



**Chantal Vaillancourt**  
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## I AM A FULL-SERVICE REALTOR®, WHAT DOES THAT MEAN?

First let me tell you that I represent my Broker, *Bosley Real Estate Ltd, Brokerage*. Bosley has been in the real estate business for over 82 years. The wealth of knowledge and experience of our Directors and Managers is unequalled in the industry. I know I can rely on their assistance in determining the best course of action in any circumstance. Numbered among this team are past presidents of the *Canadian Real Estate Association (CREA)*, the *Ontario Real Estate Association (OREA)* and the *Toronto Real Estate Board (TREB)*, as well as the past chair of the *Real Estate Council of Ontario (RECO)*. Bosley has a wealth of experience to draw from if I am faced with a new challenge.

As to my personal credentials, I've been in sales & marketing for over 25 years. I am registered provincially with RECO, I am a member of TREB, OREA and CREA. I completed my entry exams and my apprenticeship courses as a registered REALTOR® in Ontario and I participate in mandatory continuing education programs in order to retain my registration as a REALTOR® and update my skills and knowledge. As a REALTOR® I follow a strict *Code of Ethics and Standards of Business Practice*.

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**BOSLEY**  
REAL ESTATE

# MY PERSONAL GUARANTEE:

I offer my customers my personal guarantee that I will:

- Fulfill my obligation to act in accordance with the REALTOR® Code as set out by CREA and I will comply with the guidelines and obligations as set out by TREB, RECO and by OREA.
- Listen and understand your real estate needs.
- Respect your time, criteria and budget in selecting & presenting homes to you.
- Endeavour to negotiate the optimum price for the property you choose to buy.
- Keep you updated on all new listings on the market corresponding to your criteria.
- Represent your best interest at all times with sellers, REALTOR® and all professionals encountered in the process of marketing and ultimately buying the property of your choice.

# BOSLEY PROFESSIONAL PERFORMANCE GUARANTEE:

For over 82 years, we at Bosley have consciously endeavored to build a reputation built on - reliability, integrity and results.

Professional performance is what we believe you should expect and deserve, which is why you have my personal guarantee that your home will never be listed with us for longer than you wish.

If you feel that we have failed to live up to our guarantee in any way, I want you to call me directly, and I will initiate immediate corrective action or release you from your agreement if you so desire.

Similarly, I would be delighted to hear from you when you are pleased with our services.

Sincerely,

BOSLEY REAL ESTATE LTD.



Thomas W. Bosley, FRI, CRB, CMR

President

# BUYER SERVICES:

- From the minute I meet my customer and we decide to work together, I give him/her my mobile number. I pride myself in a quick response time for returning all calls, usually within the hour.
- I make sure to listen to my Buyer and make sure I understand what exactly he wants to buy, where, and what is his/her budget. By listening carefully, I will limit the time spent on showings that do not correspond to his/her requirements.
- I discuss the Buyers Representation Contract with my Buyer and I explain the legalities and benefits of this contract. As well, I discuss FINTRAC compliance.
- I discuss the current market conditions with my Buyer and I make sure he/she understands what is possible and what is maybe “not so clearly possible” in lieu of the Buyer’s circumstances. Managing Buyer expectations is very important in this market.
- If the Buyer has an existing property and is interested in selling it, I will work with him/her to evaluate the market value of their home and coordinate the sale and purchase of the properties.
- I establish the search criteria for my Buyer and I will email him/her every day with new listings on the market which meet my Buyer’s criteria. In some cases I will also identify properties with price changes that are now posted within his/her search criteria.
- I coordinate and attend all property showings with my Buyer. I will set up the visits to make the best use of my Buyer’s time.
- In some cases I will preview the properties I believe are a possible match for my Buyer in order to minimize downtime for my Buyer.
- If my Buyer is interested in a newly built house or condo, I will research the new build market for my Buyer and explain how the process differs when buying a new home/condo versus a resale property.
- Once my Buyer has chosen a property, I will run an analysis of the comparable sales in the same area, for similar properties in the last few months in order to suggest a purchase price to my Buyer. I will develop an offering strategy that will maximize our chances of purchasing the property.
- I review the legalities of the Agreement of Purchase with my Buyer, discuss possible negotiating scenarios and manage my Buyer’s expectations.
- I prepare the Agreement of Purchase and all related Schedules and documents.
- When working with Buyers I can liaise with our in-house Mortgage Specialist or my Buyer’s financial advisor to determine my Buyer’s budget. A pre-approval can make all the difference in a multiple-offer scenario and will allow me to negotiate the offer for my Buyer more effectively.
- When preparing to make an offer on a resale home, some renovations and/or repairs may be necessary. I liaise with our in-house contractor/renovator and within hours I can provide my Buyer with repair/renovation costs. Or I can work with the Buyer’s own contractor. This enables Buyers to make a well informed decision prior to making an offer.

