



# The Homebuyer's Journey

A walk-through guide to purchasing your new home



**BERKSHIRE  
HATHAWAY**  
HOMESERVICES

NEW ENGLAND  
PROPERTIES

“ A home is one of  
the most important assets  
that most people will ever buy.  
**Homes are also where memories are made**  
and you want to work with  
someone you can trust.”

**WARREN BUFFETT**

Chairman and CEO, Berkshire Hathaway Inc.

# A REPUTATION BUILT ON TRUST

At Berkshire Hathaway HomeServices, we don't just help people buy homes – we help them build futures. Our company is proud to be one of the select few trusted to carry the Berkshire Hathaway name, a symbol of strength, stability, and a legacy of doing what's right. Every agent on our team embodies those values. They're not only experts in the market – they're equipped with cutting-edge tools, local insight, and a mindset focused on what matters most: you. Whether you're buying your first home or your forever home, our mission is to deliver exceptional service and lasting relationships, far beyond closing day. We're backed by the power and prestige of the Berkshire Hathaway HomeServices network, but our true strength lies in the connections we build – between buyers and sellers, and between dreams and reality.

It's an honor to lead this incredible company. On behalf of our entire team, thank you for letting us be part of your home journey.”



**BRENDA MAHER**  
President

Berkshire Hathaway HomeServices  
New England, New York and Hudson Valley Properties



## WHY CHOOSE US?

Berkshire Hathaway HomeServices aspires to be the world's most highly respected real estate firm, committed to providing exceptional experiences.

### GROWTH

**We Focus on Growth That Aligns with Our Industry-Leading Reputation.**

The Berkshire Hathaway name conveys quality, stability, and teamwork. Investment in ourselves and our clients is how we leverage the halo effect of Berkshire Hathaway HomeServices' reputation for long-term growth.

### RELATIONSHIPS

**We Foster Relationships with Clients, Peers and Neighbors.**

Our culture is our competitive advantage, and our culture is centered on people. The connections we make within our company, with our clients and co-broke agents set an unparalleled baseline of trust and integrity across our business.

### AUTHENTICITY

**We Place Authenticity & Integrity Above All Else.**

Our words and actions align with our beliefs and values as individuals and as a Berkshire Hathaway HomeServices community in order to live our brand and affect change.

### COMPASSION

**We Embrace Compassion & Kindness.**

Our brand, culture, and values are built on the people within the communities we serve. Our commitment to sharing empathy with our clients and each other is the foundation of our success.

