



TNTTEAM

REAL ESTATE PROFESSIONALS

BUYERS PACKAGE

CONTENT

ABOUT THE TEAM 03/04

EXPERIENCE & KNOWLEDGE 05

GETTING STARTED 06

**UNDERSTANDING AGENCY &
BUYER BROKERAGE AGREEMENTS** 07

THE BUYER PROCESS 08

THE TNT TEAM DIFFERENCE 09

TESTIMONIALS 10

FREQUENTLY ASKED QUESTIONS 11

MOVING CHECKLIST 12

TRUSTED PROFESSIONALS 13



ABOUT THE TEAM

TNT TEAM is a Family Real Estate Team operating out of RE/MAX Real Estate (Central) In Calgary, Alberta.

In 2011 after 22 years in the industry Jacquie came to a point where her Real Estate business was growing beyond her capacity. She tried to bring on other Realtors to help with the workload but soon discovered that good help is hard to find. She needed someone with ambition and fresh ideas who could also treat clients like family. The Solution? Hire your Son! With Zach's background in Technology and Marketing and his ability to create and foster relationships it was a perfect fit. In 2012 after Zach completed his Education in Real Estate he joined his Mother Jacquie and TNT TEAM was formed.

WHY HIRE THE TNT TEAM?

The answer is quite simple. Two is almost always better than one. Each team member brings their own unique set of skills to the table allowing for an overall better result. Jacquie and Zach work so closely together they have developed a synergy and rhythm that translates into a 5 star client experience. One of the key advantages of working with the TNT TEAM is that whether you are working with Jacquie or Zach both of them are essentially one and the same. They both have a passion for the business and treat their clients with the upmost respect and integrity. This is a family run business where both Jacquie and Zach have a personal interest in seeing it succeed.

TNT TEAM PROUDLY WELCOMES FRANK TROUGHTON

Step Father to Zach and Husband to Jacquie, Frank truly solidifies this family unit. From his wealth of industry knowledge to his professional conduct and demeanour his addition to the team is a welcomed and valuable asset.

Our Mission Statement: To create long lasting relationships by providing an exceptional client experience





FRANK TROUGHTON

REALTOR®

Direct: 403.540.1013
fjtroughton@telus.net

JACQUIE TROUGHTON

REALTOR®

Direct: 403.708.6649
jacquie@tntteam.ca

ZACH TERLIER

UNLICENSED

Direct: 403.771.1336
zach@tntteam.ca

EXPERIENCE & KNOWLEDGE

Working with Buyers and Sellers in Calgary's vibrant and diverse environment demands specialized expertise. Purchasing a home is often the most significant investment a person will make in their life and having proper representation is a key element to being successful.

With over 50 years of combined experience in the Calgary Real Estate Market you can rest assured that the TNT TEAM has the skills and expertise required to help guide you on your journey towards finding the perfect home. There's no obstacle we haven't seen or hurdle we've not overcome to get to where we are.

Here's just some of the ways we can help!

- Knowledge of the market
- Navigating inspections, appraisals & paying attention to the details
- Negotiating the offer to obtain the best possible terms
- Successfully closing the deal
- Managing the transaction
- Ensuring a smooth transition

TNT TEAM understands and specializes in managing these types of transactions. Let us do what we do best by taking care of the heavy lifting for you.

***DOING IT RIGHT THE FIRST TIME...
EVERYTIME!***





GETTING STARTED

Buying a home is one of the most important investment and personal decisions of your life. It's also one of the most complex transactions you may ever undertake.

Your first step involves deciding how you will approach your home search. Who will you work with throughout this process — and how will you work with them?

It's important that you find someone you feel completely comfortable with, who you can trust, and who listens to you and respects your views. We have the market knowledge and expertise, but at the end of the day, it's your home and your investment.

There are many reasons to work with a qualified Real Estate professional like us in a formalized agency relationship, you can expect us to:

- Provide you with the highest standard of care and extreme loyalty to you as the client.
- Understand your specific needs and wants, and locate appropriate properties.
- Assist you in determining how much you qualify for.
- Preview and/or accompany you in viewing properties.
- Write and negotiate an offer.

UNDERSTANDING AGENCY & BUYER BROKERAGE AGREEMENTS

Over the last couple of years there's been many changes to the way Real Estate transactions are done in Alberta. In the past it wasn't necessary for a Buyer to enter into a service agreement with Realtor, however as of July 1st 2014 this is no longer the case.

