

# ~ Your Dream Home ~

## A BUYERS GUIDE



*Buying a home is likely the largest purchase you will ever make.  
This Guide clarifies the process.*



**WWW.LORI YOUNDER.COM**  
SALES REPRESENTATIVE

3434 Yonge Street, Toronto, Ontario M4N 2M9  
Tel: 416-489-3434 Cell: 416-788-4004



# Agency Relationship

Buyers need to be aware of all their options in order to better protect themselves throughout the process of negotiating the sale of a property. Prior to 1991 all Realtors worked for the Seller in Real Estate transaction. A buyer can now choose to retain representation with a licensed Realtor and receive the same legal representation that Sellers have received for nearly 100 years.

With the advent of the Internet, many Buyers are conducting much research on their own before looking at homes or contacting a Realtor. It cannot be understated enough that the most important research a buyer can do should be in the careful selection of a Realtor to represent them in the purchase of a property. A skilled buyer's agent is an invaluable asset to a buyer during the drafting of a the contract, negotiations, and overseeing the contract to completion. I specialize in offering expert assistance and representation to buyers of all types from "first time" to "last time" buyers.

If you're going to spend the next 25 years paying for the house of your dreams shouldn't you spend a few extra minutes finding the right person to help make it all happen?



**What does it cost as a buyer to use an agent?** The compensation that a sales agent receives typically comes from the seller's proceeds. In other words, there is no cost for a buyer to use an agent in the traditional agent/buyer relationship. In a buyer client agreement, there may be some cost to the buyer, but even these agreements are usually worded so that the agent is compensated from the seller. *The next page clearly explains the difference between buyer customer and buyer client representation.*

# Frequently Asked Questions

*Many buyers do not fully understand the home buying process and what role a real estate agent plays. The following are some of the most frequently asked questions that buyers ask or don't fully understand.*

## **What does it cost as a buyer to use an agent?**

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In a **Buyer Agency Agreement**, there may be some cost to the buyer, but even these agreements are usually worded so that the agent is compensated from the seller.

## **Can my agent give me information regarding properties from other companies?**

Yes, if that other company is a member of Multiple Listing Service –MLS (most real estate companies are). For Sale By Owner (FSBO) properties are not listed in MLS so an agent likely would not be able to provide information regarding them. However, with a *buyer agency agreement*, your agent may be able to help you purchase a FSBO.

## **What if I find a property on my own?**

You should contact your agent and not the property owner or the agent listing the property. Having the address or the MLS number is very helpful and will assist your agent in gathering information regarding the property.

## **What type of information will my agent need from me?**

An agent will need any information regarding the property you are looking for that is important to you. For example, number of bedrooms, garage size, price, location and number of bathrooms are common criteria. Other considerations include school district, type of home (detached, semi-detached etc) and room sizes. Keep in mind that a search that is too specific may narrow your list of properties too much while one that is too broad may give you more properties to look at than you have time to go through!

An agent may also ask you for other information such as hobbies or activities you enjoy, children's names, birthdays, etc. This type of information fosters more of a "friend" relationship than a "business" one and makes the home buying process much less stressful.

## **Can I go to open houses without my agent?**

You can go to open houses without your agent. However, you need to make sure that you indicate you are working with an agent already. If you don't, your agent might not be able to help you write an offer on that property in the future. Take one of our business cards along and tell the agent you meet that you're working with us.

## **How can I find out about new properties?**

Your agent should be able to accommodate your particular situation whether it is via email, phone calls, etc. Clients with e-mail capability can receive automatic updates from the MLS system as soon as new listings are entered.

