

SPECIAL BROADCAST

# REAL ESTATE RESPONSE TO COVID-19

## Agenda

Your Message in the Market

2 Listings in a COVID-19 Reality

3 Working with Buyers Right Now

BONUS! thepaperlessagent.com/covid19



#### **GARRY CREATH**

Listing Expert Agent
6 Listing Appointments / Week
50 Pending or Active Listings

#### **CHRIS SCOTT**

Real Estate Digital Marketer

Managing social accounts with over 200K connections

Generating over 5,000 leads monthly





#### THEPAPERLESSAGENT.COM/COVID19



## Your COVID-19 Real Estate Response Kit

Here's a collection of all of the resources, training, tips, and more we're offering for FREE to help real estate professionals serve their clients & communities while still pushing their businesses forward

### Campaigns for Staying in Touch with Your Network

Right now, you HAVE to be present in your market, with your sphere, and all your connections. Everybody that you know, that knows or is connected to you needs to hear from you now. You can't hole up right now and expect to snap back when things return to normal. In fact, this the THE TIME when those who will grab up market share are laying the foundation for all those connections, relationships and transactions to

### Your Message in The Market

You Must Be Present

2 Your Message Matters

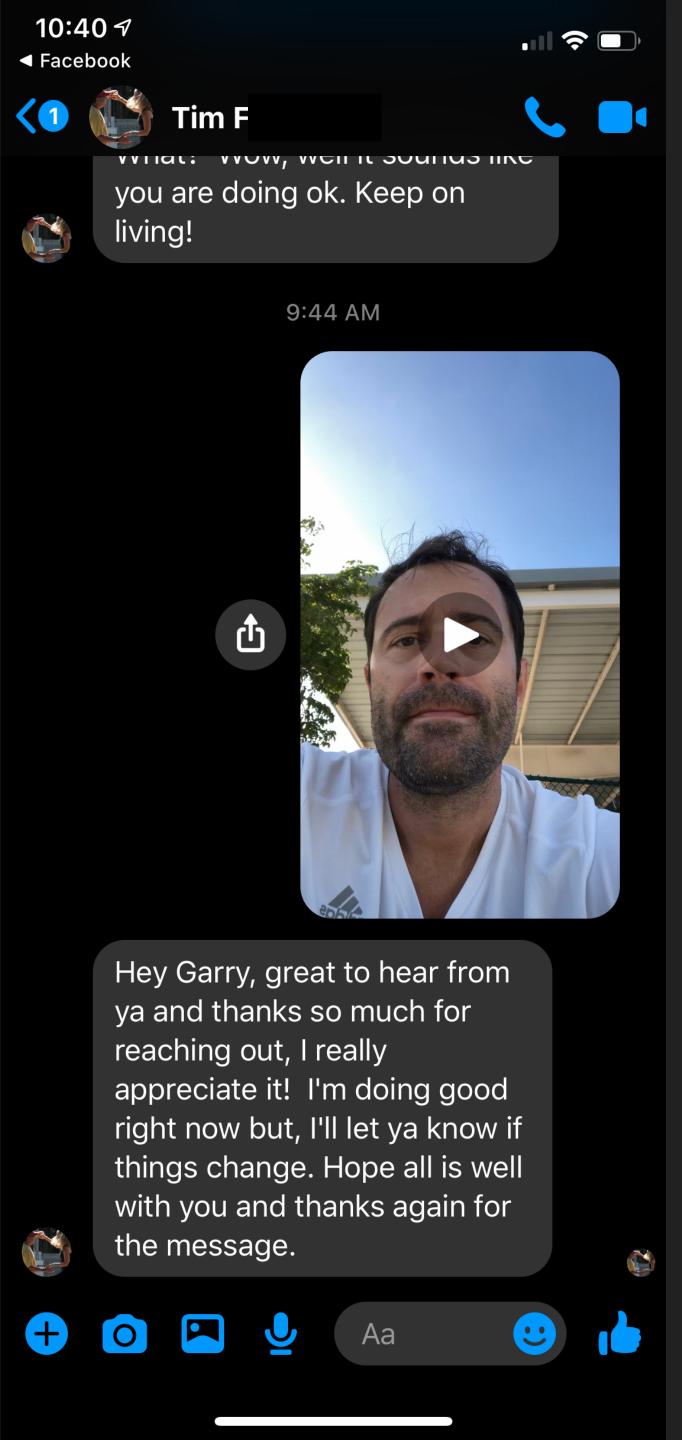
3 Show You Care

4 Contact Personally

5 Use Tools to Connect

# Your Message in the Market

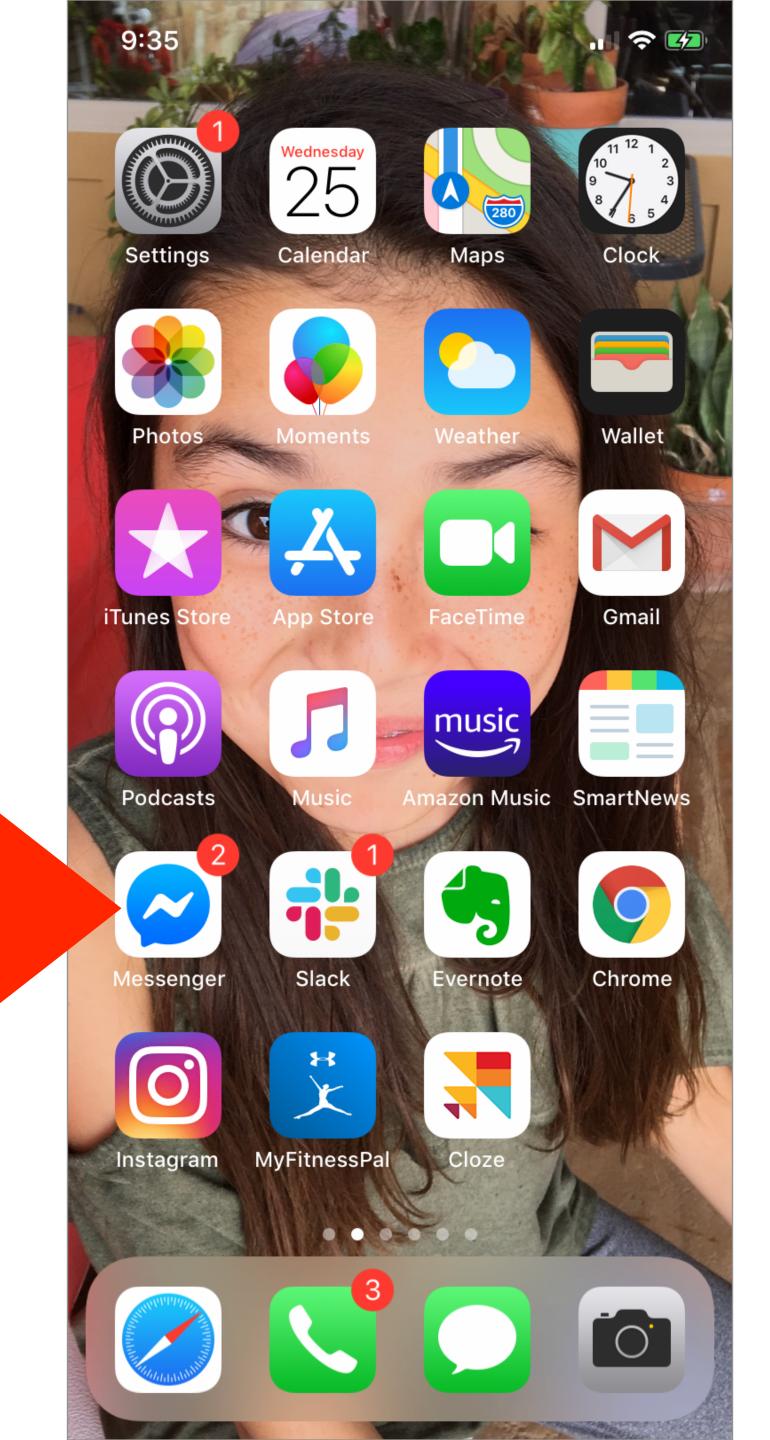
# What We Are Doing Right Now

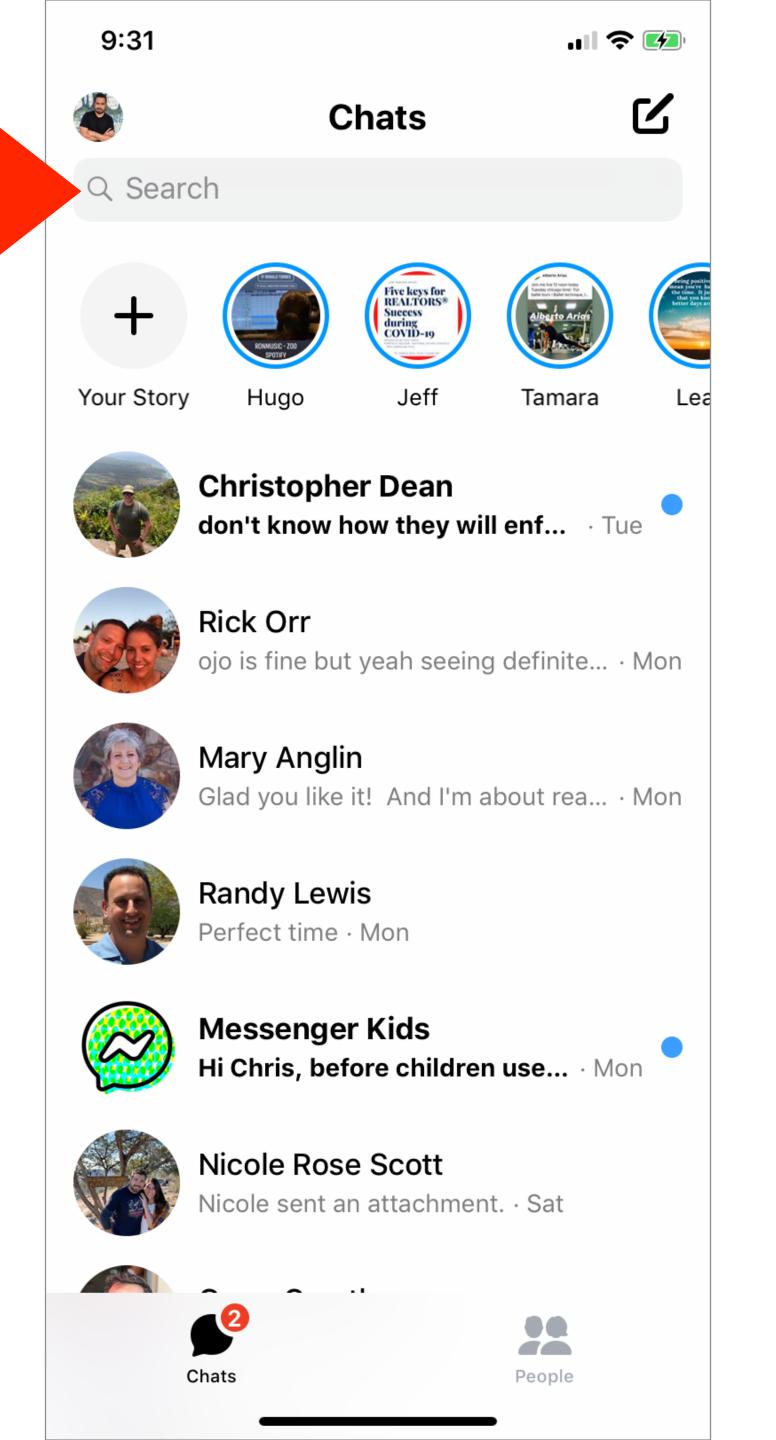


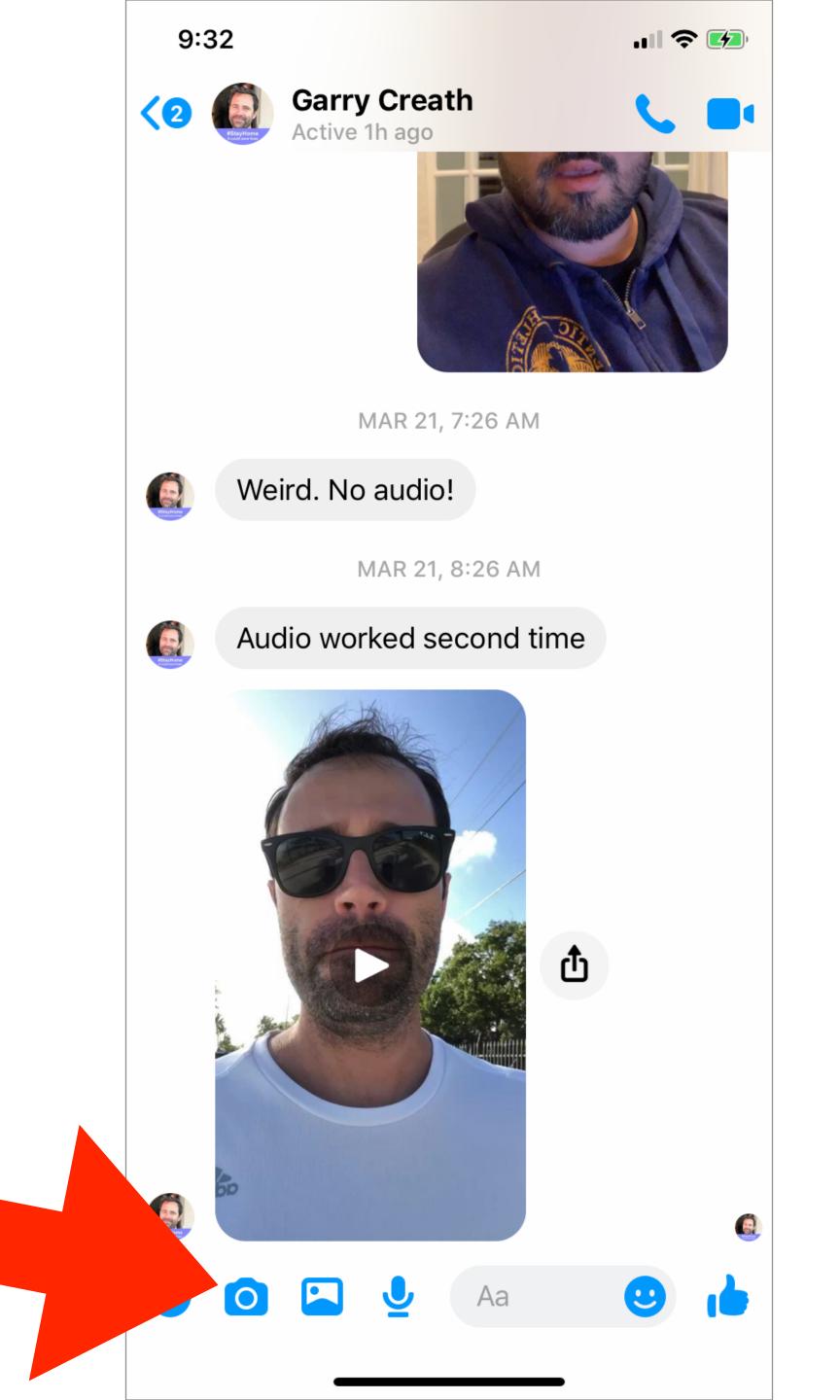


### Script for Message

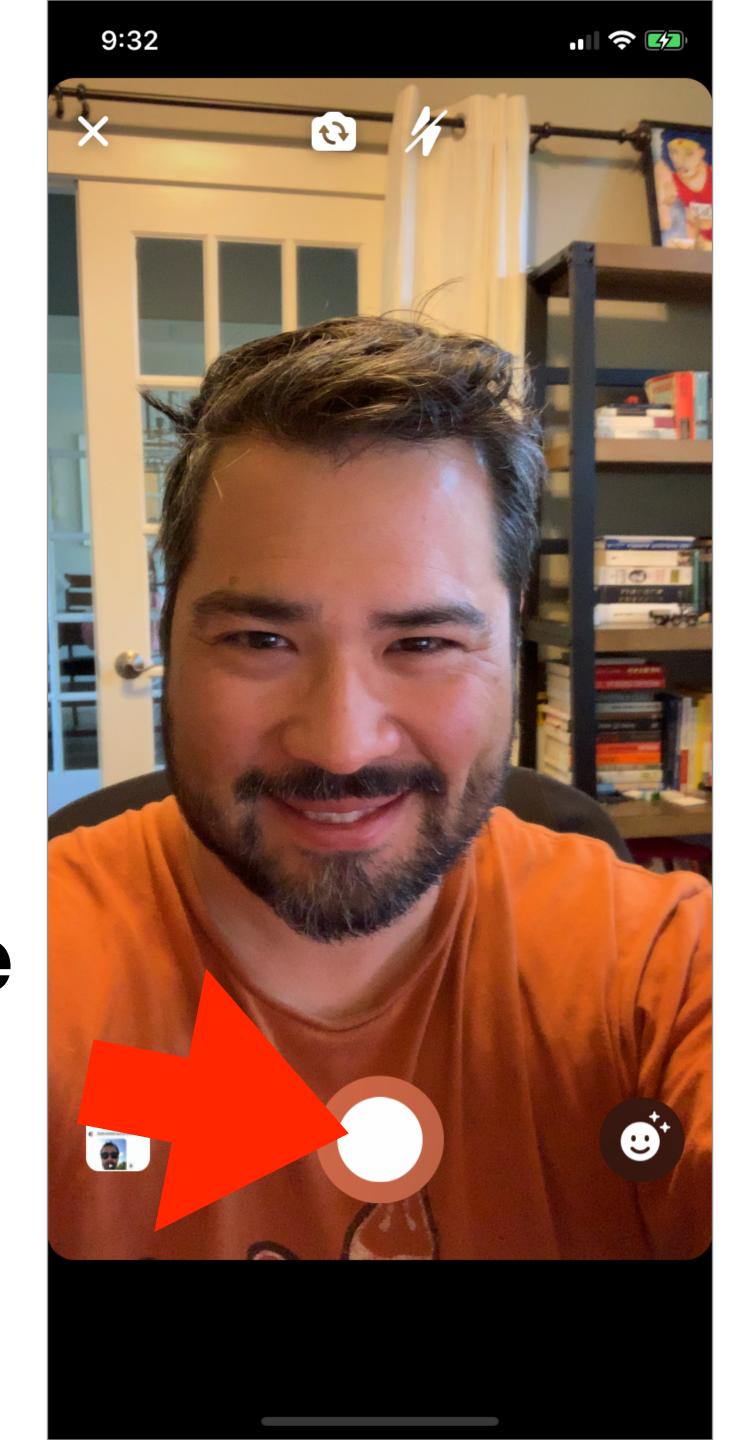
- "Hi {name}, I wanted to let you know that I'm thinking of you and sending this message to check in on you {and family}.
- With everything going on, if there's ANYTHING I can do to help, please don't hesitate to reach out.
- [My team and network of service professionals are available to help in any way we can.]
- When you have a moment, let me know how you're doing.
   Take care!

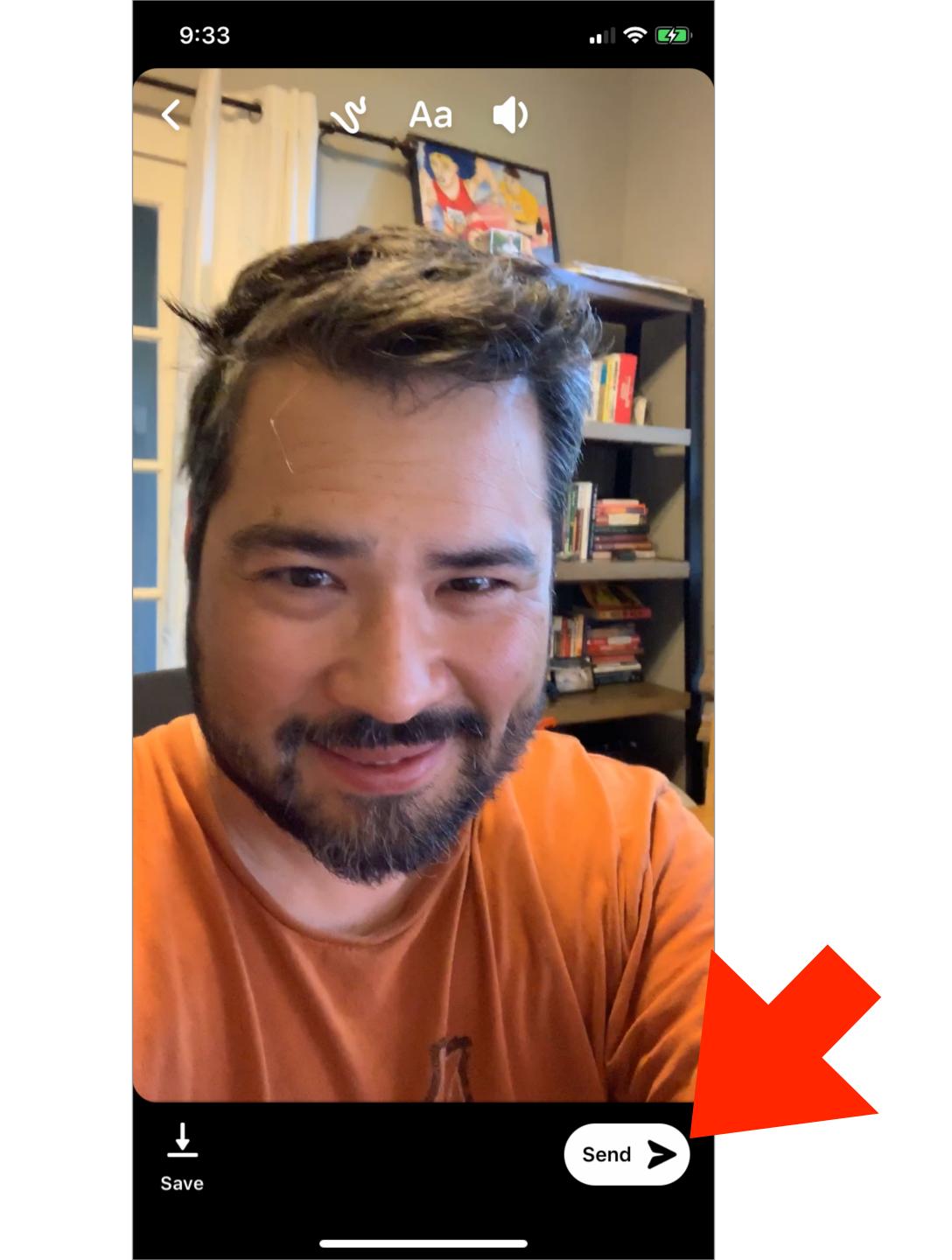






Hold down while recording video.