### EMPOWERMENT

**We Empower Others.**

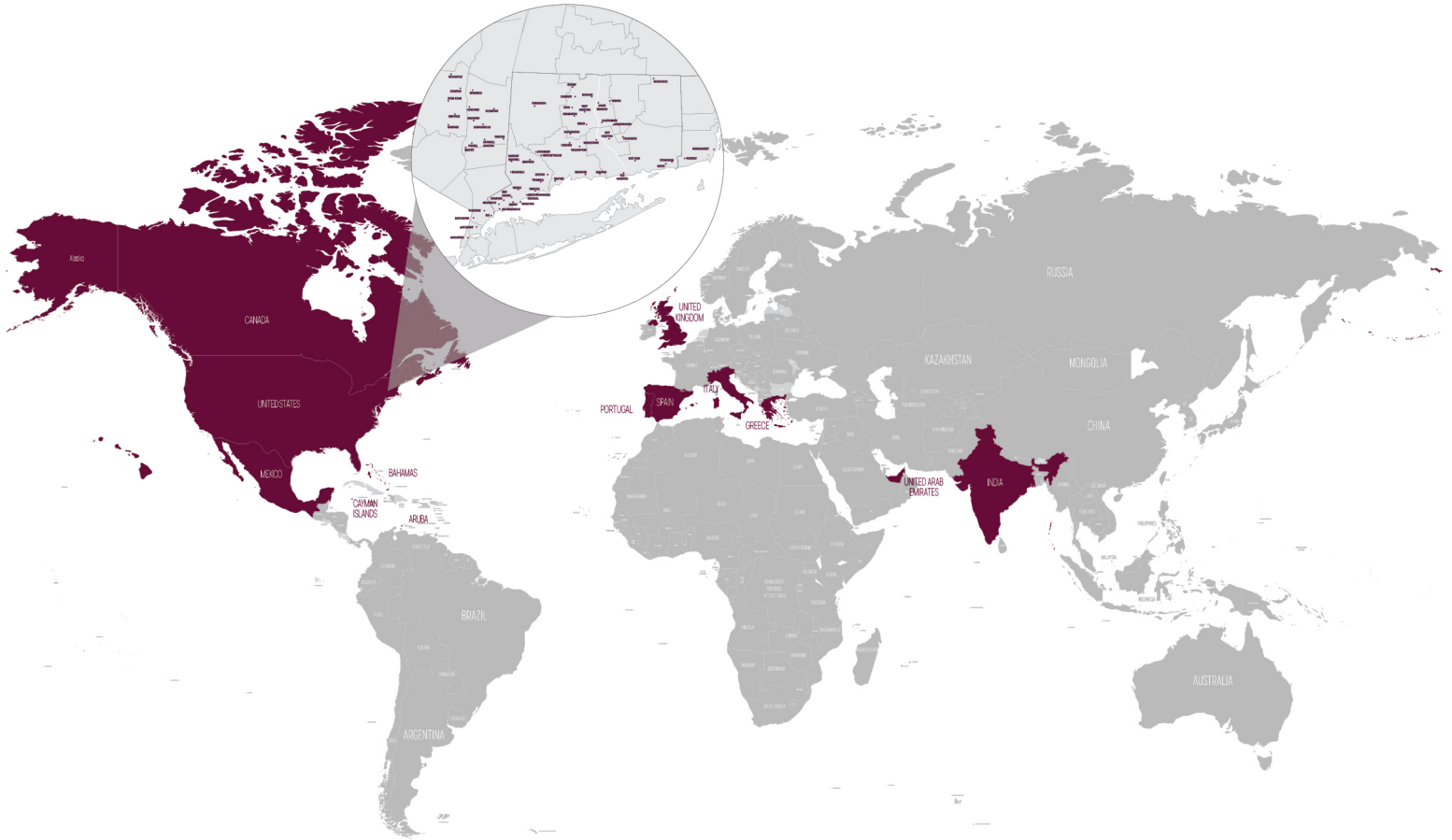
Through education and information, we empower ourselves and those around us. We believe in ongoing personal education, adapting to relevant industry trends, and sharing what we've learned, all to benefit our business, clients and communities.

### SERVICE

**We Are of Service.**

Service isn't only a value, it's our job. Creating a positive experience with those with whom we are connected is critical to our success in business and as global citizens.

# FINEST LOCALLY, DEFINED GLOBALLY



## **BERKSHIRE HATHAWAY** HOMESERVICES

### GLOBAL RELATIONSHIPS

Built for a new era in residential real estate, the Berkshire Hathaway HomeServices brand has grown to over 50,000 agents worldwide and has presence across the U.S. and the globe. Berkshire Hathaway HomeServices New England, New York, and Hudson Valley Properties' global reach can help you find properties anywhere in the world.

50,000+ AGENTS | 1,500+ OFFICES | 50 STATES

12 COUNTRIES & TERRITORIES | 3 CONTINENTS

United States, Canada, Mexico, Europe, Middle East, India & Bahamas

## **BERKSHIRE HATHAWAY** HOMESERVICES

NEW ENGLAND PROPERTIES  
NEW YORK PROPERTIES  
HUDSON VALLEY PROPERTIES

### LOCAL EXPERTISE

Locally, Berkshire Hathaway HomeServices New England, New York and Hudson Valley Properties has nearly 2,200+ agents in 63 offices in Connecticut, New York, and Rhode Island. From Woodstock Connecticut to Woodstock New York and Narragansett Rhode Island to Manhattan, we share in our heritage and esteemed reputation as one of the most respected and admired companies in the world.