# Buyer Customer VS Buy-Client

*Determining the Level of Service YOU WANT!*

| Buyer - Customer  | Buyer - Client   |
|---|--|
| Maintain loyalty to seller's needs  | <b>Pay full attention to the buyer's needs</b>   |
| Tell seller all that you learn  | <b>Buyer can talk freely</b>   |
| Focus on the seller-client's property   | <b>Suggest alternative solutions</b>   |
| Get the best offer for the seller-client  | <b>Find the best property for the buyer-client</b>   |
| Limit properties to listed properties only  | <b>"Leave no stone unturned"</b>   |
| Lower level of responsibility to buyer-customers  | <b>First opportunity to view new listings</b>  |
| Show properties listed within buyer's affordability range   | <b>All properties are available</b>  |
| Just the facts  | <b>OK to give advice with facts</b>  |
| Protect the seller  | <b>Educate the buyer</b>   |
| Disclose only material facts about the property to buyer-customer   | <b>Educate the buyer</b>   |
| Negotiate on behalf of seller-clients   | <b>Negotiate on behalf of buyer-clients</b>  |
| Volunteer a CMA for the buyer only if it supports the seller-client's listing price                         | <b>Provide price counseling for a buyer-client</b>   |
| Attempt to negotiate approved protective clauses into the purchase agreement to protect seller-client       | <b>Suggest approved protective clauses for the purchase agreement to protect buyer-clients</b> |
| Suggest financing alternatives to the buyer-customer in order to help benefit the seller client's interests | <b>Suggest financing alternatives that may be in buyer-client's best interests</b>             |
| Continue services to seller-client during negotiations  | <b>Continue services to buyer-client during negotiations</b>                                   |
| Strengthen of the seller-client's negotiating position  | <b>Strengthen the buyer-client's negotiating position</b>                                      |
| Share all information about buyer   | <b>Share all information about seller</b>  |
| Attempt to solve problems to the seller-client's satisfaction   | <b>Attempt to solve problems to the buyer-client's satisfaction</b>                            |

# What Can You Afford?

**H**omes come in every size, style and price range. Knowing what you can afford at the beginning of your search saves you time and disappointment later on. The following calculations outline the process financial institutions use to determine what you can afford.

Lenders such as banks and trust companies allow you to spend approximately 32% of your gross annual income on housing costs including property taxes, heating and if applicable, 50% of condominium fees). The ratio of debt to income is referred to as the Gross Debt Service ratio or GDS.

The following calculation will show you how much you can afford monthly for housing.

**Your gross annual Income** \_\_\_\_\_

**Spouses Gross Annual Income** \_\_\_\_\_

**Other Income** \_\_\_\_\_

**Total annual Income** \_\_\_\_\_

**Monthly income (divided by 12)** \_\_\_\_\_

**x 32%**

**=** \_\_\_\_\_

*This is the amount, determined by the lender, you may spend every month to make your mortgage payment, pay your taxes and possibly your heating costs.*

You may have other monthly financial obligations such as car and credit card payments. These payments plus your housing costs are called the Total Debt Service ratio or TDS. This figure should not exceed 40% of your gross monthly income.

The following calculation will show you what you can afford for housing including your outstanding debts.

Monthly debt Payments \_\_\_\_\_

+

Monthly housing costs \_\_\_\_\_

**Total** \_\_\_\_\_

(Total/GDS=TDS)



In addition to GDS and TDS ratios, financial institutions base their lending decision on your credit history, job stability and the amount of your down payment. Interest rates also affect the amount of financing you will be able to obtain. *Please note that many lenders are prepared to exceed these guidelines.*

## Example

David Earns \$40,000 annually and his partner Ruth earns \$43,500. They have a car payment of \$350 per month and a credit card payment of \$150 per month.

How much can they afford monthly for housing?

|                        |                          |                   |
|------------------------|--------------------------|-------------------|
| David's monthly income | (\$40,000 divided by 12) | \$3,333.00        |
| Ruth's monthly income  | (\$43,500 divided by 12) | \$3,624.00        |
| <b>Total</b>           |                          | <b>\$6,958.00</b> |
| GDS (\$6,958 x 32%)    |                          | \$2,226.56        |

They can afford to spend no more than \$2,226.56 on monthly housing costs. How much can they afford with their other monthly payments?

|                      |                   |
|----------------------|-------------------|
| <b>Monthly Debts</b> |                   |
| Car payment          | \$350.00          |
| Credit Card          | \$150.00          |
| Monthly housing      | \$2,226.56        |
| <b>Total</b>         | <b>\$2,726.56</b> |

TDS (\$2,726.56 divided by \$6,958) = 39%

Because their total debt including housing costs and all other monthly debts does not exceed 40%, they can afford to pur-

# Pre-Qualification VS. Pre-Approval

One surefire way to reduce stress during the process of home buying is to seek pre-approval, actually applying for a loan before finding a house.