# We connect with each other through...

Shared Interests

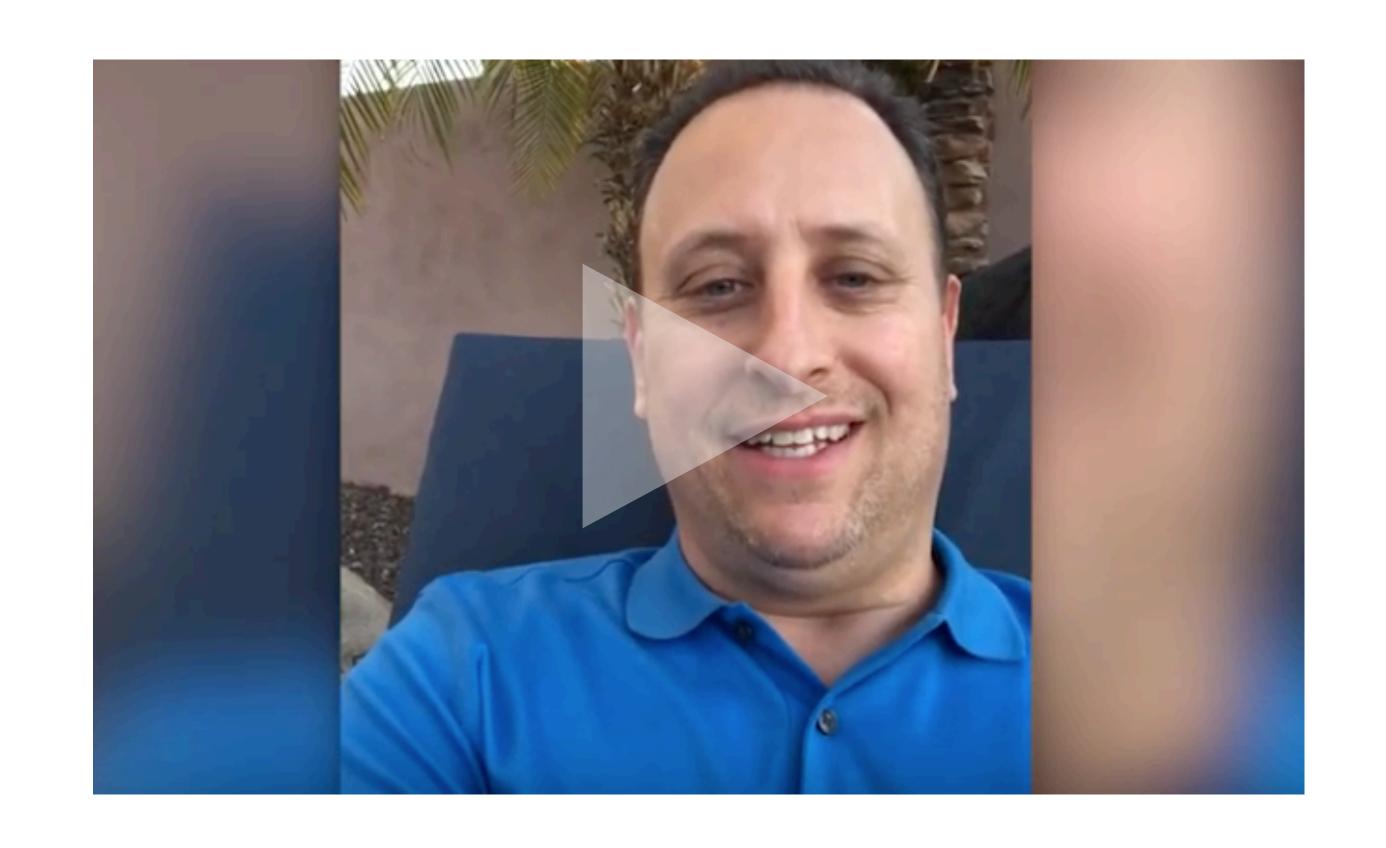


Shared Places

Shared Concerns

# Tips from Randy Lewis

(10X Homes RE/MAX Professionals, Pheonix AZ





the loan term by a year.

This is great news BUT two important things to understand at this point. First, this does not apply to all loans yet (although the article speculates that everybody will adopt this at some point). Second, you have to communicate with your lender about your difficulties. They are supposed to take a verbal assurance right now, but you will have to document your situation later. Also, this isn't free money. Some kind of arrangement will have to be made to repay the money, but it might be as easy as extending



NPR.ORG

#### U.S. Orders Up To A Yearlong Break On Mortgage Payments

The federal government is telling lenders to lower or suspend mortgage...



COS Kate Smith and 13 others

11 Comments



Like



Comment



## How to Stay In Touch

#### 1. Publish useful real estate info.

- The purpose is to provide informational value.
- This informational value is the reason for our outreach.
- Creates authority & credibility for your online reputation.

**Jordan Terry** LISTINGS CONTACT



#### **#StayHome: How to Create Functional Spaces in Your Home During the Coronavirus Outbreak**



Since the outbreak of the novel coronavirus (COVID-19), many of us are spending a lot more time at home. We're all being called upon to avoid public spaces and practice social distancing to help slow the spread of this infectious disease. While it can be understandably challenging, there are ways you can modify your home and your lifestyle to make the best of this difficult situation.

Here are a few tips for creating comfortable and functional spaces within your home for work, school, and fitness. We also share some of our favorite ways to stay connected as a community, because we're all in this together ... and no one should face these trying times alone.

Begin with the Basics



#### BASICS

- Water\* (2 gallon/2 liters per person, per day)
- Non-perishable food\*
- Flashlight
- Extra batteries
- Battery-powered or hand-crank radio
- First aid kit
- Prescription medications\*
- Non-prescription medications (such as fever-reducers and antidiarrheals)
- Sanitation items
  (trash bags, toilet paper, hand sanitizer, disinfectant wipes)
- Multi-purpose tool
- Personal hygiene items
- Cell phone with charger & backup battery
- Copies of personal documents
  (identification, proof of address, medical information, insurance and bank records)
- Emergency contact information
- Extra cash
- Local maps

\*Experts recommend a three-day supply for evacuation; two-week supply for home.



A BASIC HOME EMERGENCY KIT IS A GREAT ADDITION TO ANY HOME, EVEN UNDER NORMAL CIRCUMSTANCES.

#### ADDITIONAL ITEMS TO CONSIDER

- Medical supplies
  (extra contacts/glasses, syringes, hearing aid batteries, etc.)
- Baby supplies (diapers, wipes, formula)
- Pet food, extra water, and supplies
- Manual can opener
- Waterproof matches or lighter
- Rain gear
- Towels
- Extra clothing and sturdy shoes
- Warm blankets or sleeping bags
- Two-way radios
- Extra set of car and house keys
- Whistle
- Dust masks
- Plastic sheeting and duct tape
- Work gloves
- Disposable cups, plates, utensils, and paper towels
- Camping stove (and extra fuel)
- Household chlorine bleach and dropper or water purifying tablets
- Scissors, paper, and pencil
- Prepaid phone card
- Books and activities for children

We're not just here to help you buy and sell real estate. We want to be a resource to our clients and community through good times and bad. If you and your family are in need of assistance, please reach out and let us know how we can help.

# 2. Send the info to people you know.

- Gather or update contact info for all of your contacts & connections.
- Email to all of your contacts (include current & past clients).
- Add the link to your blog post.

#### **Subject: Functional Spaces During COVID-19**

Hi {first\_name},

Since the outbreak of the novel coronavirus (COVID-19), many of us are spending a lot more time at home. We're all being called upon to avoid public spaces and practice social distancing to help slow the spread of this infectious disease.

While it can be understandably challenging, there are ways you can modify your home and your lifestyle to make the best of this difficult situation.

Here are a few tips for creating comfortable and functional spaces within your home for work, school, and fitness. We also share some of our favorite ways to stay connected as a community, because we're all in this together ... and no one should face these trying times alone.

[insert link to post]

[signature]

P.S. If there's ANYTHING I can do to help out, please don't hesitate to respond!

#### 3. Share a 1-minute video.

- Discuss highlights from your blog post and include a link to it.
- Post on your Facebook business page.
- Promote the video using Facebook Ads.
- Share on your Facebook Personal Profile.



**⋒** Follow

Published by Garry Creath [?] · November 12, 2018 · 🕙

The Market is changing! Are you curious about what these changes are doing to the value of your home? Message us and I'm happy to send you a free detailed report specific to your home!







Boost this post for \$20 to reach up to 17,000 people.

893 **Boost Post** People Reached **Engagements** 



3 Shares





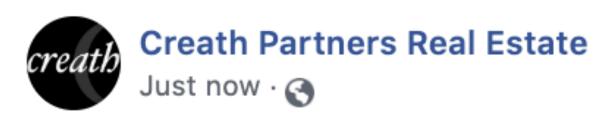
Share





# 4. Post info on social media.

- Post on your FB Business
   Page.
- Share from your Business Page onto your Personal Profile.
- Post on any social accounts you're actively posting.



We're all being encouraged to #StayHome as much as possible these days. To help you make the best of it, we wanted to share a few tips for creating comfortable and functional spaces within your home for work, school, and play.

#### **BEGIN WITH THE BASICS**

An emergency preparedness kit is a great addition to any home, even under normal circumstances. [Message me for a free copy of our Home Emergency Preparation Checklist.]... See More



We're all being encouraged to #StayHome as much as possible these days. To help you make the best of it, we wanted to share a few tips for creating comfortable and functional spaces within your home for work, school, and play.