- I can recommend a reputable and reliable home inspector to my Buyer if he/she doesn't already know one. And I will coordinate and attend the inspection with my Buyer in order to understand the history of the property and consult with my Buyer as to the ultimate value of the property.
- I negotiate the very best offer considering my Buyer's needs and priorities. This may consist of one or more sign-backs by both the Seller and the Buyer. Again, just like with Sellers, I've probably negotiated more purchase offers than most individual Buyers. My knowledge and experience in negotiating offers is an asset to my Buyer. In the case of multiple offers, different scenarios need to be discussed and evaluated in order to maximize the best offer price and conditions in order to successfully offer on a property.
- I follow-up judiciously with the individual parties responsible for the conditions of the sale (inspector, mortgage broker/financial advisor, appraiser, contractor, etc.) in order to ensure that any timeframes related to conditions in the offer are met. If they cannot be met, I will negotiate an extension and, once agreed to by all parties, I will prepare the necessary amendment to extend the conditions in order to ensure a successful sale.
- I follow up and ensure the efficient transfer of contracts and all related information and documentation to both the Buyer and Seller's lawyers. If necessary I will recommend a reputable and responsible lawyer to my Buyer.

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*Click on the links below for more information on each of these governing bodies*

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The **Canadian Real Estate Association (CREA)** is Canada's largest single-industry trade association. Registrants in any province who become members of organized real estate have an obligation to act in accordance with the **REALTOR® Code**. This Code outlines the accepted standard of conduct for all real estate practitioners who are members of a real estate Board or a Provincial Association. <http://www.crea.ca/public/crea>

**Not every real estate practitioner is a REALTOR®.** Only real estate professionals who are members of their local real estate board and of CREA, and subscribe to the ethical standards of the REALTOR® Code, are allowed to call themselves REALTORS®.

<http://www.torontorealestateboard.com/> The **Toronto Real Estate Board (TREB)** was founded in 1920 and today, as Canada's largest real estate board, TREB serves more than 28,000 Members. Toronto Real Estate Board REALTORS® are highly trained experts who have all the tools and skills to help you buy or sell your home. The Toronto Real Estate Board is a member of the Ontario Real Estate Association and the Canadian Real Estate Association.

<http://www.orea.com/> The **Ontario Real Estate Association (OREA)** was founded in 1922 to organize real estate activities and develop common goals across the province. These goals included promoting higher industry standards, protecting the general public from unscrupulous brokers and salespeople, and preserving private property rights. The Ontario Real Estate Association represents over 45,000 brokers and salespeople who are members of the province's 42 real estate boards. OREA provides all real estate licensing courses in Ontario.

<http://www.reco.on.ca/> **Real Estate Council of Ontario (RECO)** was established in 1997 as a delegated administrative authority under the Safety and Consumer Statutes Administration Act, as a result of the mutual desire of the government and the real estate industry to enhance professionalism, increase consumer protection and provide an effective, efficient and responsive regulatory framework. The Ministry of Consumer Services continues to be responsible for the Real Estate and Business Brokers Act, 2002 and associated regulations, as well as general oversight of RECO.