The loan agent assembles a credit package that includes a loan application, credit report, income and asset information, and supporting documentation. These documents are then submitted to prospective lenders who under-write the file, issuing credit approval or denial.

Buyers who are pre-approved are taken more seriously than their pre-qualified counterparts. Pre-qualification is not a loan commitment from a lending institution; it is only a loan agent's opinion that you will be able to obtain financing. Verifications are not usually made so formal approval is not issued.

Pre-approval, on the other hand, signifies that the lender has taken the application through a rigorous procedure. So buyers with pre-approval status can basically write their own ticket.

## Benefits of pre-approval:

Understanding the breadth of your financial reach will save the time spent looking at houses you can't afford.

Shopping for a loan allows you to settle on a house payment that fits your lifestyle.

Having a pre-approval letter from a lender gives you an edge in a situation where multiple offers have been made on a house.

Pre-approved buyers can generally close escrow more quickly. Once you submit your credit package, most of the legwork has already been done.

*Buyers who are pre-approved are taken more seriously than their pre-qualified counterparts...*



*Remember, neither pre-approval nor pre-qualification are absolute loan commitments. Lenders must still assess property appraisals, verify information, and, in many cases, verify credit before funding the loan.*

# LAND TRANSFER TAX - City of Toronto

The most important thing to note is that First Time Buyers do not pay on the first \$400,000.00. If they buy over \$400,000 then the amount over that will be taxed at 2%.

## The following is the formula for the new tax;

- 0.5% of the amount of the purchase price up to and including \$55,000 \$275
- 1% of the amount of the purchase price between \$55,000 and \$400,000 \$2,275
- 2% of the amount of the purchase price above \$400,000 \$3,725
- Property Value \$600,000 the tax is \$7,725
- Property Value \$1 million the tax is \$15,725

Do not forget that this is in **ADDITION** to the current land transfer tax. Combining the taxes for the same values looks like this:

- Property Value \$55,000 the tax is double at \$550
- Property Value \$250,000 the tax is double at \$4,550
- Property Value \$400,000 the tax is \$3,725 plus \$4,475 for a total of \$8,200. **\*first time buyers only pay the current \$4,475**
- Property Value \$600,000 the tax is \$7,725 plus \$8,475 for a total of \$16,475
- Property Value \$1 Million the tax is \$15,725 plus \$16,475 for a total of \$32,200.

**Where does this apply?** The Toronto land transfer tax only applies to transactions within the City of Toronto. This does NOT apply to property transactions outside of the City of Toronto.

**Are first time home buyers affected?** First time home buyers of new AND re-sale homes will receive a rebate of the Toronto land transfer tax of up to \$3,725 (this equals a 100% rebate on homes purchased for up to \$400,000).

## **Definition of a first time Buyer**

The purchaser is at least 18 years of age.

The purchaser must occupy the home as his/her principal residence no later than nine months after the date of the conveyance or disposition.

The purchaser cannot have previously owned a home, or had any ownership interest in a home, anywhere in the world, at any time.

If the purchaser has a spouse, the spouse cannot have owned a home, nor had any ownership interest in a home, anywhere in the world while he/she was the purchaser's spouse.

The purchaser cannot have received an Ontario home ownership savings plan (OHOSP) based refund of land transfer tax (definition applicable when considering if one is first time home buyer for the Provincial rebate)

*The City has not yet provided clarification on how rebates will be administered. If you have concerns you should check with your lawyer. Once the City of Toronto provides clarification, more information will be provided.*

# Additional Costs of Buying

## Home Inspection

A home inspection is strongly recommended for most residential properties and will usually be a condition of the offer. Your agent can assist you in choosing a home inspector. The costs will vary depending on the value, age and use of the property but will usually range from \$250 to \$350.

## Termite Inspection

You may wish to hire a termite inspector as well as a home inspector if you are buying in an area of the city where termites are known to be a problem. This could add another \$150 to the costs of your inspection.