•••

#### ♠ BEGIN WITH THE BASICS

An emergency preparedness kit is a great addition to any home, even under normal circumstances. [Message me for a free copy of our Home Emergency Preparation Checklist.]

#### MORKING FROM HOME

Set up a designated space for work so it doesn't creep into your home life, and vice versa. A red stop sign on your door or desk can signal to family members that you shouldn't be disturbed.

#### ♠ HOMESCHOOLING YOUR CHILDREN

Position supplies nearby so they are independently accessible, and place trash and recycling bins within reach for easy cleanup. A plastic tablecloth can turn an academic space into an art studio.

#### **STAYING FIT**

Look for an open area in your home or garage with a minimum 6' x 6' space per person. Search YouTube for exercise videos—there are even some great ones geared towards kids!

#### ♠ SOCIALIZING FROM A DISTANCE

Try using Google Hangouts or Zoom to facilitate a virtual happy hour or book club, or host a Netflix Party to watch (and chat about) movies with friends.

And if you're feeling isolated right now, please realize that you are not alone. We want to be a resource to our clients and community through good times and bad. If you and your family are in need of assistance, please reach out and let us know how we can help.

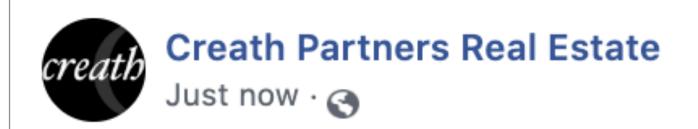
Suggested hashtags: #stayhome #socialdistancing #workfromhome #homeschool #homegym #coronavirus #covid\_19 #inthistogether #youarenotalone #realestate #realtor #realestateagent #home

Also include at least one local hashtag, ex: #austin #austinrealestate or #austinhomes

#StayHome:



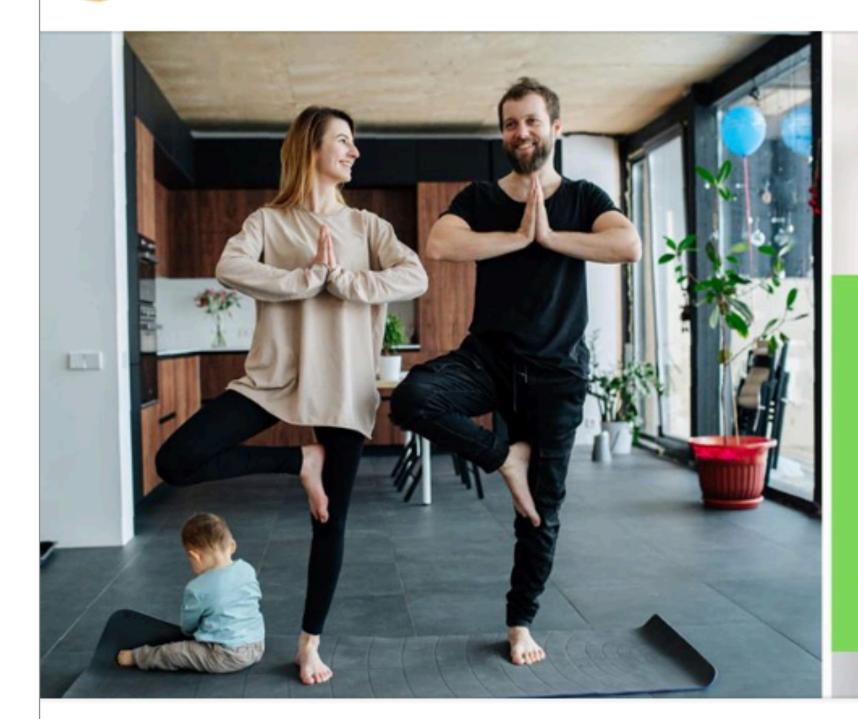
HOW TO CREATE
FUNCTIONAL SPACES IN
YOUR HOME DURING THE
CORONOAVIRUS
OUTBREAK



With gyms closed and team sports canceled, it can be tempting to sit on the sofa and binge Netflix. However, maintaining the physical health and mental wellness of you and your family is crucial right now. Implementing a regular exercise routine at home can help with both.

Here are a few of our top tips for staying fit while staying home.

GET OUT WHEN YOU CAN... See More



You don't need a home gym or fancy exercise equipment to stay fit and **#STAYHOME** 

Real Estate Agent











...

With gyms closed and team sports canceled, it can be tempting to sit on the sofa and binge Netflix. However, maintaining the physical health and mental wellness of you and your family is crucial right now. Implementing a regular exercise routine at home can help with both.

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#### **GET OUT WHEN YOU CAN**

If you live in a community where you can maintain distance while exercising outdoors, try to get out as much as possible. If the weather is nice, go for family walks, jogs, or bike rides.

#### SEARCH FOR A 6' x 6' SPACE

Can't get outside? Look for a suitable space in your home, garage, or basement where you can comfortably move—you'll probably need at least a 6' x 6' area for each person.

#### **&** NO EQUIPMENT? NO PROBLEM

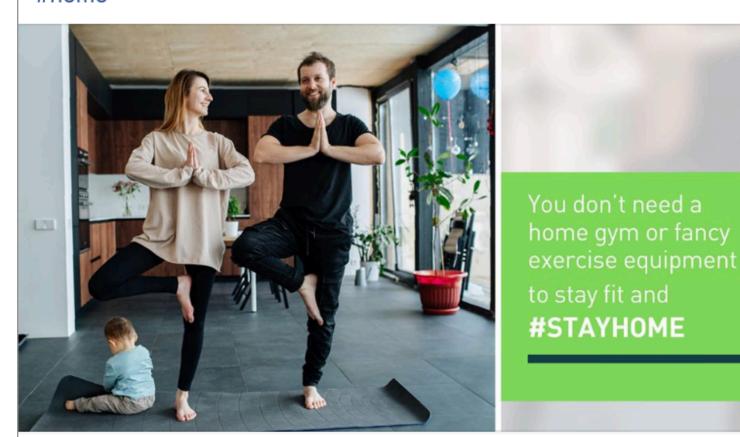
Many cardio and strength training exercises require little (or no) equipment, including jumping jacks, lunges, and pushups.

#### PREFER A GUIDED WORKOUT?

Search for free exercise videos on YouTube—there are even options specifically geared towards kids—or try one of the many fitness apps available.

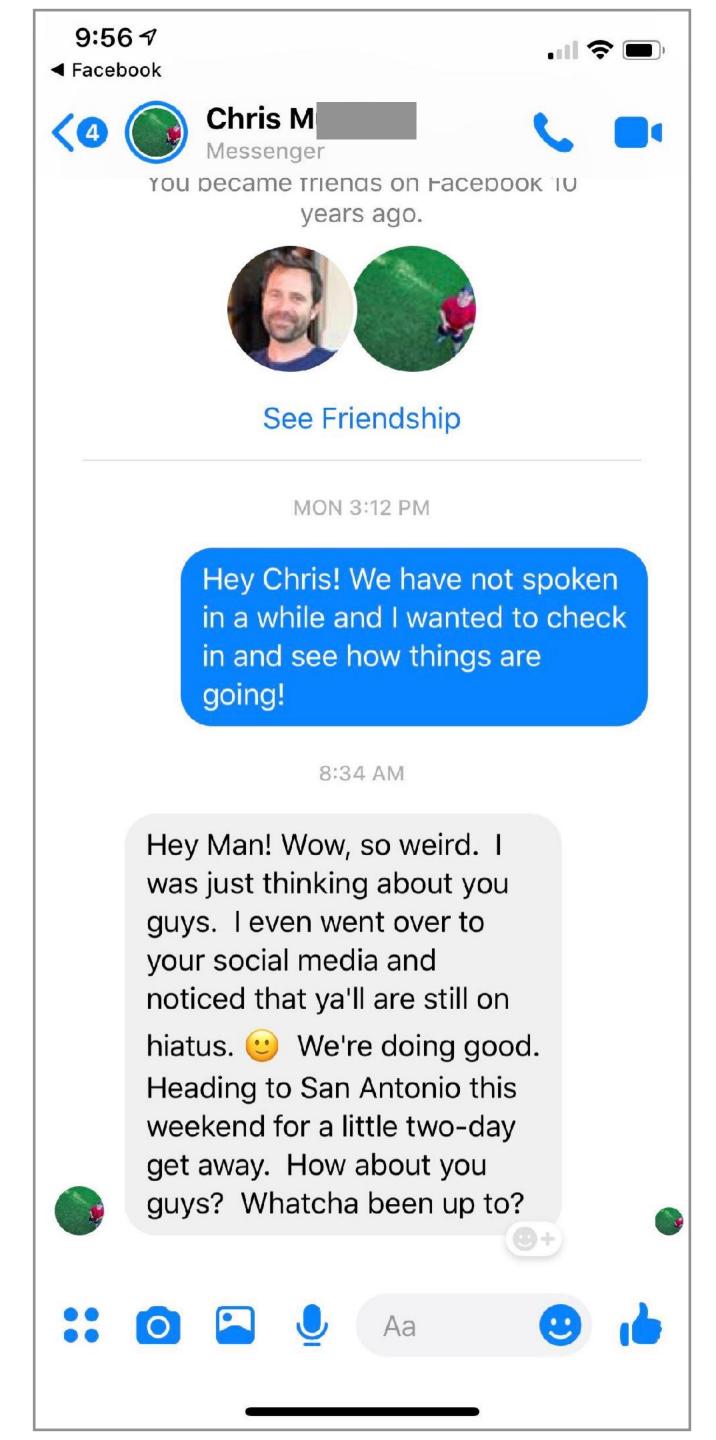
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Suggested hashtags: #stayhome #socialdistancing #homegym #fitness #workout #workoutathome #exercise #coronavirus #covid\_19 #inthistogether #youarenotalone #realestate #realtor #realestateagent #home



# 5. Individual messaging follow-up.

Use FB Messenger to say,
 "You recently popped up in my feed, and made me wonder how you're doing..."





#### BASICS

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- Flashlight
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\*Experts recommend a three-day supply for evacuation; two-week supply for home.

