RE/MAX AT HOME

SELLER'S GUIDE

Discover new insights on your journey to sold.

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MEET YOUR AGENT

Let me help you sell your home!

NEGIN MAZROUEE

Luxury real estate is about more than exceptional homes—it's about exceptional service.

Negin is committed to providing a personalized, elevated experience for every client she represents. As a REALTOR® with REMAX At Home, she combines professionalism, integrity, and attention to detail to help buyers and sellers navigate every step of their real estate journey with confidence.

Negin understands that buying or selling a home is one of the most important financial and personal decisions a person can make. She believes every client deserves thoughtful guidance, clear communication, and a strategy tailored to their unique goals. Her approach is built on trust, transparency, and a genuine commitment to achieving the best possible outcome.

Whether representing luxury buyers searching for their dream home or sellers preparing to maximize the value of their property, Negin is dedicated to delivering a seamless experience from the first conversation to the closing table. She values long-term relationships over one-time transactions and strives to become a trusted real estate advisor for years to come.

Backed by the global reach, innovative marketing, and industry-leading resources of RE/MAX, Negin offers her clients a sophisticated, modern approach to real estate while never losing sight of what matters most—putting people first.

If you're looking for a REALTOR® who listens, advocates for your best interests, and is committed to providing a first-class experience, Negin would be honored to help you achieve your real estate goals.

☆☆☆☆☆

M. Hendrix

Negin was absolutely amazing. Within one week, She helped us buy our dream home and sell our old home. Negin was so professional, punctual, honest and reassuring. She walked us through the entire process, never pressured us to do anything that didn’t feel right, listened to our concerns, and negotiated great deals for us.

☆☆☆☆☆

Peace

Negin was simply amazing. She was there with us every step of the way, she gave awesome advice when asked and let us find our way at the same time. In the past I had mixed feelings about realtors, but she smashed every negative thought.

Agent RESPONSIBILITIES

EXPERT GUIDANCE

- Research the comps in your area & complete a comparative market analysis to determine the best list price for the sale of your property
- Make recommendations on potential repairs and cleaning of your property, in order to make your home more attractive to buyers
- Suggest quality professionals, including attorneys, handymen and inspectors
- Professional photography
- Extensive social media marketing package
- Guide you in making informed decisions leading to a satisfactory sale
- Negotiate the best price & terms available, always keeping your specific needs in mind
- Schedule and Host Open Houses

RESPONSIVENESS

- Act in good faith at all times
- Adhere to your instructions & concerns
- Return calls & emails promptly
- Closely track dates & deadlines

ACCOUNTING

- Track receipt all earnest money deposits
- Receive and deliver all documents in a timely manner
- Review final settlement statements

LOYALTY

- You are my priority!
- Place your interest above all others
- Keep your personal information strictly confidential
- Ensure you are fully informed

PREP YOUR HOME

PREP THE EXTERIOR

- Keeping the lawn manicured and water regularly.
- Trimming hedges, weeding flower beds and pruning trees regularly.
- Checking the foundation, steps, walkways, walls and patios for cracks and crumbling.
- Inspecting doors and windows for peeling paint.
- Cleaning and aligning gutters.
- Inspecting and clearing the chimney.
- Repairing and replacing loose or damaged roof shingles.
- Repairing and repainting loose siding and caulking.
- Keeping walks neatly cleared of ice and snow in the winter.
- Adding colorful annuals near the front entrance in spring and summer.
- Keeping your garage door closed.
- Applying a fresh coat of paint to the front door.

PREP THE INTERIOR

- Cleaning every room and removing clutter. This alone will make your house appear larger and brighter.
- Hiring a professional cleaning service every few weeks while the house is on the market.
- Removing items from kitchen counters and closets.
- Removing all personal photos from the walls, and patch the holes where they were removed.
- Re-surfacing strongly colored walls with a neutral shade, such as off-white or beige, and applying the same color scheme to carpets and flooring.
- Checking and repairing cracks, leaks and signs of dampness in the attic and basement.
- Repairing holes or damage to plaster, wallpaper, paint and tiles.
- Replacing broken or cracked window panes, molding or other woodwork.