Effective July 1, consumers who are buying or selling residential property will be asked by their real estate professional to sign a written service agreement called a "Buyer Brokerage Agreement". While this has long been the standard practice for sellers of residential real estate, it will mark a significant change for buyers who have never been asked to sign a Buyer Representation Agreement.

The Buyer Brokerage Agreement will define the relationship between the parties; explain the services to be provided by the brokerage; explain the obligations and responsibilities of the parties; provide consent for the collection, use and distribution of personal information of the client; and outline the method of calculation of remuneration or how the industry professional will be compensated for their services. It will also outline a duration of the commitment ensuring that both the buyer and the representative have a clear understanding of the terms.

Having a written commitment between Buyer and Agent is a great step forward in the industry. As professionals it is our deepest wish to help guide our buyers through the market. Having a commitment from them in writing ensures us that our efforts will not be taken for granted and also holds us accountable for our duties and responsibilities to the buyer.

Rest assured we will go over all the details with you and answer any questions you might have concerning Agency and Buyer Brokerage.

THE BUYER PROCESS

REALIZING THE DREAM OF HOMEOWNERSHIP

BEFORE CONTRACT

Select your Real Estate professional

Determine how much you can afford

Determine your desired location

Determine your needs

Start searching for a home

Visit homes that meet your needs with your **TNT TEAM** member

Determine which home meets your needs and evaluate listing pricing vs. market value

Make an offer with the guidance of your **TNT TEAM** Realty Associate

Negotiate the contract, price, time frame, closing costs, etc.



Mortgage application and approval letter



Home factors:
size, lot size,
age, ammenities,
construction, etc.



Outside factors:
time frame, school
districts, commute to
work, etc.



AFTER CONTRACT

Due Diligence, financing, inspections, appraisal, survey, etc.

Set closing date

Follow up on any repairs if applicable

Arrange for transfer of all utilities to be available upon closing

Final walk through and examination

Move-in day...
CONGRATULATIONS!

THE **TNT** TEAM DIFFERENCE

In an industry as competitive as Real Estate sometimes it can be hard to stand out. So why should you place your trust in us? What makes our team the winning choice?

Strangely enough our secret to success has very little to do with Real Estate and more to do with relationships. Although we love this industry we love the people even more. Nothing gives us more pleasure than meeting new clients and helping guide them through the process of purchasing a home. Over the years we've learnt that treating customers like family and taking a genuine interest in their needs is the real key to running a successful business.

As such we take an enormous amount of pride in making ourselves available for our clients. Nothing is more frustrating to us than being put on hold or endlessly talking to answering machines. We make it our goal to be easy to reach and quick to respond and most importantly when you contact us you'll get us.

It's our dedication to the client and our genuine pride in our work that truly sets us apart!



TESTIMONIALS

We sincerely hope you've found this information booklet helpful and can put this information to good use! As you can see it is our deepest wish to receive you as a client and assist you on your journey to finding that perfect home!

We've helped countless buyers just like you in the past, and here's what they've had to say!

JOSH AND TARA MICHALUK, - AIRDRIE, AB

Thank you to the wonderful TNT real estate team. Not only did they sell one of our homes, but 8 months later sold another. This compassionate duo kept my husband and I in the loop at all times, never beat around the bush, and we're honest and helpful with all decisions we needed to make. I highly recommend this team to anyone selling or wanting to purchase a home. We thank you from the bottoms of our hearts for all the hard work and dedication you've put into selling our homes, and finding excellent homes to suit our needs along with our children's!!

NICOLE S, - CALGARY, AB

If someone would have told me 6 months ago that I would have ended up purchasing the first home I ever walked into I would have told them they were crazy! But that's exactly what happened. The fear of purchasing my first home was soon laid to rest once I started working with Jacquie and Zach. Their care and attention to detail is something that is truly present from start to finish. I cannot thank them enough for all their hard work!

JULIA AND GERALD D, - COCHRANE, AB

Moving from Edmonton to Cochrane was a huge transition for us. We had no idea where to start looking for homes or how far our dollar could stretch in a different city. Working with the TNT TEAM was a huge relief! They showed us all the great areas and understood exactly what we were looking for. As luck would have it the house we ended up buying was one of the properties they recommended.



FREQUENTLY ASKED QUESTIONS



- **HOW WILL YOU TELL ME ABOUT THE NEWEST HOMES AVAILABLE?**

The Multiple Listing Service website provides up-to-date information for every home on the market. We create an automatic search tailored specifically to your personal criteria. You will then receive the most timely listings and activity within your individual search parameters.