HOME EMERGENCY KIT IS A

ANY HOME, EVEN

#### ADDITIONAL ITEMS TO CONSIDER

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- Work gloves
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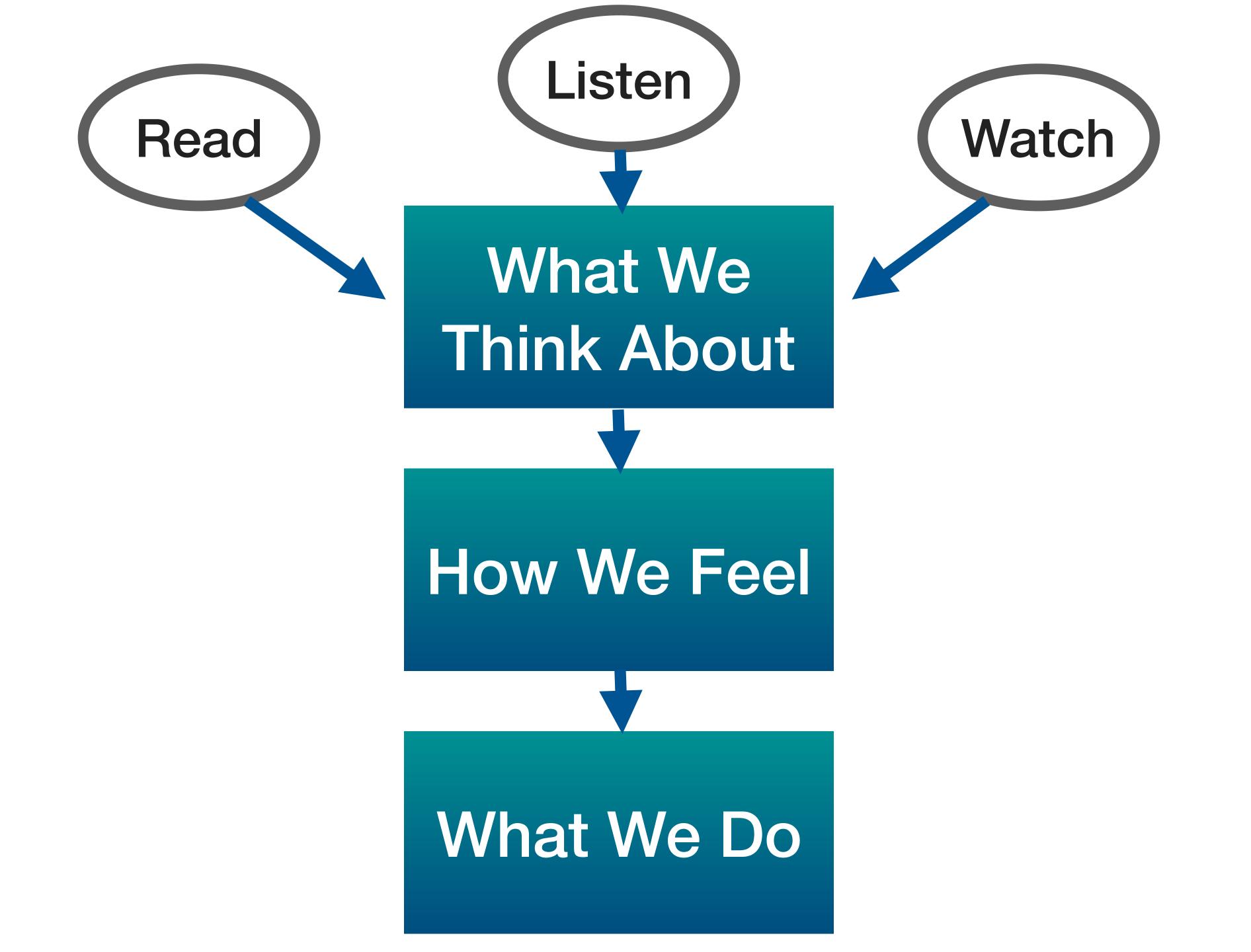
# DOWNLOAD: THEPAPERLESSAGENT.COM/COVID19

# Tips from Hillary Gaynor

(Gaynor Distinctive Properties, Portsmouth NH)