HOA COMMUNITIES

CHECK IN WITH THE HOA TO SEE IF THERE ARE ANY RESTRICTIONS OR POLICIES WHEN LISTING YOUR PROPERTY

IF YOU HAVE ANY KNOWN INFO REGARDING ASSESSMENTS, CERTIFICATION LETTERS OR HOA COVENANTS, HAVE THOSE AVAILABLE TO YOUR AGENT

Below is a list of items that buyers, lenders and title companies might request during this phase of selling your home:

- MANUALS FOR APPLIANCES
- RECEIPTS OF WORK DONE TO THE HOME - INCLUDING ALL MAJOR & MINOR RENOVATIONS
- ALL KEYS AND GARAGE DOOR OPENERS
- SURVEYS PREVIOUSLY DONE
- A LIST OF UTILITY PROVIDERS & AVERAGE COSTS PER MONTH
- ALARM INSTRUCTIONS, ACCESS CODES AND KEY FOBS

HOMESELLER'S GLOSSARY

1 ASKING PRICE
The price that the seller has agreed to list their property for. The asking price is different from the selling price, which is the final price that has been agreed upon by the buyer and seller.

2 BALANCED MARKET
In a balanced market, there is an equal balance of buyers and sellers in the market, which means reasonable offers are often accepted by sellers, and homes sell within a reasonable amount of time and prices remain stable.

3 BRIDGE FINANCING
A short-term loan designed to "bridge" the gap for homebuyers who have purchased their new home before selling their existing home. This type of financing is common in a seller's market or when life events happen and affect timing, allowing homebuyers to purchase without having to sell first.

4 BUYER'S MARKET
In a buyer's market, there are more homes on the market than there are buyers, giving the limited number of buyers more choice and greater negotiating power. Homes may stay on the market longer, and prices can be stable or dropping.

5 CHATTELS
Unattached items in the home that can be removed without doing any damage to the property, such as curtains, but not the curtain rods since they are physically attached to the home. Chattels are usually not included with the home purchase, unless specified in the Agreement of Purchase and Sale.

6 CLOSING
This is the final step in the home selling process. Once all offer conditions outlined in the Agreement of Purchase and Sale have been met, at the end of the closing period, ownership of the property is transferred to the buyer and the keys are exchanged on the closing date outlined in the offer. Dates vary by location. Be sure to ask your real estate agent.

7 CONTINGENCIES
When the sale of the home hinges on predetermined conditions, such as "conditional on financing" or "conditional on a satisfactory home inspection." If the conditions are not met, the buyer can back out of the deal.

8 COUNTEROFFER
When the original offer to purchase a home is rejected by the seller, the seller can counteroffer with adjustments, usually to the price or terms of the purchase, such as the closing date.

HOMESELLER'S GLOSSARY (CONTINUED)

9 CURRENT MARKET ASSESMENT (CMA)

This is provided by your real estate agent during the listing process and assists with determining the asking price of the home. The assessment uses current housing market information such as supply and demand, seasonality, home information like location, age, square footage and more.

10 FIXTURES

Items that are physically attached to the home and require tools to remove. Fixtures are included as part of the purchase. Examples of fixtures include ceiling lights, cabinet hardware and appliances. If the seller plans to take any fixtures with them when they move, either remove them prior to listing the home, or be sure to specify the fixtures in the Agreement of Purchase and Sale.

11 DOWN PAYMENT

The amount of money paid-up front for a home, in order to secure a mortgage. In the US, down payments typically range from 3.5% to 20% of the home's total purchase price. Down payments less than 20% of a home's purchase price may require mortgage loan insurance. The selling price, minus the deposit and down payment, is the amount of the mortgage loan.

12 HOME VALUE ESTIMATOR

A Home value estimator is a tool, typically found online, that helps homeseller's estimate the value of their property. The result is an estimate and different from a detailed CMA provided by a real estate agent.

13 CURB APPEAL

The appeal of the home when viewed from the curb. Curb appeal includes the home's exterior, front yard and anything else that's visible from the street.

14 MLS

The Multiple Listing Service, commonly referred to as MLS, is a database established by cooperating real estate brokers to provide data about properties for sale.

15 OFFER

An offer is a legal agreement to purchase a home. An offer can be conditional on a number of factors, commonly conditional on financing and a home inspection. If the conditions are not met, the buyer can cancel their offer.

