



IS IT TIME TO DUMP YOUR REAL ESTATE AGENT? or "How to tell the good from the bad and the ugly".

Part 2:

2. They're inexperienced.

Real estate is a full-time job. If your home search is someone's side job, you should probably take this as your cue to move on. A few signs that they're green:

- ✓ They don't prepare a detailed market analysis with comparable values for the same type and size of property when you're getting ready to sell. And they can't tell you the reasons you might want to offer more or less on a property when buying.
- ✓ They can't fully explain parts of the sales contract, or what they can and can't do for you under the law.
- ✓ They don't inform you about body corporate, covenants and restrictions if you are looking at a planned community or townhouse complex.

Good agent.

A good agent will, of course, be licensed by the State (you can check licenses here – <http://www.fairtrading.qld.gov.au/are-you-licensed.htm>), and have a good knowledge of the documents and procedures involved.

3. They're abusive.

Do not stand by your agent if you are treated poorly. That means no yelling, critical comments or badgering you if you're not ready to make an offer on a property or don't want to spend more than you had originally discussed. Our job isn't to tell clients what to do, it's to counsel them and let them know what their options are. And your agent shouldn't try to talk you out of something you really want. They can offer you guidance, but they shouldn't be telling you to 'get real'. And no one should be made to feel bad for spending less. There should be the same level of customer service whether you are spending \$300,000 or \$1 million.

Good agent.

A good agent will be your 'guardian angel', protecting you in the transaction and welcoming questions about the area or the process. They should make it clear that you are not imposing and they are happy to help you. You can find some tips on buying and selling here

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http://www.reiq.com/Content.aspx?page=Buying_and_selling_tips.

(End of Part 2)