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CAPITAL COMMUNITY
PROPERTIES.COM

BUYER FAQ'S

1. What experience and credentials do you have in Real Estate?

During my senior year as an International Economics major in the School of Foreign Service at Georgetown University, I worked at Sotheby's International as the Personal Assistant and Marketing Assistant for the Director of Sales, Mr. Bill Moody. During the next year, I worked with him to found Washington Fine Properties. Bill received awards for being the most productive realtor in the DC area, and the fact that my assistance contributed enormously to his success encouraged my decision to launch a career in real estate at the end of 2000.

Having spent some time looking at properties with Realtor Tom Faison, I approached him about our working together. We began our partnership in 2001 and became the #1 team for RE/MAX Allegiance, working together until 2010, when I decided to work independently. Then, in 2012, I initiated a relationship with Keller Williams and created a small team to assist me in my growing business. One of my primary reasons for ending my long affiliation with RE/MAX was my admiration for the ethos and work ethic that characterizes Keller Williams. The professional conferences, classes, and camaraderie among colleagues at Keller Williams has been encouraging and educational in every way possible. It has resulted in tangible results that have allowed me to deliver better service and sell more homes.

Among my credentials and awards are the following:

- Graduate of the Realtor Institute, GRI Designation
- Associate Broker with Keller Williams Capital Properties
- Ranked #1 RE/MAX Team in DC for 2006-2010
- Ranked #2 Individual Agent with RE/MAX in DC for 2010-2012
- Ranked in Top 30 Agents worldwide based on production in 2013 for Keller Williams International Realty (amongst thousands of agents)
- Ranked as one of *Washingtonian's* Top Agents in 2015 and 2016
- Ranked as one of America's Best Real Estate Agents in 2016 by Real Trends, in partnership with Zillow and Trulia
- Teacher, Mentor and Conference Panelist (as well as student!) for Keller Williams Extensive Training in and command of Internet and e-Marketing
- Not really real estate related, but 3 things that have formed my way of thinking, competence and work style are my achievements as an Eagle Scout, as a recipient of the International Baccalaureate Diploma in High School and my working/studying abroad in Latin America where I became fluent in

Spanish...and met my wife, Ana.

2. What are the top three things that separate you from your competition?

(1) *My relational / collaborative approach to listing and selling homes and my desire to build "healthy" neighborhoods and communities, as stated in my "Mission Statement" and on my business cards: "Building Community, One Home at a Time."* My wife and I are very involved in our neighborhood church and schools and consequently have built a wonderful network of friends and colleagues. For example, serving as president of the PTA at Brent Elementary School (which is a DC public that my two youngest daughters attend) for three years has been a satisfying and rewarding experience for me. My oldest daughter attends BASIS (a DC charter school at 7th and D NW), so my interest in public school "reform" is now expanding to the revitalization of Capitol Hill secondary schools.

(2) *My personal interest in both people and real estate properties, as well as my personal experience in real estate as an investor, developer, and manager of residential properties since graduating from college in 1997, in addition to working as a professional Realtor.* The knowledge and experience gained from working with buyers and sellers not just in the Capitol Hill market but also throughout the greater DC, VA and MD area have been extremely challenging and rewarding for me. I live on the Hill, office on the Hill, and do more than half my business on the Hill. That said, I am licensed in DC, VA, and MD. We do a fair amount of business in NW DC as well as VA and MD.

Being open and involved in neighborhoods besides the Hill helps me grasp different price-points (from first-time home buyers to upper brackets) and appreciate diversity, thus equipping me to effectively interact, understand, and connect to more potential buyers than would be the case if I focused only on one neighborhood and one demographic / type of buyer. Getting off the Hill allows me to extend my reach for finding other potential buyers that I might then be able to bring to the Hill. For example, last year, I took a listing at the Ritz Carlton in West End DC. I was able to sell the condo before it even went on the market to two Georgetown professors who were looking in NW. That owner though needed a place to live. I was able to sell her and her Congressman partner a house at 409 1st Street SE without it going on the market either. It was a 2-BR house that we were able to sell for \$900,000. That's a lot of money for a 2-BR, but the owner was a Chief of Staff here on the Hill that I knew, and it was a perfect fit for this older couple who didn't need a large house but wanted something nice and in a convenient, close-in location. My expertise and knowledge in areas off the Hill facilitated that sale.

(3) *My personal character and competence.* My ethics, morals, and easy-going personality are evident to everyone who meets me. My education, experience, professional knowledge / skills, and "instincts" pertaining to real estate are evident in the satisfaction of my clients and the success of my business. I endeavor to approach all issues and relationships from a win-win perspective. First and foremost, I need to be an advocate and resource for you, my client. I want to do that

in a way that encourages integrity from everyone involved in the transaction.