16 SELLER'S MARKET

In a seller's market, there are more buyers than there are homes for sale. With fewer homes on the market and more buyers, homes sell quickly in a seller's market. Prices of homes are likely to increase, and there are more likely to be multiple offers on a home. Multiple offers give the seller negotiating power and conditional offers may be rejected.

17 STAGING

Preparing a home for sale to appeal to a wide range of homebuyers. The staging process often includes decluttering, depersonalizing, deep-cleaning and minor updates such as painting and rearranging furniture.

Seller
DO'S AND DON'TS

do

FINANCIALLY PREPARE
Discuss all expenses and strategies for listing and marketing your home with your agent. And remember, the rate you pay an agent is negotiable, so consider the options and what it means for your bottom line. But be wary of deep discounts—*more* deals may mean an agent has *less* experience. A reputable agent, such as a RE/MAX agent, will be upfront and highly detailed, helping you to make confident and well-informed decisions.

CLEAR OUT & CLEAN UP
You want potential buyers to imagine your house as their own, so clear out the clutter. Remove excess home décor, pack up the collectibles, put away the kids' toys and eliminate pet evidence (unless your home includes a pet amenity like a dog washing station). You'll also want to clean everything, from the baseboards to the ceilings and every spot in between. In addition, keep the house at a comfortable room temperature and avoid strongly scented air-fresheners.

UPDATE & UPKEEP
Impress house-hunters with simple yet visually appealing updates. Inside, consider swapping out old light fixtures, painting the walls a light neutral color with white trim and replacing older carpets with new hard flooring. Outside, remember to trim bushes and trees, pull weeds, keep the grass cut or the driveway shoveled and add greenery and flowers for a flattering first impression.

ORGANIZE & CATEGORIZE
Arrange furnishings to complement the size, traffic flow and natural light of the room. If you're not sure, consult a professional stager. You'll also want to organize all of your paperwork: inspection reports, property disclosures, appliance manuals, etc. Then, categorize them in an easy-to-access binder for quick reference. A RE/MAX agent can help with all of these details.

RESPECT & RESPOND
Stay open to professionals' (appraiser, inspector, stager, etc.) opinions on what changes can be made to make your home more broadly appealing. And don't be offended by a low offer; discuss a plan with your agent to respond to the buyer. You'll likely let them know the offer was too low, but that you are serious about accepting a better one.

don't

FALL BEHIND
Selling your house is hard work, but it's important to stay up-to-date on your responsibilities. Once you find a buyer, you must continue caring for the property as well as paying your mortgage and utility bills so you don't have extra costs to cover at closing.

GET IMPATIENT
The time it takes to sell a home varies based on market conditions (and you may start to feel antsy). But no matter how fast or slow the sale of your house moves, it's important to avoid entering into negotiations with buyers who aren't pre-approved for a mortgage. Also, listen to your agent and set the price according to market conditions. Pricing it too high can keep it on the market and make it appear unattractive, flawed or stale.

HIDE OR HOVER
Your home needs to be ready when buyers are. So it's best you don't request a 24-hour notice or allow your phone or emails to go unanswered. Also, inform your agent of any audio and/or video equipment in and around the home, as local laws and rules may require action for home tours. And finally, make sure to leave during showings. Buyers appreciate space and may feel uncomfortable sharing their thoughts if you're present. A good agent will share feedback from each tour to keep you informed.

FORGET TO THINK BEYOND THE SALE
If you have an existing home to sell, you might anticipate excess funds after closing. But if you're purchasing another home, it's recommended to check in with your real estate agent and mortgage professional before acting. Life happens. You might need to replace a car, find a new loan, add to credit card balances or pull from savings. A quick check-in can help you understand how these actions may impact your finances, so you can avoid unforeseen complications in the future.

DO IT ALL OR LEAVE IT ALL
Working with a real estate agent can be invaluable. Why try to do it all when you can hire a professional agent with the experience and expertise to do it for you? However, when you hire a real estate agent, don't leave it all up to them. You'll have a number of personal responsibilities to manage to help make your home selling experience successful.

CLEANING CLUTTER

When listing your house and preparing for showings, it's best to organize your space. A good rule of thumb is to sort through all the items you don't use regularly and sort them into three piles: pack it, donate it and junk it.