## Appraisal Fees

When you apply for a mortgage, the lender will want to see an appraisal on the property to ensure that the price you are paying falls within the accepted range of value for that type of property and that area of the city. The fee for this is usually between \$100 and \$200.

## Land Survey

When you make an offer on a free hold property you will usually ask the Seller to provide a copy of the survey for the property. The purpose of this survey is to show the boundaries as well as the footprint of the building on the site. If there is no survey available, you may wish to hire a surveyor to prepare one at a cost of approximately \$800 to \$1,000.

## Title Insurance

All lawyers, when acting for Buyers, should inform clients about Title Insurance. Title insurance is an insurance policy covering the condition of title or ownership of real property at the time the policy is issued and is used to provide ownership protection for a Buyer against losses or damages suffered as a result of title problems. Title insurance is obtained prior to closing a purchase for the benefit of the buyer.



## Land Transfer Tax (see page 6 )

### Applicable Taxes

The Seller is required to pay the GST on the real estate commission. Buyers are responsible for paying applicable taxes on appraisal services, land survey, home inspection, termite inspection, lawyer's fees and on the premium charged on CMHC loans or GE Capital (GE).

# The Condominium Alternative

Condominiums have grown in popularity over the past two decades as an alternative over the past two decades as an alternative form of home ownership. If you are considering this option, the following information should prove helpful.

## How do Co-ops & Co-ownerships differ from condominiums?

In an equity co-operative the owner is not registered on title but receives a form of proprietary ownership. The corporation is registered on title and issues a share certificate to each owner. The corporation owns the property and the rights of occupation come from a separate agreement that sets out the exclusive right of each owner to occupy a certain unit. This agreement also sets out the owners obligations to pay a proportionate share of the buildings mortgage, operating expenses and property taxes. Since responsibility for payment of taxes and mortgage in a co-op is joint, if one owner goes into default, the other owners must make up the shortfall or risk losing their equity. Many older co-ops have not mortgage and buyers must pay cash since most banks are reluctant to finance share certificates.

In a co-ownership, each Buyer has his or her percentage interest in the property registered on title. Possession of an individual unit in the property comes by way of a separate agreement which sets out each ownership rights and responsibilities. Mortgages are often available for this type of property through credit unions and trust companies. Check with the listing agent to see what financing is available.

As a result of these factors, reselling a co-op or co-ownership is often more difficult than selling a condominium. Make sure you work with a lawyer who is familiar with this area of real estate law.



## How are Condominiums Owned?

Condominiums ownership is generally divided between two or more parties, each of whom owns a portion of the structure separately and a portion of it in common. For instance, if you are an owner in a high rise apartment building where there are several other owners, you own a unit individually and it is legally registered in your name. You also own a proportionate share of the common areas in the development. These generally include the outside grounds, recreational facilities, lobby, stairs, halls and elevators, as well as the plumbing systems. Some common areas may be reserved for the exclusive use of specific owners such as roof gardens, balconies, parking spaces and storage lockers.

***“A condominium can be an ideal starter home, since it may cost considerably less than single family homes in the same neighborhood”***

As a unit owner, you are automatically a member of

## What is included in the maintenance fees?

In Addition to the costs associated with owning your unit (mortgage payments, taxes and so on). You are also required to pay your share of the costs of maintaining the common areas in a monthly maintenance fee. It's important to know what is and is not included in your maintenance fee. For example, heat may be included while the costs of electricity may not be. In general, the more facilities available in the complex , pool, concierge, tennis court—the more expensive the maintenance fees will be.

## What is a reserve fund?

In Ontario, at least 10% of this maintenance fee must be held in a reserve fund to pay for major repairs on times like heating systems, roofs and plumbing.

If you are considering buying a unit in an older building, be sure that the reserve fund is sufficient to pay for any anticipated major repairs. Newer buildings may not have had time to accumulate a large reserve fund. Information on the status of the buildings reserve fund is contained in the Status Certificate.

The Status Certificate replaces the former estoppel certificate. It provides a wide range of information on the building including: common expenses, status of the reserve fund as well as any plans to increase the reserve fund, a copy of the current declaration, by law and rules, a copy of the current budget, a list of agreements with the corporation, information about the most recent reserve fund study and information about insurance policies. The maximum charge for this certificate is \$100.

