



## AGENTS: FREQUENTLY ASKED QUESTIONS

### **Are there any fees to use the Raveis Refresh service?**

No, William Raveis is covering the \$200 fee, so the Raveis Refresh service is free to the agent and the homeowner.

### **Is there any cost for the design appointment and getting a quote on design/staging recommendations?**

No, the design consultation and proposal is prepared free of charge with no obligation to move forward.

### **Is there a limit to how much Raveis Refresh will do?**

There is no dollar limit or restriction on scope. However, all services must result in a positive return on investment and the homeowner must have sufficient equity for there to be proceeds to pay for services rendered at closing.

### **How long does it take to get started?**

Immediately upon receiving your online submission, the Raveis Refresh team will begin the process by sending your client a link to prequalify within one business day. Then, they will reach out to discuss your project and schedule the next steps.

### **How soon will the work begin?**

The start date will be outlined in the initial proposal, which you will receive typically within 7 business days of submitting your listing barring unforeseen circumstances.

### **When do clients have to pay?**

Payment is made at the close of escrow or via affordable monthly payments after an agreed upon term.

### **What if the house does not sell?**

The client will be expected to make monthly payments after the expiration of the payment term, which is typically 6-12 months.

### **Will Raveis Refresh perform both interior and exterior services?**

The Raveis Refresh team will work with local vendors who will perform any pre-sale home preparations, including interior work, exterior work, foundational repairs, cosmetic improvements, and more.

### **What services are provided under this program?**

- High-impact cosmetic renovations, including painting, flooring, landscaping, new countertops, window treatments, and power washing
- Professional Staging
- Decluttering
- Kitchen & Bath Improvements
- Building System Repairs, including roofs, electrical, and plumbing
- Pre-sale home inspections
- Moving
- Packing
- Cleaning
- Relocation Services
- Elderly services
- and more!

Powered by ZOOM CASA

VISIT [raveisrefresh.com](https://raveisrefresh.com) & GET STARTED TODAY.

\*according to the National Association of Realtors (NAR).



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### How do I use Raveis Refresh Concierge?

Once you have obtained a signed exclusive listing agreement:

1. **SUBMIT YOUR LISTING:** Submit your listing online.
2. **CONCIERGE CONTACTS YOU:** You will receive confirmation from the concierge team within 1 business day. You will also be asked for any additional information that may be needed to pre-approve the client.
3. **DESIGNER CONSULTATION:** A professional designer will contact you to discuss your listing and curate the right scope of work engineered to help your listing perform. This is an opportunity to discuss:
  1. budget
  2. timeframe
  3. scope
  4. preferred vendors
4. **PROPOSAL:** Zoom Casa will facilitate the design consultation and bidding process. Those bids will be compiled into a proposal for yours and your client's review and approval.
5. **PROJECT STARTS:** Once the proposal is approved, Zoom Casa will circulate contracts for electronic signature. Zoom Casa will assign the project to a project manager who will be your designated contact point from beginning to end.

### Who manages the process?

Zoom Casa offers full-service project management so you can focus on selling houses and earning commissions. However, if you prefer to self-manage your projects, you are welcome to continue to do so.

### What input does the client have?

The client approves the proposal containing the scope of work and ultimately decides what is to be done.

### Is there a certain price point necessary to utilize the Raveis Refresh services?

No. These services can be offered to clients at all price points. All agents and clients should consider together what scope of services might yield the greatest return on investment for a listing.

### Are there any types of properties which don't qualify for this program?

Yes, this platform is typically not available for use on (a) spec properties or developments, (b) properties that are currently in foreclosure, (c) properties owned by sellers currently in bankruptcy, or (d) properties owned by sellers who are receiving relocation benefits through a company sponsored move.

### How will Raveis Refresh help me win listings and benefit home sellers?

This platform is a one-stop solution provider. Raveis Refresh does all the work including obtaining bids for all services needed to prep a home for sale, negotiating the best pricing, and presenting everything to you, the agent, and seller in a cohesive package.

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### **What value does this program bring to me as an agent?**

In addition to helping you win more listings, Raveis Refresh powered by Zoom Casa enables you to focus your time and energy on selling real estate instead of playing unpaid project manager. You can spend your time winning listings and marketing your business, not on meeting painters or other vendors and playing unpaid general contractor.

### **Do my clients have to use specific vendors or can my clients and/or I recommend other vendors?**

All vendors need to be vetted by Raveis Refresh. To add a vendor, **click here**.

### **What happens if my seller uses this platform and the listing agreement is terminated?**

If a client cancels a listing agreement, payment from the seller is immediately due upon termination.

### **Who are the parties to the agreement governing services rendered under the Zoom Casa Platform?**

The agreements are directly between the homeowner, Zoom Casa, and vendors on the Zoom Casa Platform.

### **Who do I contact for specific issues and questions?**

[raveis@zoomcasa.com](mailto:raveis@zoomcasa.com).

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