

— THE COMMITMENT

Listing Concierge.

The work we take off your hands — so you can focus on yours.

In an effort to provide the highest level of service, and to get the best possible outcomes for our loyal sellers, we take a lot of the work out of your hands so you can focus on your work and your family. *No other agent does this.* When you sign an agreement to work with us, this is our commitment to you.

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CONCIERGE DUTIES

Performed on every listing, at
no additional cost.

LAS VEGAS, NV

Billy O'Keefe Real Estate
eXp Realty · Realtor / Broker

What we *handle* for you.

◆ Personal Touch

Meet with sellers prior to going live on the market to make an introduction and discuss showing instructions and communication preferences.

◆ Pre-Listing Walkthrough & Action Plan

Conduct an in-depth walkthrough with the seller and provide a customized, room-by-room improvement plan. Minor repairs — leaky faucets, chipped paint, loose doorknobs — handled quickly, without much cost.

◆ Inspection Advocacy

Communicate directly with inspectors to advocate for the property and provide immediate updates to the seller.

◆ Video Tours

Provide unrepresented out-of-state buyers with the option to do a video tour on request.

◆ Personalized Updates

Regular updates on the progress of showing activity and micro / macro market changes.

◆ Scheduling Showings

We are your buffer, so you don't have to deal with pushy agents or confusing coordination efforts.

From the first walkthrough to the final box on the truck — the touches that compound into a smoother sale and a better outcome.

◆ Professional Home Staging

Advise on decluttering, rearranging furniture, and maximizing home appeal for showings, if necessary.

◆ Move-Out / Move-In Coordination

Personalized help coordinating utilities, address changes, cleaning services, and junk removal.

◆ Meet Appraisers Personally

We are your most important advocate for the home and leave nothing to chance. This personal service has saved sellers thousands when necessary.

◆ Local & Community Information

Equip potential buyers with valuable resources and insights about the neighborhood — schools, parks, crime stats, and local amenities.

◆ Manage Logistics

Coordinate the receiving and transferring of garage remotes, keys (including community keys for amenities), mailbox location and number, alarms, and garage door keypad codes.

◆ Aggressively Solicit Opinions

Understanding what the market — buyers and showing agents — thinks about your home gives us clues about how we're positioned against the true competition.

And the work *beyond* the closing.

◆ Schedule Movers

Calls to our favorite mover partners; we facilitate communication and estimates.

◆ Returning Rental Equipment

Pick up and return equipment — Cox modems, cable boxes, and the like — after closing if necessary.

◆ Vacation Services

Bring in packages and take out garbage if you're out of town.

◆ Refer & Manage Vendors

Facilitate repairs and maintenance during the listing and sales process — plumbers, roofers, general contractors, handymen, pool techs, landscapers, housekeepers, carpet and grout, locksmiths, garage and solar repair.

◆ Check on Vacant Homes

Discuss an agreed-upon schedule to make sure everything is in order and secure.

◆ Garbage & Donation

After closing and move-out, make sure the final trash items are put out and schedule donation pick-ups.

The details we manage when you're moving, traveling, or no longer in the home — so nothing falls through the cracks.

◆ Rentals & Temporary Housing

Help securing a rental property after closing, if necessary.

◆ Mail & Package Services

Coordinate the forwarding of any packages or mail that arrive at the house if vacant or post-closing.

◆ Pet Services

Check on pets if you're out of town — feeding fish, caged animals, and cats; scooping litter, if necessary.

◆ Vendor Coordination

A list of trusted vendors at competitive prices. If necessary, we act as the point of contact to schedule appointments, gather quotes, and ensure work is completed on time.

◆ Stage Home for Showings

Prep the home before and after showings, if necessary, for out-of-state sellers or when a seller is out of town.

◆ Inspection Repair Management

Often the most frustrating part of escrow. We coordinate with trusted contractors to get estimates, gather the facts, and negotiate the best possible outcome for you.

This is our *commitment* to you.

Twenty-four touches across the entire transaction — included on every Billy O'Keefe listing, at no additional cost.

BILLY O'KEEFE · REALTOR / BROKER