- **CAN WE GO BACK THROUGH OUR PROPERTY AGAIN ONCE AN OFFER IS MADE, BUT BEFORE POSSESSION?**

Usually, we can notify the seller and schedule a convenient time to visit the property again. Immediately before the closing, we will schedule a final walk-through and inspection of your new home.

- **WILL YOU INFORM ME OF HOMES FROM ALL REAL ESTATE COMPANIES?**

We will keep you informed of all homes. We want to help you find your dream home, which means we need to stay on top of every home that's available on the market.

- **HOW DOES FOR SALE BY OWNER (FSBO) WORK?**

Homeowners trying to sell their home without agent representation are usually doing so in the hopes of saving the commission. If you see a FSBO and want the advantages of my services, let me contact the owner for you and make an appointment. Most times the homeowner will work with an agent, even though their home is not listed.

- **CAN YOU HELP ME FIND NEW CONSTRUCTION HOMES?**

Yes, we can work with most builders and get you the information you need to make a decision. On your first visit with the builder, we must accompany you. By using our services with a new construction home purchase, you will receive the services we offer, as well as those provided by the builder, at no additional cost.

MOVINGCHECKLIST

New Telephone Number: _____

New Address: _____

Before you move, you should contact the following companies and service providers to ensure a smooth transition to your new home.

UTILITIES:

_____ Electric
_____ Telephone
_____ Water
_____ Cable
_____ Gas

GOVERNMENT:

_____ CRA
_____ Post Office
_____ Schools
_____ State Licensing
_____ Library
_____ Veterans Administration

INSURANCE COMPANIES:

_____ Accidental
_____ Auto
_____ Health
_____ Home
_____ Life
_____ Renters

SUBSCRIPTIONS:

_____ Magazines
_____ Newspapers

PROFESSIONAL SERVICES:

_____ Broker
_____ Accountant
_____ Doctor
_____ Dentist
_____ Lawyer

CLUBS:

_____ Health and Fitness
_____ Country Club

BUSINESS ACCOUNTS:

_____ Banks
_____ Cellular Phones
_____ Department Stores
_____ Finance Companies/Credit Cards

MISCELLANEOUS:

_____ Business Associates
_____ House of Worship
_____ Drugstore
_____ Dry Cleaner
_____ Hairstylist
_____ Alarm

CABLE/SATELLITE TV/INTERNET

Shaw Cable 1-888-472-2222
Bell 1-888-759-3474
Telus 1-888-811-2323

www.shaw.ca
www.bell.ca
www.telus.com/tv

Electric/Gas/Utilities

Enmax 1-877-571-7111
Direct Energy 1-866-374-6299
Atco Gas 403-245-7888

www.enmax.com
www.directenergy.com
www.atcogas.com

The City of Calgary (3-1-1)

TIPP Program (Property Tax) 403-234-7480
Calgary Police 403-266-1234
Calgary Board of Education 403-817-4000
Calgary Catholic School District 403-500-2000

www.calgary.ca
www.calgarypolice.ca
www.cbe.ab.ca
www.cssd.ab.ca

TRUSTED PROFESSIONALS

Below is a list of professionals who's services we use most often. Please feel free to use any of these or any other service professionals of your choice.

MORTGAGE BROKERS

Bob Reader or Ken Mercer

Canadian Mortgage Pro's
403-509-2434
<http://canadianmortgagepro.com>

Diana Dorais

Mortgage Alliance
Cell: 403.200.6086
www.dianadorais.com

LAWYERS

Bill Leclair

LeClair Thibeault
403-245-3500
#106, 2411 - 4th St. NW
www.calgaryl原因.com

Ryan Mackay

Mackay Real Property Law
8060 Silver Springs Blvd. NW
403-800-8000
www.mackaylaw.ca

Howard Lowenstein

Fric & Lowenstein
1925-18 Ave. NE
403-291-2594
www.friclowenstein.com

Clint Clark

#8, 6020 - 1A Street SW
403-777-1444
info@clintclarklegal.com

HOME INSPECTORS

Tanicor Inspection Ltd.

Stirling Davidson
(403)968-0858
Stirlingdavidson@shaw.ca

HomeCrafters

403-292-1600
homecrafters.net

Pillar to Post

403-660-7678
Calgary.pillartopost.com

Accu Home Inspections (\$\$)

403-313-9506
<http://www.accuhomeinspections.com>

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FRANK TROUGHTON

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ZACH TERLIER

UNLICENSED ASSISTANT

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RE/MAX®

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Each office Independently owned an operated



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