PACK IT
For the items you're packing, go online and search "portable storage and moving containers." These convenient containers can be rented monthly and will save you a trip to a traditional storage unit. They are delivered to your house, and once you've packed it up, it's picked up and stored for you until you're ready to add more — or unload it at your new house.

DONATE IT
For the items you're donating, a number of charities now offer scheduled donation pick-ups. Visit your favorite charity's website to learn when they'll be in your neighborhood.

JUNK IT
For the items you're dumping, first make sure they can be dumped. Certain items need to be recycled or properly disposed of. Check with your municipality website to find a convenient and affordable way to properly dispose of certain materials. If what you have truly can be junked, consider renting a dumpster for large quantities.

6 STAGING SUGGESTIONS

Not interested in hiring a professional stager? Consider these six staging suggestions to help enhance your home:

1. **FIX** minor flaws and imperfections; buyers don't want deferred maintenance issues.
2. **REMOVE** excess furniture from rooms and clutter from countertops to make spaces appear larger.
3. **CLEAN** and organize everything including garages, closets, storage rooms and laundry rooms. Buyers look everywhere.
4. **WASH** windows, pull back curtains and turn on lights in dim rooms to brighten areas and make rooms appear larger.
5. **PAINT** walls in light neutral tones and pack up family pictures so buyers can envision their décor preferences.
6. **MANAGE** your yard: shovel the paths, mow the lawn, plant flowers and remove cobwebs from the door frames.

5 RULES
FOR WHAT STAYS

This is not an inclusive listing. These are standard items that must be reserved. If in doubt, ask me!

IS IT FIXED TO, BOLTED OR MOUNTED?

TV Mounts stay (TVs go), fixed shelving, speakers, security system. Patch/Paint if removed.

LEAVE MOTHER NATURE ALONE

Keep maintained. Do not change pull, move or remove.

ANYTHING ANCHORED IN THE GROUND

Play sets, trampolines, patio coverings, basketball goals.

LET GO OF YOUR LIGHTING FIXTURES AND FIXED MIRRORS (VANITY)

WINDOW TREATMENTS STAY

If you want to keep it, swap it before we list it or reserve it.

4 FACTORS
That Affect the Saleability of Your Home

1 PRICE POINT

Pricing your home for the current market is important for maximum exposure and ultimately, a satisfactory sale.

- **Factors that determine a property's value:** *location, design, amenities, competing properties, economic conditions*
- **Factors that have little or no influence:** price the seller originally paid, amount spent on improvements

2 MARKET CONDITIONS

The real estate market is always fluctuating, and as your agent I will be able to discuss the pros and cons of listing during varied market conditions.

3 PROPERTY CONDITIONS

The condition of your property will have a lot to do with the selling price and how quickly it will sell. If there are repairs needed, or if professional staging is required, I will be there to assist and offer my guidance and network.

4 MARKET EXPOSURE

The focus will be on what we're able to control - market exposure and negotiating offers. We want to get the most qualified buyers into your home, in the least amount of time, and with minimal inconvenience. With a comprehensive marketing plan, your home will get noticed in any market.

MyHome by ShowingTime

SHOWINGS & FEEDBACK

My Home by ShowingTime makes it easy for you to manage and take part in the home-selling process. The focus is to ensure that people who are interested in touring your home can easily and effectively set up an appointment which in turn will notify you and your agent.

WITH SHOWING TIME, YOU'LL BE ABLE TO:

- Confirm/decline showing requests
- See all upcoming appointments
- Easily contact your agent
- Review your home's showing and feedback activity
- Adjust your notification preferences

What Do I Need to Do?

Once we list your home, we will set-up ShowingTime on our end with your preferred contact method. In your Apple App or Google Play Store, download the My Home by Showing Time app. Please note, there are 2 apps. One is for agents. "My Home by ShowingTime" is for you. Once you download the app, it will guide you through the setup process.

Will I Be Notified When a Showing is Scheduled?

Yes, you can receive an email, push notification, and/or text message.

Check Your Messages

ShowingTime will contact you via email push notifications, and/or text messages. The sooner ShowingTime receives your response the sooner the agent will be informed that they can show. Delayed responses or missed notifications could mean missed showings.