# Making the offer with Conditions

*You've found that perfect house! What do you do now? Your agent will prepared an Agreement of Purchase and Sale, including any custom clauses you may require. Most Buyers will make an offer provided certain conditions are met. These may included:*

### Financing

Even if you have been pre-approved for a mortgage, the property will require an appraisal to assure the lender that the price you are paying falls within accepted market value. Once your financing has been approved you are required to provide written notice to the Seller in the form of a waiver or amendment before the expiry of the condition.

### Condominium Status Certificate

This condition applies only to the purchase of a condominium. It allows your solicitor to review the condominiums documents to ensure that the corporation is financially sound and meets all the requirements of the Condominium Act. Under the new Condominium Act, the property management company has up to 10 days to prepare the Status of Certificate and can charge a maxi-

### Home Inspection

This condition provided an opportunity to have the property inspected by a qualified person who will look for any major defects in the building prior to your entering into a firm agreement. Many Buyers choose to have a termite inspection done as well



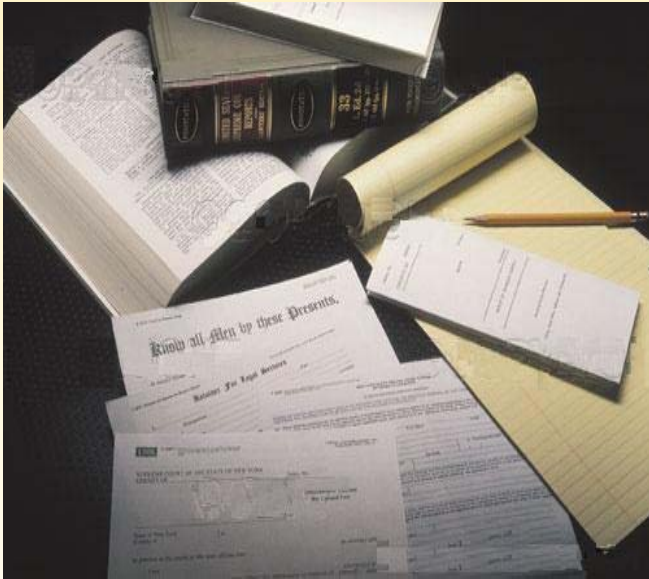
# Elements of the Offer

## Irrevocable Date

For the offer to be valid, it must contain a number of specific dates and times. Your initial offer will be valid for a specific period of time, usually until midnight of the same day or the following day, after which the offer is deemed to be dead. This time frame is called the irrevocable period.

## Completion Date

This date set for the transfer of ownership of the property negotiated between you and the Seller and can also be referred to as the closing date.



## Requisition Date

This is the period in which your lawyer must determine if there are any problems with the title of the property and is usually set 30 days prior to the completion date.

## The Deposit

A deposit cheque must accompany the offer to the Seller. The amount of the deposit will vary depending upon the value of the property but usually represents between 5% and 10% of the purchase price.

## Assuming leases

Furnaces, Security systems, Satellite dishes, Hot water tanks can be assumed by the purchaser.

## Fixtures

Fixtures are any items permanently attached to the property. For example, a bathtub, sink or toilet permanently plumbed in would be a fixture. Technically, anything nailed to the building is a fixture while items screwed on (because screws can be removed) are chattels. This is often an area of contention when buying a resale home. So be aware of this distinction and, if in doubt, put in the offer.

## Chattels

Chattels, unlike fixtures, are not deemed to be part of the property and must be specified in the offer if you want them included in the sale. The following are some items you may wish to include in the offer: area rugs, ceiling fans, chandeliers and other light fixtures, draperies, wood burning stoves and accessories, microwave ovens, refrigerators/freezers, stoves and ovens, washers and dryers, window air conditioners, garage door openers, storage sheds, swing sets and other playground equipment, garden furniture, barbecues, central vacuums and equipment

# Negotiating the Offer

After signing the offer, your agent will register it with the listing broker. A time will be set for the listing agent and your agent to meet and present the offer to the Seller. The Seller has a number of options available.

