LIST OF SERVICES

SERVICES

Royal LePage Estate Realty - Agent Services Directory

Deal Administration Team

From conditional to closed our Deal Admin Team is here to ensure your deals are administered professionally and in a timely manner. Our team also ensures all deal files are compliant with the many requirements from our regulatory bodies. Finally, admin can provide information and insights to support your business performance.

Administration Services:

Agent Business Service

- Process and payout agent commission advances on qualified transactions
- Provide trade production reports
- Provide agent earnings reports
- Provide year end tax worksheets
- Withhold Federal Income Tax and remit quarterly
- Withhold HST and provide HST cheque to agent

Agent Recognition

- Track and report on agent award qualification
- Organize and track sales contest points and issue reports
- Update front desk on listing status changes
- Update deal board

Manage Transactions Files

- Confirm receipt of wire transfers
- Receive and bank deposit cheques
- Send deal paperwork to lawyers
- Communicate with lawyers and co-op brokerages on an on-going basis
- Send subsequent paperwork to lawyers ie. notices of fullfillment, amendments, waivers
- Send Invoices to lawyers and co-op brokerages
- Confirm lawyers information with co-op brokerage
- Review, confirm and ensure all paperwork is complete and files are compliant prior to commission payout
- Close transactions and payout commissions, vendor balances, interest cheques and referrals
- Secure Social Insurance Numbers and issue T5's
- Track and pursue funds for transactions where payout is delayed
- Chase developers for commission payments when due and payable
- Process electronic funds transfer to ensure prompt commission payments
- Provide new agent orientation on preparation and submission of deal paperwork
- Meet weekly with management to ensure consistency in practice and improve our services
- Be available to agents for questions regarding trade related questions and concerns
- Manage agent billing and apply payments to accounts
- Update status changes on TREB, conditional sales, firm sales, suspensions, terminations

Client Care Team

Our three reception desks work collaboratively to ensure timely handling of calls, walk-ins and the many others tasks the client care team complete each day. Your client care team is committed to providing you and your clients with world class service.

Reception Services:

Listing Management

- Receive/send out confirmations, cancellations, refusals re: showings, appraisals, home inspections, buyer visits
- Collect and organize new listing paperwork i.e. Listing Agreement, WWR, FINTRAC, Form 244, LBX Form, New Listing Appt Instructions etc.
- Input showing instructions for new listings on Wolf Connect
- Receive deposit cheques, provide deposit cheque receipts
- To ensure inquiring agents receive up to date information on properties
- Print, display and update Window Feature Sheets

Communication

- Send out New Listings, Open House Reminder, Tour Reminder, Tour Order
- Receive and distribute faxes
- Direct all phone calls and take caller name and number to send with call transfer

Services

- Order/receive couriers
- Manage/change profile settings for agents when requested
- Organize and book boardroom reservations for client meetings, offer presentations etc.
- Book and reserve generic open house signs
- Manage sign installation and removal requests received from agents
- Update and maintain forms to ensure available to agents as needed
- Keep track of all registered offers on properties upon agent request
- Send messages regarding # of registered offers and offer presentation updates upon agent request
- Receive and welcome clients, guests and Co-op agents
- Offer guests coffee, tea and water
- Notify agents of guest/s arrival
- 24 hour answering service in place to ensure no call is missed.

Our Administration Team

Manager
Chris Dunlop
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Glen Manor

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EXT 318

Parliament

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Our Client Care Team

Manager
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