NextHome CHAMPIONS	Closing Process	Revised: 2/28/22

START → **Closing Scheduled**

Is this a Referral?

NO → **Review Documentation**

- Title Commitment
- Closing Disclosure
- Purchase Agreement and Addendums
- Kickoff Closing Checklist

YES → Give referring agent a heads up that closing is scheduled. → **Review Documentation**

Send Closing Disclosure to Client

Answer any questions from client.

Things to Remind Your Client

- Bring the check
- Bring driver's license
- Everyone signing needs to be present
- Have a translator present if needed
- Location address / directions

Welcome Individuals Upon Arrival

- Greet with excitement / celebration
- Offer coffee / water

At the Conclusion of Closing

Congratulatory Card

Seller Gifts:	Balloons Champagne
Buyer Gift:	Balloons Champagne Housewarming Party Welcome Home Sign

- Remind buyers that they are going to a new home and can't be sure to whom prior owners had given keys. Recommend changing locks or having them re-keyed.
- Reassure buyers if possession is not at closing, arrangements will be made to get them keys at the time of possession.
- Ask them if they have any other questions.

Complete Closing Checklist

Client Follow Up

Update client address in CRM
Add to SOI Marketing plan
Set reminder for Move In
Set reminder for One Week Communications

Move-In Communication

- "Is everything as you expected it would be?"
- If there is something wrong and cost < $150 take care of it yourself.

One Week (After Move-In) Communication

- "How is it going?"
- Ask for referral via Reach 150

→ END