### Balancing Your Media Diet



# ANNNOUNCEMENT Club Members Get 30-days Free Access to our Premium Products



\$597



\$597



\$597

EMAIL: Support@ThePaperlessAgent.com

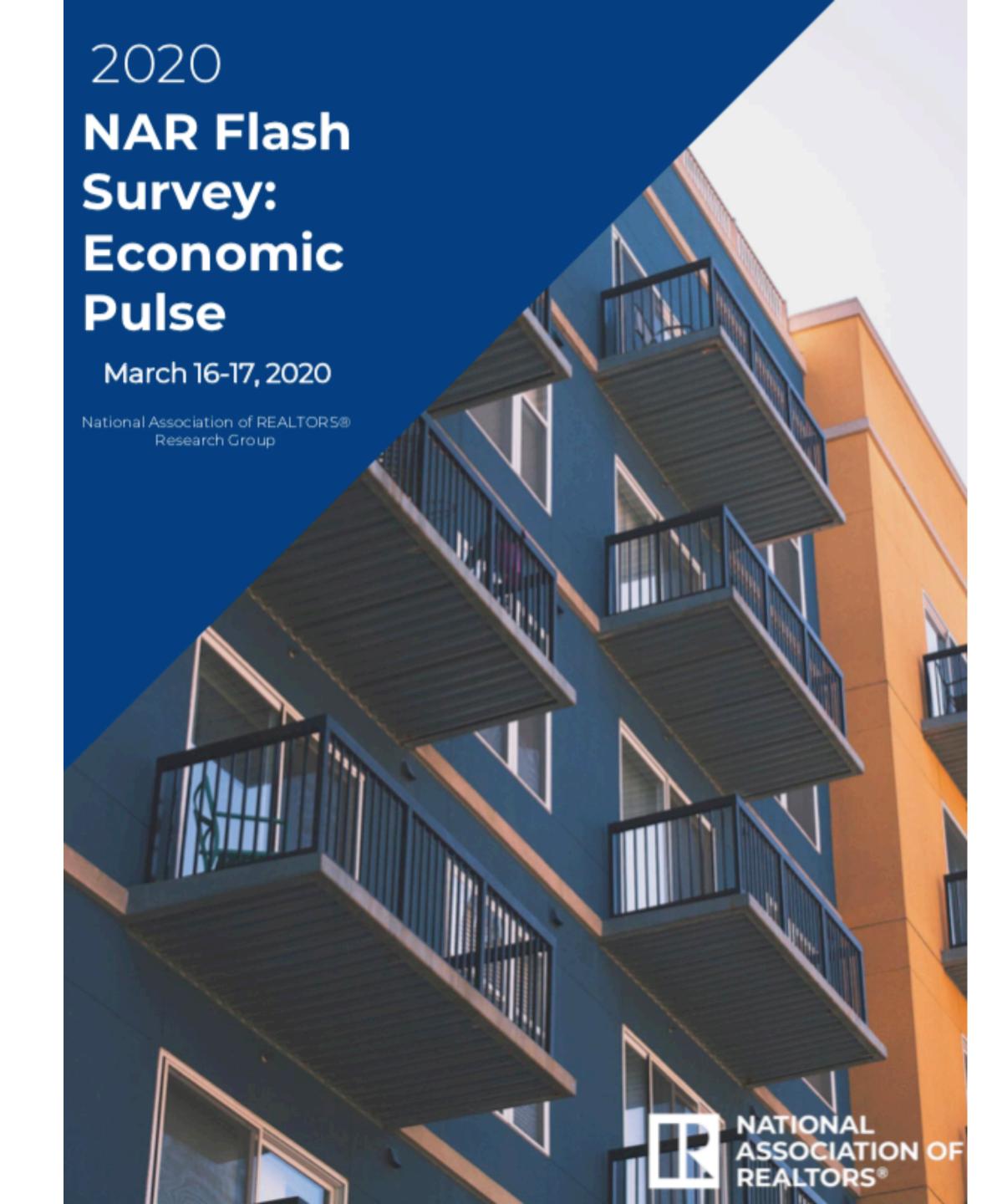
## Listings in COVID-19 Reality

### NOTICE

# This is a moving target & different based on your location.

## Address Current Sellers' Concerns

Link to this Resource found at: thepaperlessagent.com/covid19



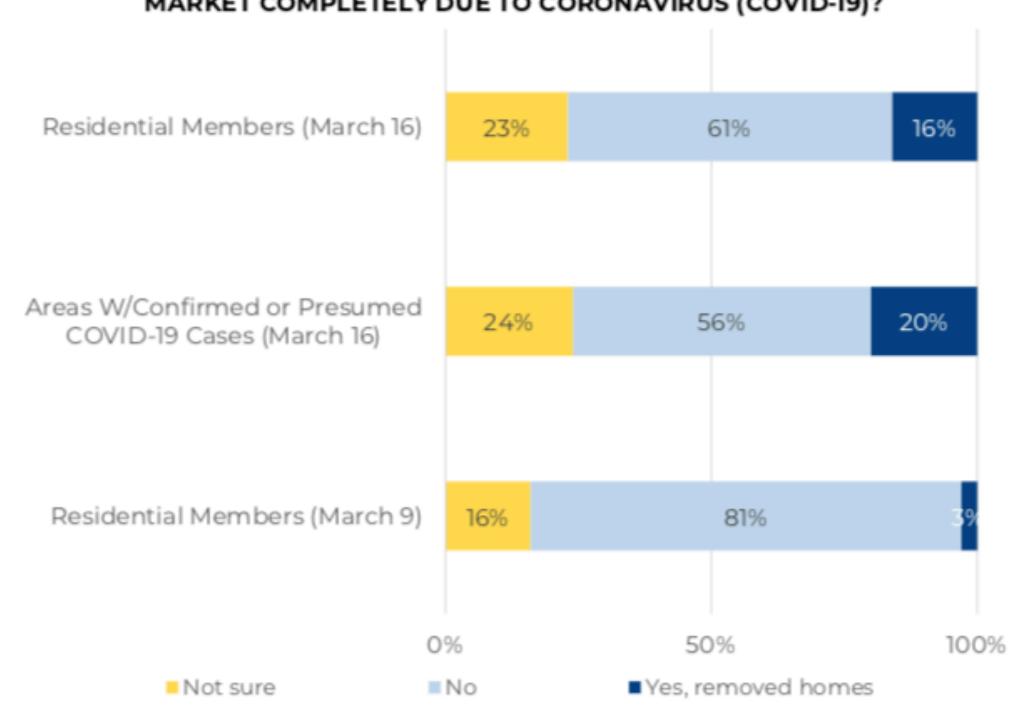
## Address Current Sellers' Concerns

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#### **Seller Behavior**

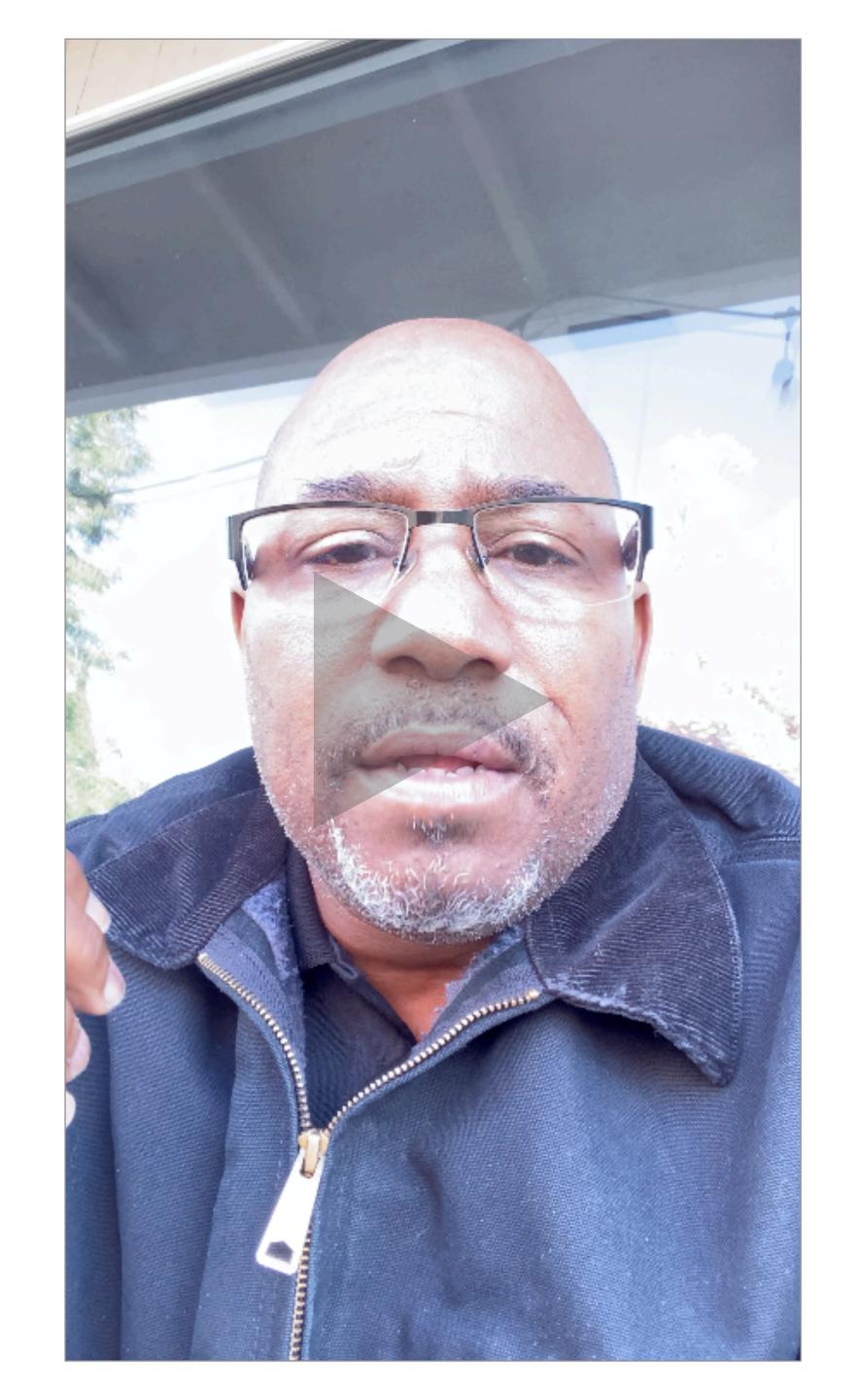
The majority of members reported there was no change in sellers removing homes from the market due to the coronavirus (COVID-19). However, removing homes from the market has increased from three percent on March 9 to 16 percent on the March 16 survey. In areas where there were cases of COVID-19, 20 percent of members reported homes were removed from the market.

#### HAVE YOU SEEN ANY SELLERS REMOVE THEIR HOME FROM THE MARKET COMPLETELY DUE TO CORONAVIRUS (COVID-19)?

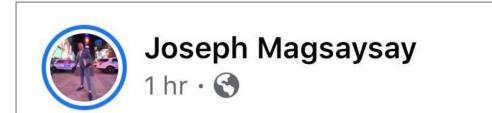


## Tips from Ted Williams

(Urbane Realty Group, Portland OR)



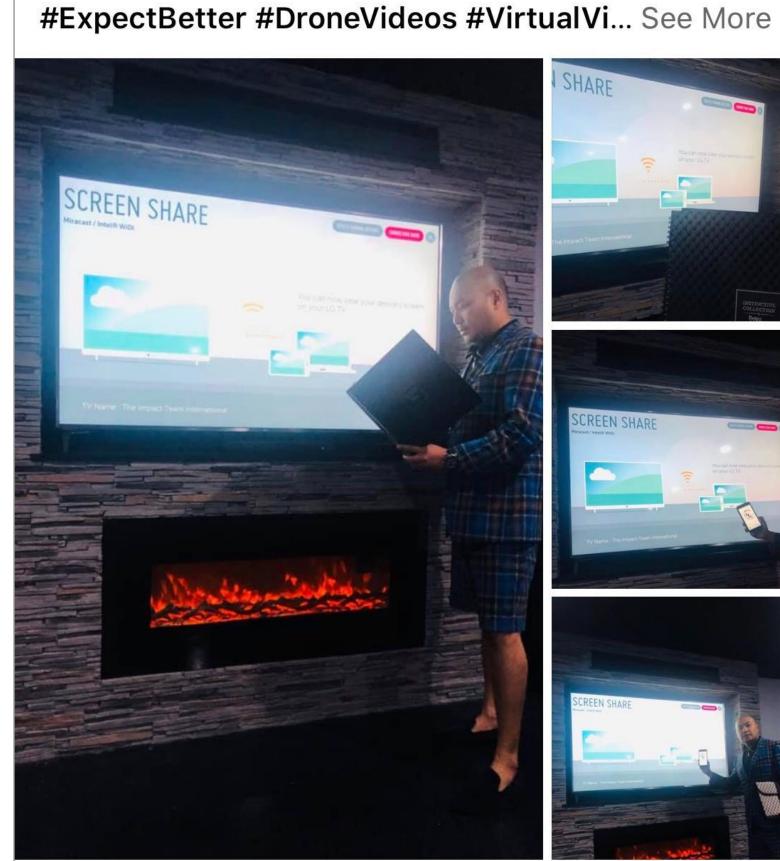
## Focus & Prepare For What You Can

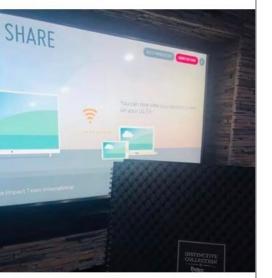


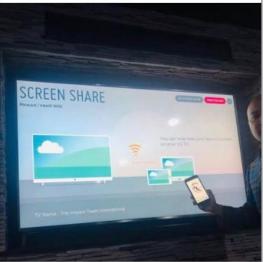
Getting ready for my Virtual Listing Appointment today. Distinctive Collection Seller said to be me. So

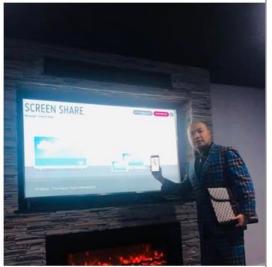
here I am! 🏌 伦 👔 👖 🍆 💼 🥒 🚇

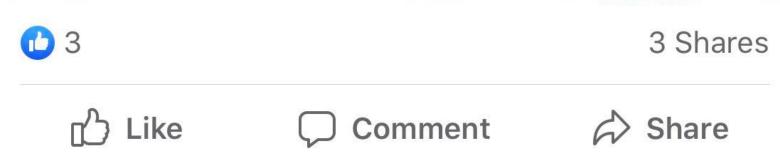
**#VirtualListingAppointment #MakingAnIMPACT #WeKnowLuxury #VirtualLuxury** #DistinctiveCollection #DistinctService #BeBetter