Please take a look at the following customer/client testimonials on Yelp, Trulia and Zillow. These demonstrate some of the dynamics and attributes mentioned above:

<http://www.yelp.com/biz/capital-community-properties-washington>

<http://www.trulia.com/profile/jason-townsend-agent-20003-1739034/reviews>

<http://www.zillow.com/profile/CapitalCommunityProp/Reviews/>

3. Describe your real estate operation? Do you work solo or as part of a team?

I work both solo and as part of a team. As an independent contractor and owner of my own business with RE/MAX for about a decade and now with Keller Williams, I've benefited from being part of a "federation" type of team that has allowed me to maintain my independence yet cooperate with other Realtors in the office. So, while we are under the umbrella and brokerage of Keller Williams, I have my own 'solo'/independent team which we operate as Capital Community Properties. In 2012, I hired an associate as a Buyer's Specialist to help me with the Buying Division of our business. I also have a full-time Administrative Assistant that runs the back-end of our office and helps manage the transactional and marketing matters. Finally, my wife, Ana helps with the Staging and Preparation of Listings for the market. Ana has a background in Interior Design and brings a thoughtful, detailed and aesthetic component to the preparation of all our listings. I know I can't do well everything that needs to be done without help, so I have surrounded myself with talented, motivated people who can competently help me perform everything that needs to be done by focusing on specific tasks and responsibilities. From that, was born Capital Community Properties.

Operationally, my approach toward clients and friends is to win their trust and provide exceptional service through positive, consistent communication and interaction. For my real estate colleagues and staff, that translates into handling our sales with integrity and professionalism in ways that make buying and selling enjoyable for everyone involved in the transaction.

4. How many clients are you usually representing?

As a team, we average about 4 properties going under contract per month.

5. When are you generally available (days and times) to show us properties?

I endeavor to use phone, text and email to make myself available and am always happy to meet in person as well. Being accessible and responsive to you is a fundamental component of our commitment to service

6. Can you recommend contractors for repairs and property work?

We have a great network of contractors including handymen, cleaners, lenders, inspectors, movers and the list goes on. We want to leverage these relationships as

much as possible in all the stages of the buying/selling process.

7. How do your broker fees work and are they flexible?

We generally charge a 6% commission, split between the Buyer Agent and Listing Agent, but we accept whatever commission is offered by seller as stated in the MLS listing. There is no retainer or upfront fees. The commission is due and payable only if settlement occurs. My commitment is to give you a good value proposition and establish a fee that is a win-win for everyone.

8. What kind of guarantee do you offer? Can we cancel if not satisfied?

One of the most important components of any transaction is your satisfaction. One of the reasons I love to work in residential real estate...and not stocks, insurance or any other product like soap, is that there is a personal, emotional and qualitative component to it; not to mention, this is often one of the biggest financial decisions a person will be making. It is essential that you be satisfied with our service to you. While we are human and can't therefore guarantee perfection, I can promise that you have the right to cancel at any time if you are not comfortable with how we represent you and your home-buying process.

9. What happens if there are multiple competing offers on a house?

When sellers have multiple offers that are relatively the same in terms of price, they start to look at other aspects of the offer and details of the purchasers to determine the strengths, weaknesses and potential liabilities of each bid. In other words, they look for the strongest buyer financially and the cleanest contract in terms of contingencies.

Financially, the sellers compare the amount of down payment, amount of Earnest Money Deposit, assets available to facilitate the transaction, credit score, income, type of financing (Conventional, FHA, VA, Cash etc.) and type of lender (big bank, direct lender, broker, credit union). All things else being equal/similar, they will choose the buyer who has the most cash and ability to close the deal seamlessly should there be any 'hiccups.'

In terms of contingencies, sellers look for the cleanest contract. A clean contract is one with the least amount of contingencies. The biggest 3 contingencies are home inspection, financing and appraisal contingencies. If buyers have been pre-approved, feel comfortable with the value of the property and have some cash/assets to make up the difference in the event the house appraises for less than the sales price, some buyers will waive the financing and approval contingencies. For the inspection contingency, some buyers will do pre-offer inspections and waive that contingency as well.

The Seller's decision is usually mainly a financial one but often includes a sentimental/relational component. Trying to create a rapport with the seller/list agent as we endeavor to do, leverage the relationship as much as possible

and 'touch their hearts' is never a bad strategy either. This aspect is more influential with some sellers than others.

Having clarity on the numbers, the logistics/structure of the offer and your desire for the house are all fundamental to writing a strong offer.