**Reject** the offer.

**Accept** the offer exactly as presented, making no changes.

**Make a counter-offer** back to you with whatever changes the seller wants, such as price, closing or conditions. You then have the option of accepting the Seller's counter-offer or making your own changes and signing the newly amended offer back to them. This is where your agent's negotiations skills come into play.

# Completing the Sale

## The role of the Lawyer

Your Lawyer's job is to certify good and marketable title to the property, free of encumbrances, liens and judgements. Your agent will deliver all documentation related to the sale to your lawyers.

## Registering the Mortgage

The lawyer receives instructions from the mortgage company, prepares the draft mortgage document, forwards the draft to the lender, makes amendments if required and arranges for you to sign the documents. The mortgage company then releases the funds to your lawyer. Some lenders prefer to apply the property taxes on your behalf to ensure that the taxes are never in arrears. In this case, the mortgagee will hold back a certain amount from the advance on closing to start a tax account. Your payment will include the taxes in addition to the regular principal and interest. Check with your mortgage representative to see how your taxes will be handled.

## Insurance

You are required to place fire insurance on the property. The coverage should be for at least the amount of the mortgage to be acceptable to the mortgagee. A guaranteed replacement clause is usually acceptable.

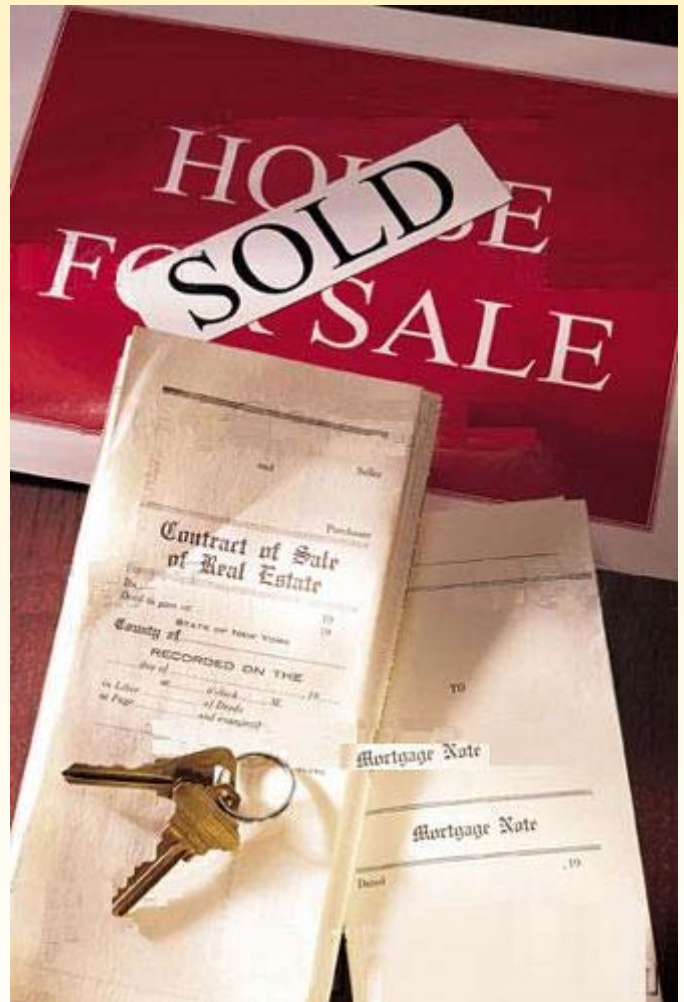
## Statement of Adjustments

The closing balance to be paid by the Buyer is Subject to the usual adjustments. The Statement of adjustments is a system of credits and debits whereby amounts are added to or subtracted from the balance to be paid by the Buyer, depending on whether or not the Seller has paid certain items in advance. The day of closing is assigned to the Buyer, who is responsible for taxes and utilities from 12:01 a.m. of that day.

## Legal Fees

A lawyer will usually charge between \$750 and \$1,000, plus disbursements, for a straightforward real estate transaction. This is payable prior to closing.