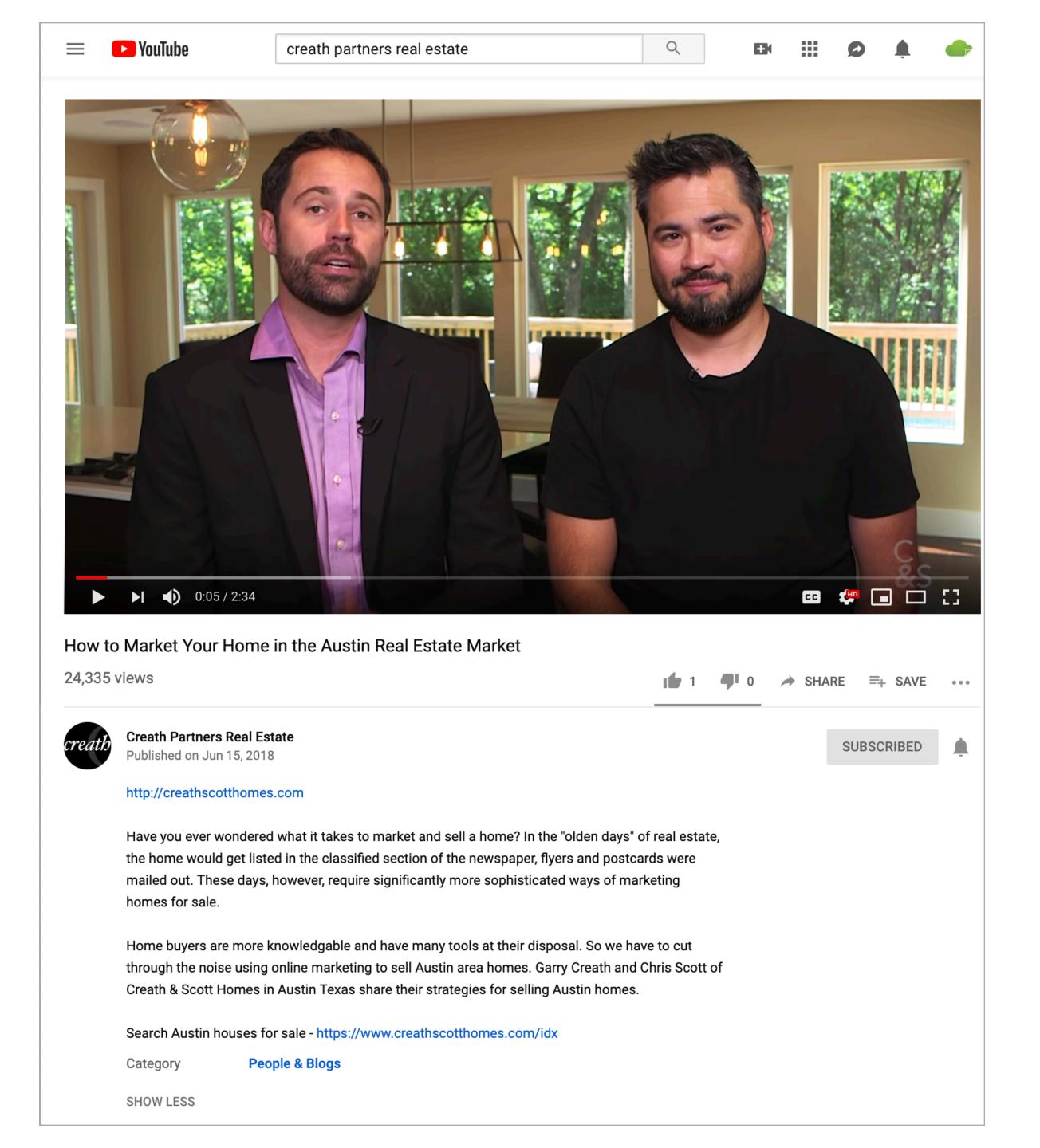




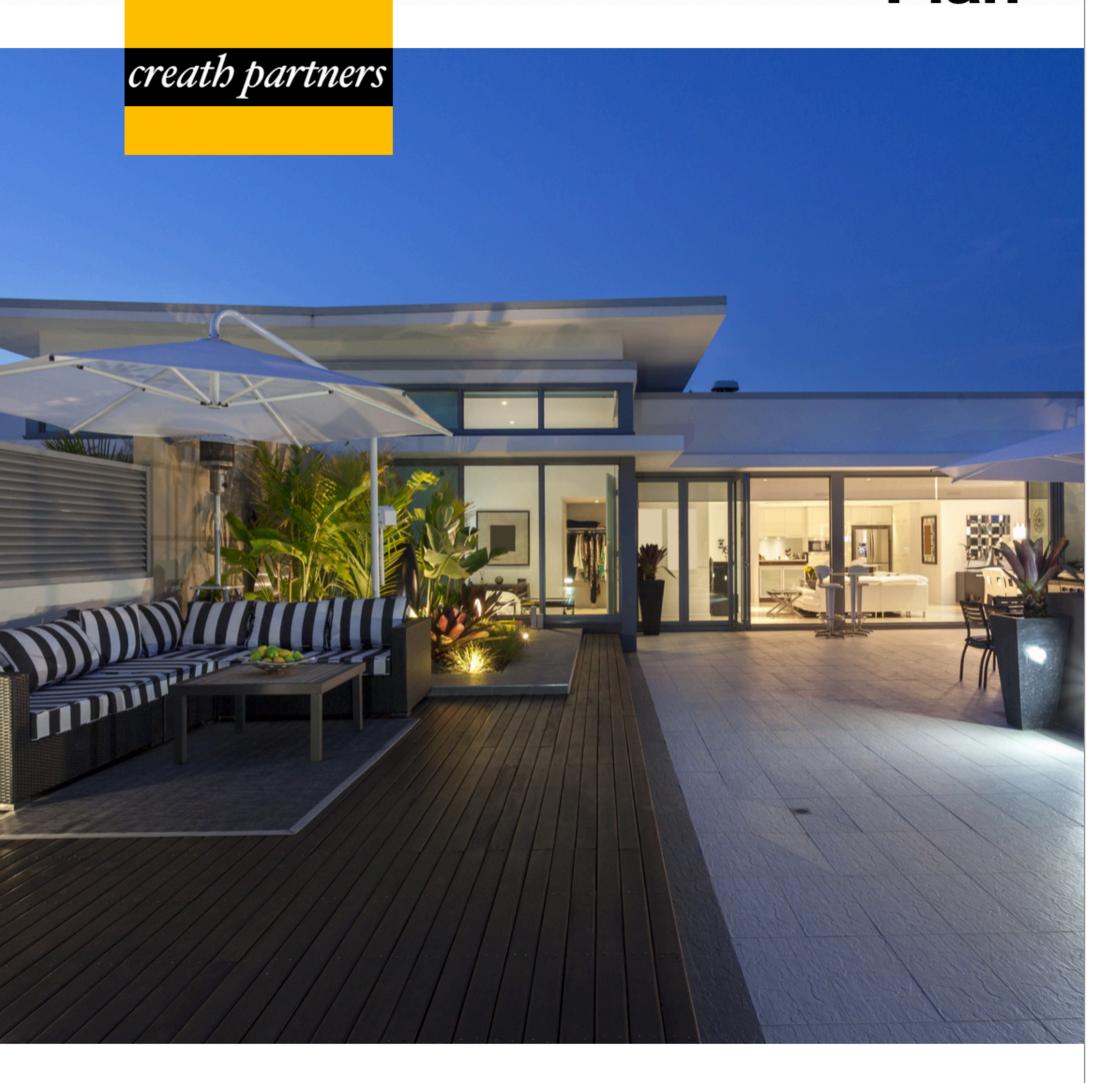




## Your Pre-Listing Packet



## Property Marketing Plan



**Exclusively Prepared for: [Client Name & Address]** 

#### **Campaign Goals**

The primary objective of the marketing campaign is to find a buyer for your home. The criteria for meeting this objective include the following:

- Selling your home at or above market value. [option: insert price]
- Achieving the sale within your preferences for timing. [option: insert date]

#### **Audience**

The target audience for your home are prospective buyers actively searching for homes within your home's price range, area, lifestyle, or any combination of these variables. We'll use information such as photos, video, and details about your home as the main benefit or value to attract the audience. This information will help them determine if your home meets their criteria and give them the opportunity to express their interest.

#### **Positioning**

The message's positioning is the main theme in the marketing for your home. It represents the distinct value your home offers in comparison to its competition on the market. Buyers are evaluating your home against the others, which is why we want your home to stand out from the competing houses.

Developing the positioning requires three steps: Assessing the home's condition and highlight features compared to other similar home for sale, connecting those features to the current trends in buyer preferences, crafting the narrative to connect to the distinctive value your home offers.

Example: Rare sub-\$300K Ranch Oaks family home in top school district. [option: use real message]

#### **Calls to Action**

Calls to Action are created for different levels of buyer interest to connect with the viewer based on where they are in their home buying journey. The following calls-to-action will be used throughout the marketing mix for your home's campaign:

- Schedule a Tour Viewers can schedule a specific day and time to tour your home. This
  indicates a serious buyer. A variation of this call-to-action is "See This Home."
- Ask A Question Viewers can fill out a form, message, text, or call my phone number to find
  out more details about your home. This indicates a high-interest buyer. Typically, the next
  step for this viewer is to schedule a tour to see the home.
- Learn More Viewers can click buttons or links to get more information about your home.
   This indicates a buyer with potential interest. Variations of this call-to-action include "See More Photos," "Watch More," and "Get Address & Details."

#### **Metrics**

We utilize performance-based marketing practices to monitor and improve results as our campaigns are implemented. The following measurements (metrics) will be tracked during this campaign:

# of views of listing ads

# of inquiries about listing

# of landing page views

# of showings

#### **Assets**

Our full-service marketing includes the creation of the following assets to use in our marketing campaign for your home [add to or remove from this list based on your actual plan]:

- Professional Photography
- Full Property Tour Video
- Drone Arial Video Footage
- Highlight-Feature Social Videos
- Marketing Narratives Written for Landing Pages, MLS & Syndication
- Featured Property Landing Page (on our website)
- Facebook Ad Creative (Copy, Design & Video)
- Instagram Ads Creative (Copy, Design & Video)
- YouTube Ad Creative (Copy & Video)
- Google Display Ads Creative (Copy & Banner Design)
- Digital & Print Property Flyers
- Property Postcard Mailer

#### **Distribution**

Your home will be marketed to the following platforms and audiences [add to or remove from this list based on your actual plan]:

- Multiple Listing Service (MLS)
- Popular Home Search Sites (Zillow, Trulia, Realtor.com, etc.)
- Facebook & Instagram Ad Audiences (expressed real estate interest)
- YouTube & Google Ad Audiences (active real estate searchers)
- Proprietary Email List
- Postcard Mail Drop (Every Door Direct Mail)

#### Schedule

[Update table to reflect your actual schedule and frequency]

Description	Frequency / Timing
Sign Posted in Front Yard	Once at Start
Property Landing Page Published to Website	Once at Start
Property Tour Video Added to YouTube Channel	Once at Start
Photos & Videos Posted to Facebook Business Page	Weekly
Photos & Videos Posted to Instagram Business Account	Weekly
YouTube Ad Campaign to Active Real Estate Searchers	Ongoing
Facebook Ad Campaign to Real Estate Interested	Ongoing
Instagram Ad Campaign to Real Estate Interested	Ongoing
Google Display Ads to Active Real Estate Searchers	Ongoing
New Listing Email Announcement to Email List	Ongoing
Listing Posted in Multiple Listing Service (MLS)	Ongoing
Listing Syndicated to Popular Home Search Sites	Ongoing
Postcard Mail Drop	Once at Start
Open House Campaign & Event	Monthly
Agent Door Knocking with Printed Flyer	Once at Start
Metrics Evaluation & Campaign Adjustments	Weekly
Agent Feedback Report from Buyer Tours	Monthly

#### **About Us**

[Use your contact info and bio]





Website: creathrealestate.com

Phone: (512) 271-5818 Email: support@thepaperlessagent.com

Creath Partners uses technology & experience to make your next move easy & enjoyable. We help home buyers search and find Austin homes for sale, negotiate to our clients' advantage, and make moving as easy as possible. We help Austin home sellers prepare their home for the market, set a pricing strategy, and find buyers for their homes through innovative, effective marketing.

Garry Creath is a listing expert working with his clients to sell their homes for best market values. Garry also works with his clients to use real estate to build wealth and passive income.

Jonathan Creath is a real estate advisor and serves the greater Austin area. Jonathan's uncanny ability to find his clients homes always produces satisfied clients.

Chris Scott is a real estate digital marketer and responsible for marketing our seller clients' homes using advanced digital marketing practices.