2,200+ AGENTS | 63 OFFICES | 3 STATES



## THE BUYING PROCESS

Buying a home is much more than a financial commitment. It is an emotional experience as well, and you want the process to flow smoothly. Many details need to be taken care of for a home purchase to be completed. Your agent has the experience, expertise and local knowledge to advise you from start to finish. Working closely with everyone involved, your agent will ensure the transaction moves ahead as smoothly as possible by:

- Explaining to you in detail all the steps that will occur and answer any questions you might have.
- Communicating with you on a regular basis so that you can stay informed and as worry-free as possible.
- Staying in touch with the lender and other transaction related professionals to help coordinate their activities and to keep the transaction moving forward
- Provide a selection of real estate attorneys to ensure a successful buyer's journey.



## PREPARE & SEARCH

- Discuss Representation & Explain how Compensation is Paid
- Obtain Mortgage Pre-approval
- Determine Time Frame, Needs & Price Range
- View Properties
- Review Comparative Market Analysis

## OFFER & ACCEPT

- Submit Offer
- Negotiate an Offer/Binder
- Contract Acceptance
- Obtain Legal Representation

## FINANCING

- Submit Loan Application

## FINALIZE

- Home Inspections
- Appraisal & Final Mortgage Approval
- Pre-Closing Walk Through
- Closing



## YOUR JOURNEY BEGINS HERE...

### OUR PERFORMANCE EXCEEDS EXPECTATIONS

Many real estate agents can help their clients buy a home. Berkshire Hathaway HomeServices New England, New York, and Hudson Valley Properties sales executives go further by offering guidance and insight into the market. As experts in their field, they can offer relevant information to help you purchase the best home at the best price.

### TAP INTO A WEALTH OF INFORMATION

- Obtain market statistics for your town of interest through our monthly and quarterly market reports
- Sign up for Property Watch Reports and receive e-mail or text updates of all new listings, open houses and price changes within your preset search criteria
- Request a Neighborhood Report to see market activity in one specific area
- Contact a mortgage consultant
- Start touring prospective available homes of interest
- Help narrow the search & find your new home
- Educate you on the immediacy of new listings appearing on the MLS and the lag time to appear on 3rd party websites
- Collect and share pertinent data on values, taxes, utility costs, etc.



## YOUR SOURCE FOR PROPERTY INFORMATION

Your agent has access to every property for sale in this market and will show you the homes that best match your requirements, including:

- All homes marketed by Berkshire Hathaway
- HomeServices
- All properties listed by other brokers through the Multiple Listing Service (MLS)
- Properties not yet necessarily on the open market
- Properties offered "For Sale By Owner"

To save you time, hassle, and duplicated effort, reach out to your designated real estate agent for additional information on properties you see, regardless of whether or not they are being offered by another agent. Your agent can obtain important facts about the homes you see:

- On social media or online
- Through open houses
- Displaying "For Sale" signs
- Advertised in newspapers or property listing guides



## THE PURCHASING PROCESS

Once you have found the right property, the next step is to make a purchase offer to the seller. Working together with your designated agent, you will:

### 1 DECIDE ON FINANCING

- Review the status of your loan pre-approval.
- Upon receiving your pre-approval, you will work together with your agent and loan officer to explore financing options and help you determine the mortgage plan that best fits your requirements.
- Share estimated potential out-of-pocket cost to complete transaction



## 2

### DETERMINE THE PRICE

- Your agent can provide you with a Comparative Market Analysis (CMA) showing comparable properties, in order to have the most attractive offer in the current marketplace.
- Your agent can discuss an estimate of costs associated with purchasing your chosen home.

