

PROPERTY

VENDOR Name _____ Address _____ _____ Postcode _____ Home _____ Bus _____ Mobile _____ Email _____	VENDOR'S LEGAL ADVISOR Name _____ Address _____ _____ Postcode _____ Phone _____ Fax _____ Contact _____ Email _____
Authority: _____ Date Listed: _____ Auction Date and Time: _____ Expiry Date: _____ Listed By: _____ Managed By: _____ Source: _____	Conj-Referral Agent: _____ Address: _____ Contact: _____ Phone: _____ Fax: _____ Commission Arrangement: _____ Comments: _____

IMMEDIATE LISTING PROCEDURES

Listing completed and distributed. <input type="checkbox"/> Expiry date noted in diary. <input type="checkbox"/> Add to master stock sheet <input type="checkbox"/> Add to whiteboard. <input type="checkbox"/> Key in office. <input type="checkbox"/> Keysafe on (location) _____ <input type="checkbox"/>	<input type="checkbox"/> Arrange sales team inspection. <input type="checkbox"/> Vendors statement available. <input type="checkbox"/> Requested from: _____ Date: _____ <input type="checkbox"/> Received. <input type="checkbox"/> Signed by vendor. <input type="checkbox"/> Other _____
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IMMEDIATE MARKETING ADVERTISING

Advertising allowance \$ _____ Amount paid \$ _____ Auctioneer booked No <input type="checkbox"/> Yes <input type="checkbox"/> Advertising schedule prepared No <input type="checkbox"/> Yes <input type="checkbox"/> Advertising copy written No <input type="checkbox"/> Yes <input type="checkbox"/> Board ordered (Date) _____ From _____ Board erected No <input type="checkbox"/> Yes <input type="checkbox"/> Checked _____ Board light No <input type="checkbox"/> Yes <input type="checkbox"/> From _____ Organise pointer boards _____ Location 1. _____ 2. _____ Photographs ordered (from): _____ Sketch ordered from: _____	Floor plan ordered (from): _____ Brochure written. _____ Brochure ordered. _____ Window card written. _____ Editorial written. _____ Editorial sent to: _____ Nearby neighbours contacted by: Telephone. _____ Personal visitation. _____ Neighbourhood brochures: _____ Just listed letter. _____ Open house letter. _____ Internet/Other _____
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IMMEDIATE VENDOR LIAISON PROCEDURES

Send thank you letter to vendor. <input type="checkbox"/> Pass on team inspection feedback. <input type="checkbox"/> Liaise re open times. <input type="checkbox"/> Deliver advertising schedule to vendor. <input type="checkbox"/> Send vendor a copy of letter forwarded to legal advisor. <input type="checkbox"/> Other _____ <input type="checkbox"/>	<input type="checkbox"/> Deliver ad copy to vendor for approval. <input type="checkbox"/> Deliver copy of brochure. <input type="checkbox"/> Advise vendor photo in window/internet. <input type="checkbox"/> Send copy of first ads to vendor. <input type="checkbox"/> Advise vendor of any buyer feedback. <input type="checkbox"/> Other _____
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REMARKS

ie. Alarm, Pets, Tenancy, etc.

PROPERTY

VENDOR

FILE NUMBER

PURCHASER

Name _____

 Address _____
 _____ Postcode _____
 Home _____ Bus _____
 Mobile _____ Email _____

PURCHASER'S LEGAL ADVISOR

Name _____

 Address _____
 _____ Postcode _____
 Home _____ Fax _____
 Mobile _____ Email _____

AFTER SALE PROCEDURE**FINANCE**

Purchase price \$ _____
 Settlement date _____
 Special conditions _____

 Deposit received \$ _____
 Receipt number _____
 Balance deposit due on _____
 Balance deposit \$ _____
 Receipt number _____
 Total deposit held \$ _____

FEE SCHEDULE

Settling fee \$ _____
 GST % \$ _____
 Lister \$ _____
 Service % \$ _____
 Salesperson % \$ _____
 Conj/Referral Agent \$ _____
 Name: _____
 Nett comm to office \$ _____

ACCOUNT SALES

Deposit held \$ _____
 Less _____
 Selling fee \$ _____
 Marketing \$ _____
 GST \$ _____
 Other \$ _____
 Bank fees \$ _____
 Total \$ _____
 Balance Due \$ _____
 Account sales prepared
 Account sales sent
 Conj/Referral agent paid
 Comm/fees etc transferred

REMARKS

AUTHORITY TO FILE

Checked by Manager/Principal "OK to file"
 Signed _____
 Date _____

©THE REAL ESTATE EDUCATION COMPANY P/L

The Real Estate Education Co. P/L
 Contact Geoff Buck personally
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 P.O. Box 233 Surrey Hills 3127
 "Supporting the Special Needs/Accessible Housing Project"

CUSTOMER SERVICE

Thank you letter to vendor.
 Is vendor now a buyer?
 Is there a referral opportunity?
 Congratulations letter to purchaser.
 Opportunity to list purchaser's property?
 Letter to vendor's legal advisor.
 Copy sent to vendor?
 Letter sent to purchaser's legal advisor.
 Copy sent to purchaser?
 Diarise balance deposit due.
 Diarise when special conditions to be fulfilled.
 Diarise settlement day.
 cooling off finishes/advise vendor.
 Retrieve key/Keysafe.
 Sold sign on board/pointer
 Sold sign on window display
 Thank you letter conj/referral agent
 Thank you letter to agent
 Advise property management department
 re: notices, etc.
 Just Sold
 1. Letters to neighbourhood.
 2. Telephone prospect neighbourhood.
 Check balance of deposit paid.
 Check special conditions satisfied.
 Advise vendor/legal advisor accordingly.
 Mail customer survey to vendor.
 Mail customer survey to purchaser.
 Other
 Obtain testimonial from vendor and purchaser.
 Retrieve pointer boards and personally thank owners.
 Enter their details on to data base.
 Send photo/sketch to vendor.
 Send photo/sketch to purchaser.
 Remove board.
 Other
 Customer survey received from vendor?
 Customer survey received from purchaser?
 Letter to purchaser re amenities/utilities.
 Arrange final inspection with purchaser.
 Ensure key is available for settlement.
 Confirm settlement arrangements.
 Personally thank vendor and obtain new address.
 Provide welcome gift/card to purchaser.
 Enter purchaser/vendor details on to data base and send
 Anniversary/Christmas, Newsletter.
 Diarise to personally visit/call purchaser two weeks
 after settlement.
 Send welcome letter to vendor at new address which is...