For example, taxes might have been paid up to a date after the scheduled closing, so the Buyer will credit the Seller for the exact number of days "overpaid" The same applies to water rates and fuel. Utility companies are notified of the change of ownership by your lawyer and final meter readings are arranged for the date of closing.



# Day of Closing



The lawyers or their clerks usually meet sometime between 9:00 am and 5:00 pm, at the Registry office or Land Titles office. They exchange cheques, documentation and keys.

You can expect to get access to your new home by late afternoon on that day, but check with your lawyer. Changing locks is recommended after closing as a safety precaution.

If you have any dead-bolt locks on your doors, it is a simple matter to remove the cylinder and replace it with a new one.

## **The following list indicates some of the things to do in preparation for your move.**

Notify you're post office and send out change of address cards.

Notify your insurance company that you have purchased and require fire insurance coverage as of the date of closing. Provide them with the name, address and telephone number of your lawyer so that a "binder" for the coverage on your new home and contents will be forwarded to your lawyer at least one week in advance of closing.

Notify the Ministry of Transportation that you are moving and have your driver's license amended to show the new address.

Notify the utility companies of your change of address. Final meter readings are necessary for transferring of accounts. See last page for contact numbers.

Arrange for new telephone service and installation of jacks if required.

Arrange for cable television hook-up.

Notify all newspapers and publications of change of address.

Notify your bank of your change of address and order new personalized cheques.

# Title Insurance - Growing in Popularity

The Law Society of Ontario requires all lawyers, when acting for Buyers, to inform clients about title insurance and its advantages. Title Insurance is an insurance policy covering the condition of title or ownership of real property at the time the policy is issued and is used to provide ownership protection for a Buyer against losses or damages suffered as a result of title problems. Title insurance is obtained prior to closing a purchase for the benefit of the Buyer. Although Title Insurance has been standard in American Real Estate transactions, such insurance had gained popularity as part of the typical Ontario residential Real Estate purchase transactions only in recent years. Traditionally, Ontario Buyers have relied solely on their lawyer's "legal opinion" that they have "good and marketable title" (to confirm a clear title). Unfortunately, the fact is that no lawyer can completely assure a Buyer that there is absolutely no chance of an error in the government records, that there are no undisclosed claims, that what appears to be the signature of the prior owner or consenting spouse is a true signature, or that there has been no prior fraud or forgery on title. Title insurance can satisfy such "gaps" in a lawyer's opinion. Title Insurance does not replace the role of the lawyer. It simply provides an added level of protection for the Buyer. Ontario lawyers still must search title and certify the status of title before a title insurance policy can be issued. The typical residential title insurance involves a onetime premium and provides protection for the Buyer against losses suffered from the following types of matters:

- Defects that would have been revealed by an accurate up-to-date survey
  - Survey errors or illegibility of survey
  - Encroachments
  - Contravention of municipal zoning by-laws
  - Non-marketability of title
  - Defects in the title
  - Invalidity of unenforceability of the mortgage on title
  - Easements (other than usual easements for utilities, etc.)
  - Contravention of subdivision, developments and other agreements
  - Priority of certain construction liens
  - Priority of unregistered easements and rights of way
  - Fraud or forgery or Solicitor error/omission
- In addition to these types of coverage, the typical policy also provides the insured with:
- Indemnity for actual loss or damage for the amount of the policy (being the price paid for the property and increasing with infiltration and rising value over time to a coverage which can be double the price paid).
  - Payment of legal fees and costs to defend title
  - A "no-fault" method to resolve title problems



The typical cost of title insurance policy is in the \$200-\$300 range (depending on the type of residential property). This cost is often offset by the cost of certain legal disbursements which are no longer required in title insurance transactions. As municipalities continue to increase their fees for zoning, subdivision and tax search, Title Insurance is becoming an increasingly competitive option.

# Evaluating a Neighborhood

## Drive Around

- Does it look like a place you'd like to live?
- Is it near places you'd like to go?
- Is it too near places you'd rather avoid?
- What will it look like during commuting time?
- What's it like at night?

## Education/Income Profile

- What is the household income?
- The education level?
- Occupation?
- Family type?

## Quality of Schools

- What is the school performance?
- Average test scores?
- Capacity of school in relation to # of students?
- Parent involvement?
- After school activities, teams?