## 3

### NEGOTIATE & ACCEPT

- Working closely with your agent, an initial offer is submitted, and all terms are explained.
- Ensure that you receive all state and federally required disclosure forms.
- Explain the timeline and importance of meeting all inspections and contract deadlines
- A home inspection is scheduled with a certified home inspector.
- Based on items outlined by the inspector, adjustments or renegotiations may need to take place.
- Once you have reached an agreement with the seller, you will have a firm contract to purchase the home.
- Determine the closing date with your agent.
- Prepare you for multiple offer situation

# IMPORTANT WAYS TO PROTECT YOUR INTERESTS

There are several ways to help support a trouble-free home purchase:



You may receive a written **property disclosure** from the seller that will reveal any problems with the house and the surrounding area that you need to know about.



**Professional inspections** can reveal structural, roof, termite, and other potential problems with the property.



A **home warranty** can give you peace of mind by providing repair-or-replace coverage of major home operating systems and appliances.



A **preliminary title report** informs you of any problems with the property's title and a policy of title insurance protects your rights to the property.



A final **walk-through** before closing will allow you to make sure all required work has been taken care of and that the property is ready to become yours.



The Berkshire Hathaway HomeServices Forever Concierge through **LiveEasy** and your agent will help you manage your move with reminders to transfer utilities, mail, etc.

# LOAN APPLICATION PROCESS

The following information is typically needed when applying for a mortgage:

## PURCHASE CONTRACT AND PROPERTY INFORMATION

- Copy of sales contract
- Mailing address and property description
- Contact information for access to the property
- Plans and specifications (new construction only)

## PERSONAL INFORMATION

- Social Security number
- Age
- Years of schooling
- Marital status
- Number and ages of dependents
- Current address and telephone numbers
- Addresses for the past seven years
- Current housing expenses (rent, mortgage, insurance, taxes)
- Name and address of landlord or mortgage holder for past two years

## EMPLOYMENT HISTORY AND INCOME

- Two years of employment history, with complete details of each job
- Recent pay stubs and two years of W-2 forms
- Complete tax returns and financial statements (if self-employed)
- Written explanation of employment gaps
- Records of dividends and interest received
- Proof of other income

## ASSETS

- Complete information on all bank and money market accounts
- Two months of bank statements
- Current values of stocks, bonds, mutual funds and other investments
- Vested interest in retirement funds
- Value of life insurance
- Information on vehicles you own
- Information on any other real estate you own
- Value of significant personal property you own

## LIABILITIES

- Itemized list of all current debts (loans, credit cards, and other bills) Written explanation of past credit problems
- Full details of bankruptcy during the last seven years

## FEES

- Credit report and appraisal fees (usually \$500 or less)

### TIPS TO FOLLOW PRIOR TO PURCHASING YOUR HOME:

- Refrain from changing jobs
- Hold off on buying or leasing a car
- Be sure to maintain bank accounts at the same bank
- Hold onto your savings
- Avoid large credit card purchases
- Decline cosigning on loans
- Hold off on applying for new credit cards

## OUR FAMILY OF SERVICES

A partnership with one world-class organization opens the door to a seamless partnership with our family of services companies. Berkshire Hathaway HomeServices New England, New York and Hudson Valley Properties and our partner companies are with you every step of the way.



Prosperity Home Mortgage (PHM) is a licensed mortgage banker offering free pre-approval. Mortgage & Financing Services

(877) 275-1762 | PHMLoans.com



HomeServices Insurance provides personal insurance coverage for home, auto, umbrella, and more written with top-rated local and national insurance companies.

(866) 300-2596 | HomeServicesInsurance-CT.com



Providing a full suite of corporate mobility services associated with relocating a new hire candidate or transferring an employee. No opportunity too big or too small, from a single move to complex multi-state, group move programs

Amy Bakula, Relocation Manager  
(860) 571-7012 | abakula@bhhsne.com



SIMPLE. POWERFUL.  
CONVENIENT.  
That is the Prosperity Home  
Mortgage Experience.