Feedback

Feedback from agents, on behalf of their buyer, can help us with discussion points during the course of your sale. We attempt to request feedback from your showing as soon as possible and you will receive it as soon as it is received. We will make 4 attempts to request feedback before we assume that they will not respond.

Show Home Ready in ONE HOUR

- ☐ MAKE THE BEDS
- ☐ GRAB A BASKET AND PUT PERSONAL ITEMS OF CLUTTER IN YOUR CAR
- ☐ MAKE SURE THE BATHROOM TOWELS ARE CLEAN, STRAIGHTENED AND MATCH
- ☐ WIPE DOWN TOILETS AND PUT THE LIDS DOWN
- ☐ WIPE DOWN ALL COUNTER TOPS AND SINKS
- ☐ OPEN ALL BLINDS & TURN ON ALL THE LIGHTS IN THE HOUSE
- ☐ MAKE SURE THE HOUSE TEMPERATURE IS COMFORTABLE
- ☐ MAKE SURE THE HOUSE SMELLS GOOD, BUT DON'T OVER DO THE AIR FRESHENER
- ☐ VACUUM ALL CARPETED AREAS, SWEEP ALL SURFACES
- ☐ CLEAN ALL MIRRORS
- ☐ SWEEP THE FRONT DOORWAY AND WIPE OFF THE MAT
- ☐ SECURE FIREARMS, MEDICATIONS, JEWELRY, AND OTHER VALUABLES OUT OF SIGHT

Negotiating the Deal SUCCESSFULLY

- Disclose everything. Be proactive to disclose all known defects to buyers - avoid legal problems later.
- Remember your priorities, but also respect the buyer, as this will be their next home & they are nervous about the unknowns.
- Ask all of your questions. Offers may include complicated terminology, which can be clarified for you.
- Respond quickly. The mood for the buyer to buy is exactly when the offer is made - don't delay.
- Work to ensure we negotiate, in good faith, a win-win for all parties.
- Stay calm, even if the situation is tense.

5 TIMES WE NEGOTIATE

I will work through all these together. That is my commitment to you!

1. **OFFER PRICE**
2. **INSPECTION REPAIRS AND CREDITS**
3. **APPRAISAL DISCREPANCY**
4. **CLOSING COSTS AND CONCESSIONS**
5. **CONTINGENCIES AND TERMS**

YOU ACCEPTED THE OFFER!

Now What?

EARNEST MONEY DEPOSIT

Buyer will deliver the earnest money deposit, also known as a Good Faith Deposit, to the title company. The amount varies and is negotiable. This money is held in an escrow account until the transaction is complete.

INSPECTIONS

We will coordinate the home/termite inspections, appraisal and survey. We will go further into each type of inspection and what you can expect.

NEGOTIATE REPAIRS

After the home inspection, the buyer's agent will submit a request for repair of items, which we will work together to negotiate and complete prior to closing.

MAKE REPAIRS

Keep all receipts, invoices or take photos of the repairs.

UTILITIES AND MOVE-OUT

Turn off your utilities, effective the day of closing. Ensure house is cleaned, emptied of all belongings, and holes are patched and repaired.

Under Contract PROCESS

Now that you've decided on an offer, it's time to start the under contract process. There are a few dates and deadlines to be aware of - title deadline, due diligence, inspection, appraisal, and loan conditions. The under contract process can normally take anywhere from 30-60 days.

HOME INSPECTION

This is a limited, non-invasive examination of the condition of a home, often in connection with the sale of that home. Home inspections are usually conducted by a home inspector who has the training and certifications to perform such inspections. Please be prepared to leave your home for 2 hours. Be aware that the buyers will be at this inspection, your home's appearance is important. This is usually the same time as the Termite Inspection

TERMITE INSPECTION

This is a visual inspection of the readily accessible areas of a home for evidence of wood-destroying insects. The inspector will visually inspect the entire interior of a home (including accessing and entering any sub-space such as basements and crawlspaces) and exterior of the property. Please be prepared to leave your home for 2 hours. Be aware that the buyers will be at this inspection, your home's appearance is important.

