

## BUYER RESALE

### **Admin:**

- Create Digital and Physical Files,
- Sales Timeline (upon acceptance of offer),
- Available to receive clients at HZ office to scan documents,
- Request Closing Costs estimate from the Notary,
- Sales Report,
- Request Due Diligence Documents from the Listing Agent,
- BASIC Summary of HOA minutes and financials IF NOT IN ENGLISH (extraordinary fees and if buyer will be responsible),
- Check for any Extraordinary rules like NO PETS, NO RENTALS, ETC.,
- Schedule Inspection,
- Basic Create Removal of Contingencies Document with inspection repairment list,
- Open Escrow Account,
- Create Escrow Contract and get it executed,
- Send wire instructions for escrow deposit and closing costs down payment to buyer,
- Once Escrow agent confirms receipt of 10% deposit, file is passed to the **closing team (LUZ & SANTIAGO)**.

### **Duties NOT included:**

- Contract Writing (OTPS, Counters & Addendums),
- Post Closing Concierge/Customer Care,
  - Purchase Anniversary emails
  - Predial reminder emails
  - Receiving technicians/ deliveries
- receiving complains from the client,
- any type of negotiation.