## PROSPERITY HOME MORTGAGE



Part of the Berkshire Hathaway HomeServices Family of Services, Prosperity Home Mortgage Consultants are trusted professionals who listen to you and work with your best interests at heart. The goal is to make it simple for you to research options, apply for a loan, track your mortgage, and stay connected to your Mortgage Consultant every step of the way.

From the Prosperity Mortgage App you can:

- **Securely pre-qualify for mortgage financing** right from your phone or tablet.
- **Utilize mortgage calculators** to instantly calculate monthly payments.
- **Upload documents** directly to your Mortgage Consultant by using your device's camera.
- **Track your loan's progress** from start to finish in real time and receive loan milestone notifications.
- **Get in touch with your mortgage consultant** with the touch of a button.
- **Keep up to date with the latest industry news** that may affect interest rates.

DOWNLOAD THE APP TODAY:



# A SMOOTH TRANSITION INTO YOUR NEW HOME

Here are some things to consider as you make the move to your new home. LiveEasy, our personalized Berkshire Hathaway HomeServices Forever Concierge can suggest vendors for many of these services:

## 4 WEEKS

before your move

- Contact and contract with a reputable moving company.
- If applicable, have school records transferred.
- Arrange to transfer (or take with you) medical, dental and other important records.
- Prepare to transfer your homeowners and auto insurance to be sure you will be covered from any unforeseen disasters.
- Keep track of moving-related expenses. (Check with your accountant to find out what expenses will be deductible).
- Explain wire fraud risks & remind clients to verify all wiring instructions.

## 3 WEEKS

before your move

- Submit your change of address with the USPS and update your address with credit card companies, subscriptions, etc.

## 2 WEEKS

before your move

- Set up a closing date with your attorney.
- Get amount of outstanding funds needed for closing.
- Arrange for final utility reading at your former residence the day after your move and have utilities and phone turned on at your new home the day before you move in.
- Close or transfer bank accounts.
- Arrange for transfer of vehicle licenses and driver's licenses.
- Have an extra supply of prescription medications for the next four weeks.
- Confirm the closing date and time with seller's agent and attorney.
- Schedule and accompany you on a final walk-through to make sure everything is in order.

## CLOSING DAY

- Keep valuable financial records and personal papers with you; do not pack them with the rest of your household goods.
- Re-key locks and consider a one time cleaning service.
- On closing day, the home purchase documents are signed and recorded, and the home is yours.

CONGRATULATIONS!

# PARTNERSHIP WITH



## Berkshire Hathaway HomeServices Forever Concierge Powered by LiveEasy

The Berkshire Hathaway HomeServices Forever Concierge will help you manage your move and home management needs, all in one place. Your online dashboard includes access not only to vendor recommendations, but also a week by week task checklist that keeps track and suggests your next steps in the process.

You'll be matched with a real-life concierge, who is available to you via phone, text or email for any questions. The service can also be accessed from any Amazon device with Alexa integration.

This complimentary offering will be available to you once you go into contract and even after you're settled in your new place. It never expires. Need a house cleaning or planning a kitchen remodel after move-in? Call/Text your Concierge, access the dashboard online, or through your voice-activated devices.

Your concierge can help you:

- Find reputable mover(s) in your current area and get quotes.
- Assist in quoting insurance for your new home.
- Set up or help you turn on your utilities (gas, electric, internet, cable, etc.)
- File your change of address and/or mail forwarding with the USPS.
- Help with anything else related to a move - cleaning services, locksmith, painter, landscaper, find the nearest Trader Joe's, or anything you need after you get settled in your new home.

Your Berkshire Hathaway HomeServices Concierge will be your concierge for life.





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HATHAWAY**  
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NEW ENGLAND PROPERTIES  
NEW YORK PROPERTIES  
HUDSON VALLEY PROPERTIES