## Cultural Amenities

Proximity to museums, galleries, universities, seasonal entertainment, theaters, etc. Even if you don't frequent them, they help set the tone for the area.

## Property Values

Steady or increasing values generally mean a sound investment. It is almost always best to buy the smallest, least expensive home in the best neighborhood you can afford.

## Future growth

If you are not planning on staying in your new home for a number of years, an abundance of new construction being planned could affect your resale. Equally true, however, is the existence of higher end properties could increase the value of yours. Your REALTOR is your best source of information on property and neighborhood information.

# ABOUT ME - Lori Younder

Lori brings to RE/MAX Hallmark the drive, energy and diversity the real estate industry needs. Because of her interpersonal as well as business flair, patience and ability to provide outstanding customer service, Lori is available 24/7 thanks to her blackberry, you'll always be wired to her, to answer your questions, anytime, anywhere!

Part of the excitement of buying and selling real estate is dealing effectively with temporary "wrinkles" in the process. Lori's exceptional problem-solving skills and her savvy business acumen proven invaluable to her clients along with a high level of knowledge, integrity and results.



Persistence and tenacity come naturally to Lori, it takes organization to be skillful in this every changing face-paced market. Lori balances the need to act quickly with a respect for the patience required during the evaluation process. Lori's family background of 30 years in commercial and residential development has emphasized her healthy appreciation for the emotions involved in these very important decisions.

Lori believes that education about the market and the process is essential to an enjoyable experience, and to this end she provides her clients with a constant stream of housing market information. She believes that communication is critical in all partnerships, and commits to listen to her client's needs.

Besides real estate, Lori's passions include Golf, Golf and more Golf...Snow boarding, Spinning, traveling, entertaining and spending quality time with her family and friends and keeping her dog Rosie (a Shetland Sheepdog) in line!

## Testimonials

*I was very pleased with the professional and practical advice Lori gave to prepare my house for sale. She marketed the house expertly and sold the house quickly.*

**Hugh & Liz Chandler**

*Sorry, nothing is perfect, but you are very close. Your professional and friendly approach is why we chose you, over all of the other agents who had also contacted us. We appreciate your honesty and persistent negotiations. Thanks for a great result.*

**Tim & Stephanie Moore**

*Buying my first property was the scariest moment of my life. Lori was there every step of the way and guided us through it all. She was our guardian and saved us from making possible mistakes. She was patient, sincere, honest and true. Thank you for making the process bearable.*

**Brian Mifsud & Marco Bianchi**

# ABOUT THE COMPANY

## Who we are



**RE/MAX Hallmark Realty Ltd. is the #1 Brokerage in the entire city of Toronto** and prides itself on being one of the most progressive real estate companies in Canada. Our company and our agents are often honored in Toronto and across the country for our excellence and results. RE/MAX Hallmark Realty Ltd deliver results, with over **450 realtors in 6 offices** throughout Toronto; we have you covered from downtown, to uptown, and the suburbs.

Our volume and unit sales consistently place us amongst the top rated real estate organizations within the Toronto Real Estate Board. RE/MAX Hallmark Realty Ltd. has been recognized as Company of the Year several times by RE/MAX Ontario/Atlantic Canada and was awarded International Brokerage of the Year.

**Internet Presence** - No other company in the GTA has a greater presence than RE/MAX Hallmark. When you list your home with us, your home is immediately distributed to over 20,000 members of the TREB, we promote and feature your home on over 27 RE/MAX companies throughout the GTA and Ontario, we distribute your home to the MLS.ca; and we feature your home on our Canadian and International sites.

**Technology** does not stop with the internet for us. RE/MAX Hallmark Realty Ltd. has been recognized by Rogers as the leading real estate user of Blackberrys. Our agents were the first to realize the benefits of staying in touch with their clients in a timely manner.

*Not only is RE/MAX Hallmark Realty Ltd. working in the community but we are also working for the communities we service by setting the standard nation wide for contributions to the Children's Miracle Network and paving the way with various other charitable organizations.*

**Top 10 Companies ( listing and selling combined) for sold properties  
Jan 1/07—Nov. 30/07**

