

At Home Group Realty provides the real estate experience you deserve through our carefully crafted five-star client service. Our boutique approach means we will take care of every detail so you can have peace of mind throughout the process. Our team's fiercely local understanding of the evolving marketplace and our high-touch personal service gives you a buying or selling experience unlike any other. Whether you're saying hello for the first time or waving goodbye for the last time, you can trust us to bring you home.



Communication Is Key

At Home Group Realty is obligated to disclose facts that may affect your buying or selling decisions. Your chosen REALTOR® may be unsure which facts are important to you, though, and they also may not be in a position to know a fact. It is vital that you communicate what information and facts about a property are important to you in making a buying or selling decision. Similarly, services that are important to you and are to be performed by our brokerage, as well as promises that have been made to you, should be documented in your relationship contract with At Home Group Realty. We offer a written Service Guarantee to demonstrate our commitment to your complete satisfaction.



AT HOME GROUP
— REALTY INC —
BROKERAGE

101-75 Farquhar Street, Guelph, Ontario, N1H 3N4
226-780-0202 | homegrouprealty.ca

REALTOR® is a registered trademark of REALTORS® Canada Inc., a company owned equally by The Canadian Real Estate Association (CREA) and the National Association of REALTORS® and refers to registered real estate practitioners who are members of CREA. Used under license.

AT HOME GROUP
— REALTY INC —
BROKERAGE



Working With a
REALTOR®

Your Relationship With At Home Group Realty

In Ontario, the real estate profession is governed by the Real Estate and Business Brokers Act 2002 and associated Regulations (REBBA 2002 or “The Act”), which is administered by the Real Estate Council of Ontario (RECO). Your At Home Group Realty sales professional is governed by provisions of the Act.

Now that you have chosen to use the services of one of our REALTORS®, it is critical to understand that this individual works on behalf of At Home Group Realty. The brokerage and its owner and Broker of Record, Paul Fitzpatrick, has the ultimate responsibility for the sales professionals registered with the brokerage. When you sign a real estate contract, it’s actually a contract with our brokerage and not with the salesperson/broker.

To protect your rights, the Act requires that At Home Group Realty, through your chosen REALTOR®, explains the two service alternatives we provide: a “client relationship” and a “customer relationship”. We will document which relationship is being created between us and submit it for your approval and signature.

The Client Relationship

A client relationship creates At Home Group Realty’s highest form of obligation to you. Our brokerage (and, by extension, your chosen REALTOR®) has a legally binding fiduciary relationship with you as our client and represents your interests in real estate transactions. Your chosen REALTOR® will establish this client relationship through a representation agreement — either a Listing Agreement (if you are a seller) or a Buyer Representation Agreement (if you are a buyer). The agreement contains an explanation of the services our brokerage provides, the fee arrangement for those services, the obligations you and our brokerage have under the agreement, and the expiry date of the agreement. It is critical that you read and fully understand any such agreement before you sign the document.

Once we have entered into a client relationship with you, we will fully protect your interests and confidentiality. Under the Act, we must also make reasonable efforts to determine and discuss any material facts relating to the real estate transaction that would be of interest to you. Although we represent your interests above all others, we will still treat all parties to the transaction with fairness, honesty, and integrity.

The Customer Relationship

Although it is uncommon and occurs in exceptional circumstances only, you may decide to instead establish a customer relationship with At Home Group Realty instead of a client relationship. Your chosen REALTOR® is obligated to treat every person in a real estate transaction with honesty, fairness, and integrity, providing you (as a customer) with a restricted level of service when compared to that provided to a client. Restricted services provided to you as a customer may include showing properties, drafting offers, presenting offers, etc. Our brokerage uses a Customer Service Agreement to document the services that we will provide to you.

Under the Act, your chosen REALTOR® must disclose material facts known to our brokerage that relate to the transaction. A material fact in real estate is as a fact that, if known, might cause you to make a different decision regarding any potential real estate transactions (such as the price paid or received for a property or details within the contract).

Multiple Client Representation

Occasionally, our brokerage may have a client relationship with both the buyer and seller of a property. This can occur whether the buyer and seller is using the same At Home Group Realty sales professional or two different professionals at our brokerage. There may also be instances when our brokerage represents two or more buyer clients making competing offers on the same property. These situations are referred to as “multiple representation”.

Under the Act, our brokerage and our REALTORS® must ensure all involved buyers and sellers — as well as their sales professionals from other brokerages, if relevant — confirm in writing that they acknowledge, understand, and consent to the multiple representation situation before any offer is made. At Home Group Realty uses a form called the Confirmation of Co-operation and Representation to document this situation.

If you have any questions when reference is made to multiple representation or multiple offers, be sure to ask your chosen REALTOR® for a thorough explanation. We want you to feel comfortable and confident in your real estate decisions and our sales professionals are always here to help.



Acknowledgement By

(Names)

I/we have read, understand, and have received a copy of the **At Home Group Realty Working With a REALTOR®** brochure before entering into a real estate agency relationship.

Client Relationship



I/we understand that At Home Group Realty is representing my interests, to be documented in a separate written agency representation agreement. I further understand that the brokerage may represent and/or provide customer service to other sellers and buyers. In instances where I am a party to multiple representation, I acknowledge that the brokerage will require my written consent prior to any offers being made.

Customer Relationship



I/we understand that At Home Group Realty is not representing my interests, to be documented in a separate written customer service agreement, but will act in a fair, ethical, and professional manner with a restricted level of service.