



## CLIENTS: FREQUENTLY ASKED QUESTIONS

### **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?**

Raveis Refresh does not limit the budget or scope. However, all services must result in a positive return on investment and you 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 agent's submission, the Raveis Refresh team will begin the process by a confirmation link and requesting any additional information we will need to pre-qualify you. Then, they will reach out to your listing agent to discuss the project and schedule next steps.

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

The start date will be outlined in the initial proposal, which will be sent within 7 days of your agent's submission, barring unforeseen circumstances.

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

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

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

You will be able 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 signed an exclusive listing agreement with a Raveis agent:

1. They will submit your property online.
2. Your agent will receive confirmation from the concierge team within 1 business day. They will also ask for any additional information from you that is needed to complete the pre-approval process.
3. Our design team will first contact your agent to discuss your property and help to curate the right scope of work engineered to help your home sell faster and for top dollar.
4. PROPOSAL: Raveis Refresh will facilitate the bidding process. Those bids will be compiled into a proposal for you to review and approve.
5. PROJECT STARTS: Once you choose to move forward, the concierge team will circulate contracts for electronic signature. The property will be assigned to a project manager who will be your designated contact point from beginning to end.

### How much does it cost to use Raveis Refresh?

Prices for the Raveis Refresh program are determined by vendors and are market rate or better. If you have a contractor or other vendor you enjoy working with, please add them to the platform by encouraging them to apply online.

### Who pays and when?

Payment is made during escrow when the home sells or after an agreed upon term.

### Who manages the process?

Raveis Refresh will offer full-service project management to support you through the whole process.

### What input do I have?

You will approve the proposal and the scope of work. Your decision will ultimately determine what services are to be completed.

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

No. These services are available at all price points. Before listing, you should consider what scope of services might yield the greatest return on investment for you.

### 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.

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### **What value does this program bring to me?**

The Raveis Refresh concierge program will ensure that you have a professional design support to ensure you're making the right improvements to help your property perform better – i.e. sell faster and for more money relative to comparables. You'll also have a platform of licensed, insured, vetted professional vendors, who can perform all services with 100% of the cost deferred until your home sells, and full-service support along the way.

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

All vendors need to be vetted by Raveis Refresh. To add a vendor, speak with your William Raveis sales professional.

### **What happens if I choose to cancel my listing agreement?**

If you choose to cancel your listing agreement, payment 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 you (the seller), Zoom Casa, and vendors on the Zoom Casa Platform.

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

Please contact your Raveis agent or reach out to [raveis@zoomcasa.com](mailto:raveis@zoomcasa.com).

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