamie is more than happy to discuss them with you. officemanager@martels.ca



David Hill: Licensed Bilingual Customer Representative.

David is a graduate of the University of Ottawa. David is in charge of contacting our clients and keeping them updated on every step of their transactions. From beginning to end, whether our clients need an update on showings, current sales/comparables, market trends...David will be sure to answer those questions. He also makes sure all inquiries are answered in a timely manner. customerservice@martels.ca



Marie-Josée Chamberlain: Bilingual Marketing Coordinator.

Marie-Josée has also been with Martels Real Estate Inc since the start. She is in charge of all advertising, marketing, web pages and undertakes large projects. If our clients wish to make changes to their information pages or have any questions about their advertisement, she is happy to assist them anytime. Marie-Josée is always ready to help our clients as well as her co-workers which makes her an asset to our service oriented team. marketing@martels.ca



François Groulx: Inside Sales Coordinator.

Being an University of Ottawa graduate, François make sure that clients’ questions are answered promptly. He makes appointments for potential buyers and sellers to meet our team when they are thinking of buying or selling a home in Ottawa and they make sure everyone understands the benefits of working with the Martels. François is a very motivated team player and is always eager to learn more about what goes on in the Ottawa Real estate market. Frank@martels.ca

Greg Jones, David Bazinet, Patrick Gauthier & Sophie Pilon: Bilingual Inside Sales Coordinators.

Greg, David & Patrick are also in charge of making sure that clients’ questions are answered promptly. They make appointments for potential buyers and sellers to meet our team when they are thinking of buying or selling a home in Ottawa and they make sure everyone understands the benefits of working with the Martels. They take pride in learning about the Ottawa Real Estate market and helping people take the leap towards home ownership or selling their current homes. Greg@martels.ca & Davidb@martels.ca & Pat@martels.ca & Sophie@martels.ca

Nicole Woods & Joshua McCormick: Bilingual Leads Coordinators

They all make sure all inquiries are assigned accordingly and that the proper information is sent out. They are also the ones to direct your call to the appropriate staff member. They are extremely helpful & assist with a little bit of everything in our office. info@martels.ca

AGENT NON PERFORMANCE

If, at any time during the currency of your buying agreement, and prior to a purchase, you find yourself dissatisfied with the level of service provided by The Martels, sales representatives at Martels Real Estate Inc, Maison de Courtage or you simply decide not to purchase your home, your obligations under the Agreement will terminate immediately upon request.

The Martels pledge:

***“WE DELIVER ACTION BECAUSE YOU
HAVE THE RIGHT TO EXPECT ACTION...”***

***“WE ACTUALLY DO WHAT WE SAY WE’RE
GOING TO DO...AND THAT’S A SOLID
PROMISE AND COMMITMENT”***

In a nutshell:

**“WHETHER YOU ARE
BUYING OR SELLING,
WE HAVE YOUR INTEREST AT HEART...”**

References

The Canadian Bar Association-Ontario because of its concern for the quality of legal services; CMHC (Canadian Mortgage and Housing Corporation); CREA (Canadian Real Estate Association); OREB (Ottawa Real Estate Board); RECO (Real Estate Council of Ontario); Alan Silverstein of RBC; Robert Riopelle, Groupe Riopelle Group; Nicole Drummond, Dominion Lending Centres
Lucie Martel, Martels Real Estate Inc, 26 years in Real Estate