APPRAISAL PROCESS

An appraisal is a valuation of property, such as real estate, a business, collectible, or an antique, by the estimate of an authorized person. The authorized appraiser must have a designation from a regulatory body governing the jurisdiction of the appraiser. You will be contacted by your realtor for the appraisal. Please be aware that appraisers normally give agents no more than 12-24 hours notice. You do not need to leave and this will take approximately 60 minutes. It is important to have your home show ready for appearances are very important.

****OTHER TYPES OF INSPECTIONS INCLUDE: STRUCTURAL, POOL, WELL/SEPTIC, AND MOLD.**

SURVEY

A survey is a drawing that can show a variety of characteristics of your property, including topographical features. Property surveys for real estate transactions can show property lines, easements and encroachments on the property of others, and major improvements. This is an unscheduled appointment. The survey inspector will often arrive without notice. Please leave your back gate unlocked. If it is locked or there is an unattended dog, the inspector will knock on your door to gain access. If there is no answer, this inspection will be rescheduled.

CLOSING

THE CLOSING PROCESS FINALIZES THE SALE OF YOUR HOME AND MAKES EVERYTHING OFFICIAL.

ALSO KNOWN AS SETTLEMENT, THE CLOSING IS WHEN YOU GET PAID AND THE BUYER RECEIVES THE DEED TO YOUR HOME.

A FEW THINGS TO BRING TO CLOSING:

- *A valid government issued picture ID*
- *House keys*
- *Garage door opener(s)*
- *Mailbox and any other spare keys or key fobs*
- *Ensure house is cleaned, emptied of all belongings and holes are patched and repaired.*
- *Alarm Codes*

WHAT TO EXPECT

The escrow officer will look over the purchase contract and identify what payments are owed and by whom/ prepare documents for the closing; conduct the closing/ make sure taxes, title searches, real estate commissions and other closing costs are paid; ensure that the buyer's title is recorded; and ensure that you receive any money due to you.

YOUR COST

SELLERS COMMONLY PAY THE FOLLOWING AT CLOSING:

- *Mortgage balance and prepayment penalties, if applicable*
- *Other claims against your property, such as current or past due unpaid property taxes*
- *Unpaid special assessments on your property*
- *Real estate commission*
- *Title insurance policy*
- *Home warranty, if applicable*
- *Survey, if applicable*

AFTER CLOSING, MAKE SURE YOU KEEP THE FOLLOWING FOR TAX PURPOSES

- *Copies of all closing documents*
- *All home improvement receipts on the home you sold*

MOVING CHECKLIST

one month before closing

- [ ] Collect everything that won't be moved and prepare for a garage sale or charitable donation.
- [ ] Select a mover and arrange for exact form of payment at destination. Be sure to check moving company policy regarding broken or damaged items.
- [ ] Start packing asap, unless you have scheduled a packing service.
- [ ] Contact insurance agent to transfer/cancel insurance coverage of your old home.
- [ ] Complete change of address form from post office.
- [ ] Notify all magazine and other subscriptions of change of address
- [ ] Notify your doctor, dentist, veterinarian, and pharmacy of your change in address.

one week before closing

- [ ] Confirm moving day details with the moving company.
- [ ] Organize at least one room in the house for packers and movers to work freely.
- [ ] Cancel all newspapers, yard services, etc.
- [ ] Prune larger houseplants and re-pot those in clay pots into unbreakable plastic containers.
- [ ] Schedule a cleaning service to clean both your old and new homes or have cleaning supplies accessible upon arrival to your new home.
- [ ] Consider hiring an exterminator for the new residence prior to moving in.

Moving Day

- [ ] Identify boxes with linens needed to make your beds at your new home and place them in a convenient location.
- [ ] Make sure phone service, gas, electricity and water are turned on. You can sometimes make arrangements to have the service transferred on loan closing day when you take possession.
- [ ] Make arrangements for food for you (and movers if possible).
- [ ] Notify packers and/or driver about fragile items - ensure they are marked "fragile".
- [ ] Hire a sitter or send the kids and/or pets to a friend's house for the day.
- [ ] Get complete routing information and phone numbers from the driver.
- [ ] Make a final checklist of the entire house (closets, shelves, attic, garage, etc.).

Notes

Notes

remax.com

The Right Agent Can Lead the Way