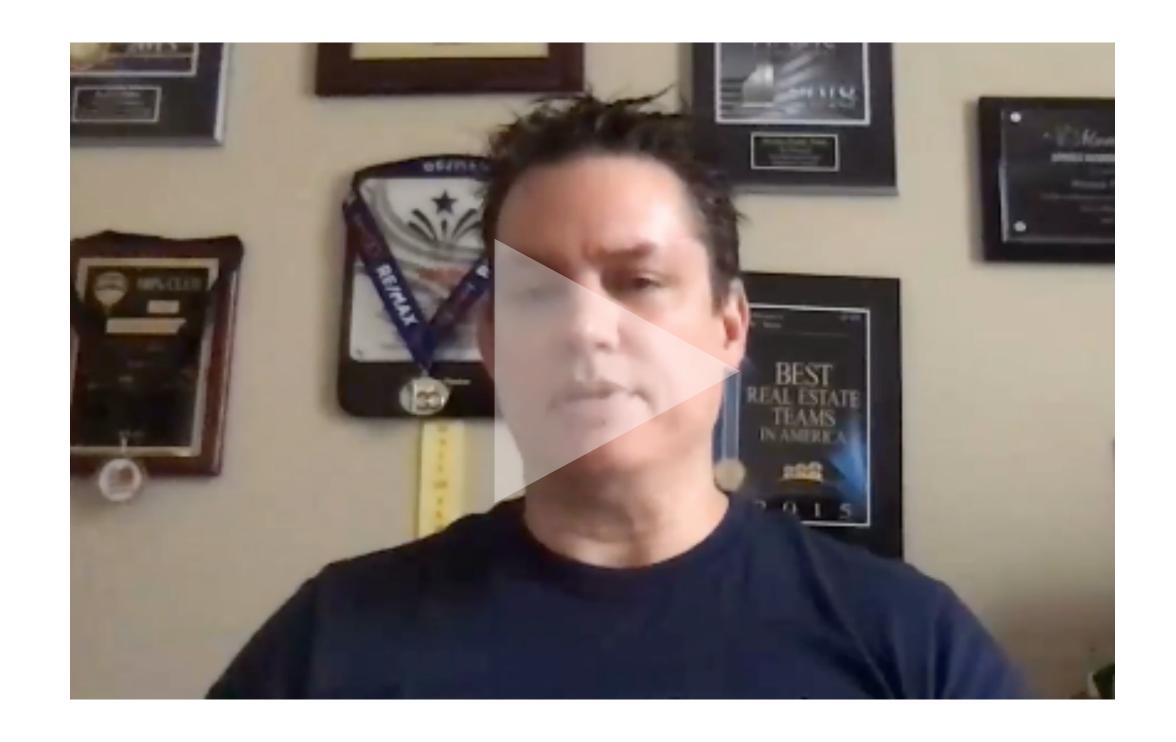




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# Tips from Christopher Dean

(Representing the Monica Foster Team, a Top Houston Team)



## Your Virtual Listing Presentation

## Virtual Meeting Tools

Tech	Cost
Zoom	Free (up to 40 mins) \$14.99 / month
Google Hangouts	Free
GotoMeeting	\$12 / month

## Virtual Meeting Tips

- Well-Lit Room
- Do a test with someone
- Background
- Shot composition



creath partners



### THE CREATH PARTNERS PROCESS





## VVIHY

CHOOSE

creath partners



## OUR LEADERSHIP TEAM



Garry Creath I Chris Scott

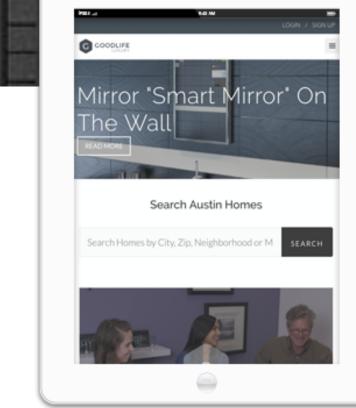








Named the most Innovative Brokerage in the U.S.



#### iPAD POWER USERS

GoodLife Luxury is the only real estate firm in the world featured by Apple



#### **EVERNOTE AMBASSADOR**

Named as the official Real Estate Ambassador

### CREATH PARTNERS

AUSTIN REAL ESTATE

Austin Real Estate

48 DAYS

98.25%

CP

24 DAYS

101.7%

THE creath partners



Slide from Gariation Listing Presentation

## STAGING + PHOTOGRAPHY

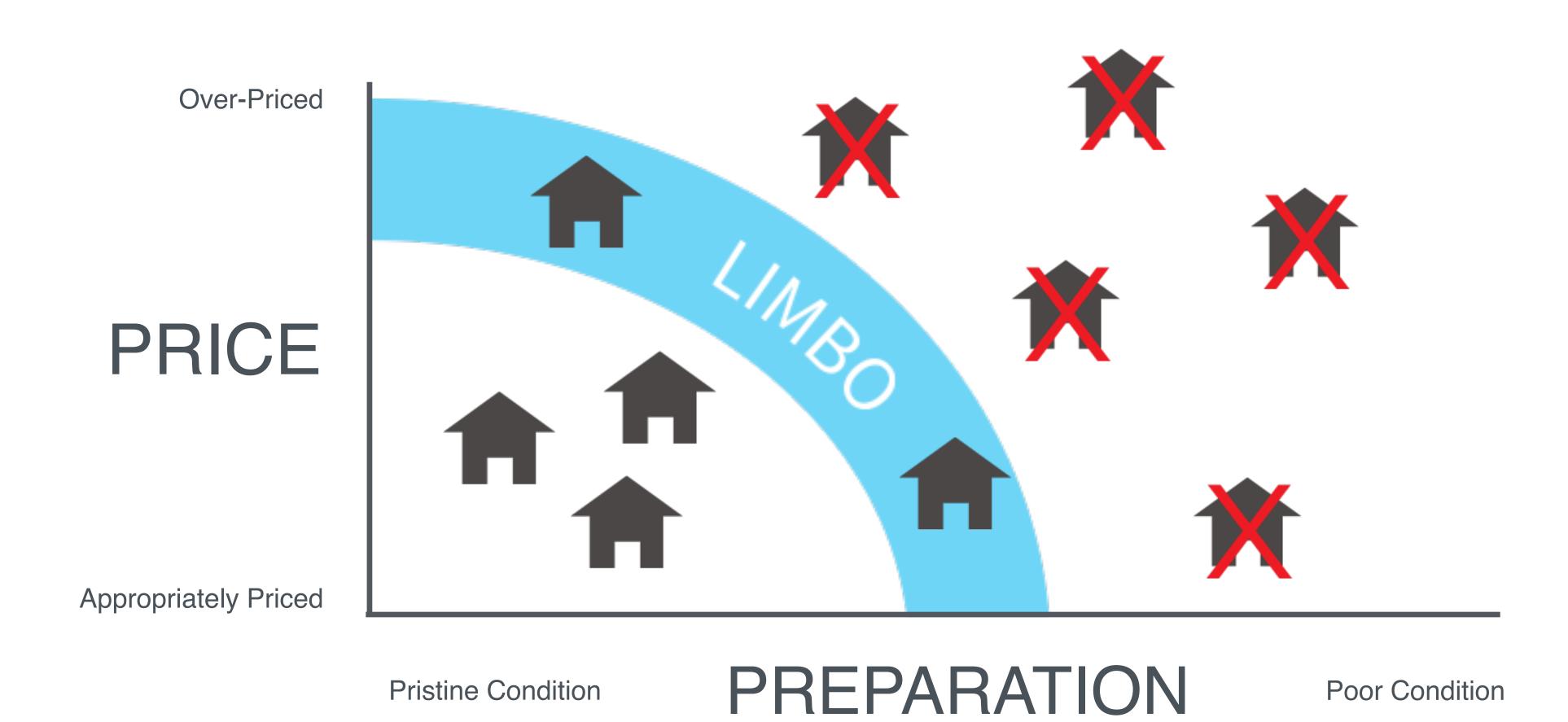




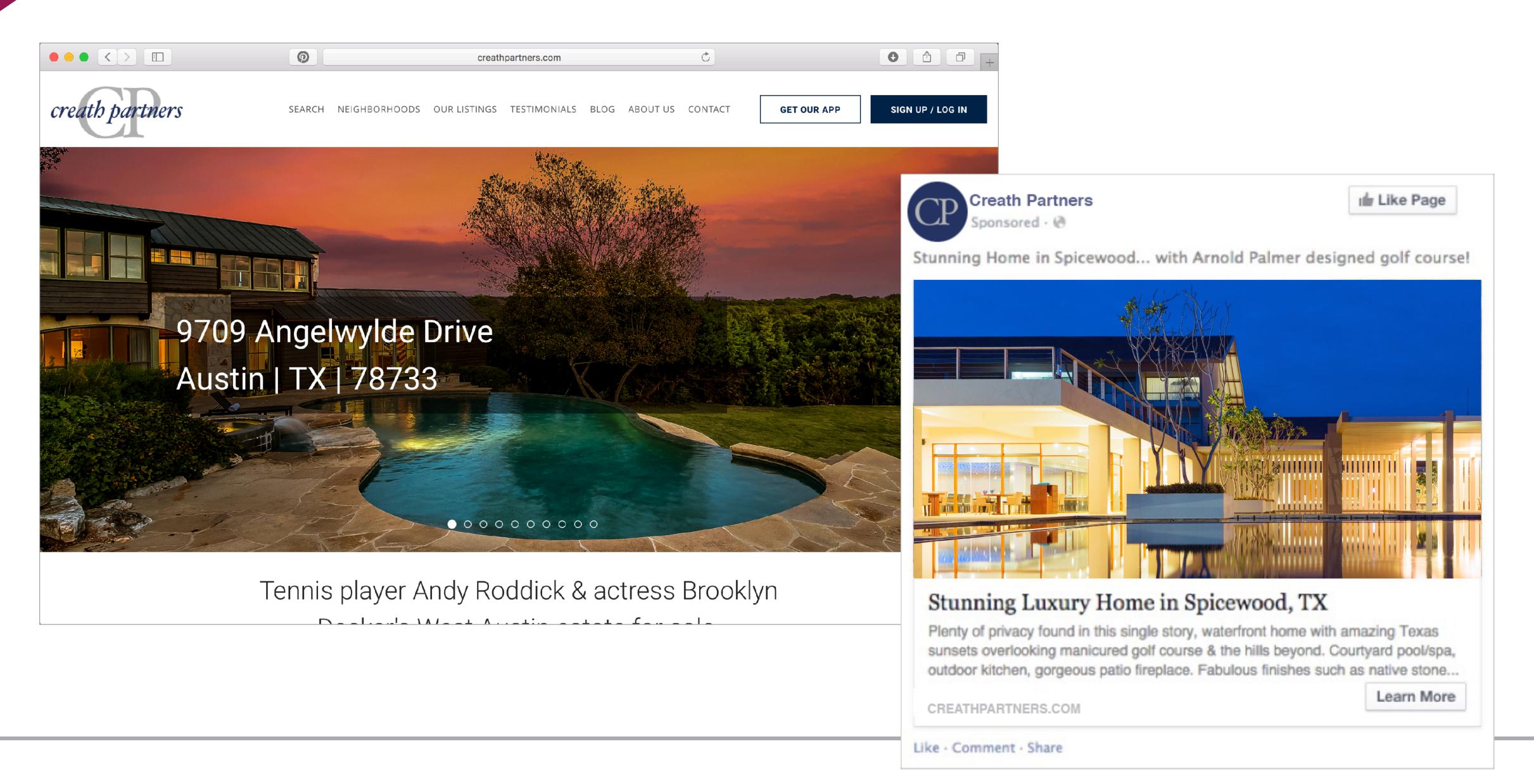
Before

After

### PRICING + PREPARATION



### PRE-LAUNCH CAMPAIGN







AUSTIN LUXURY NETWORK



creath partners



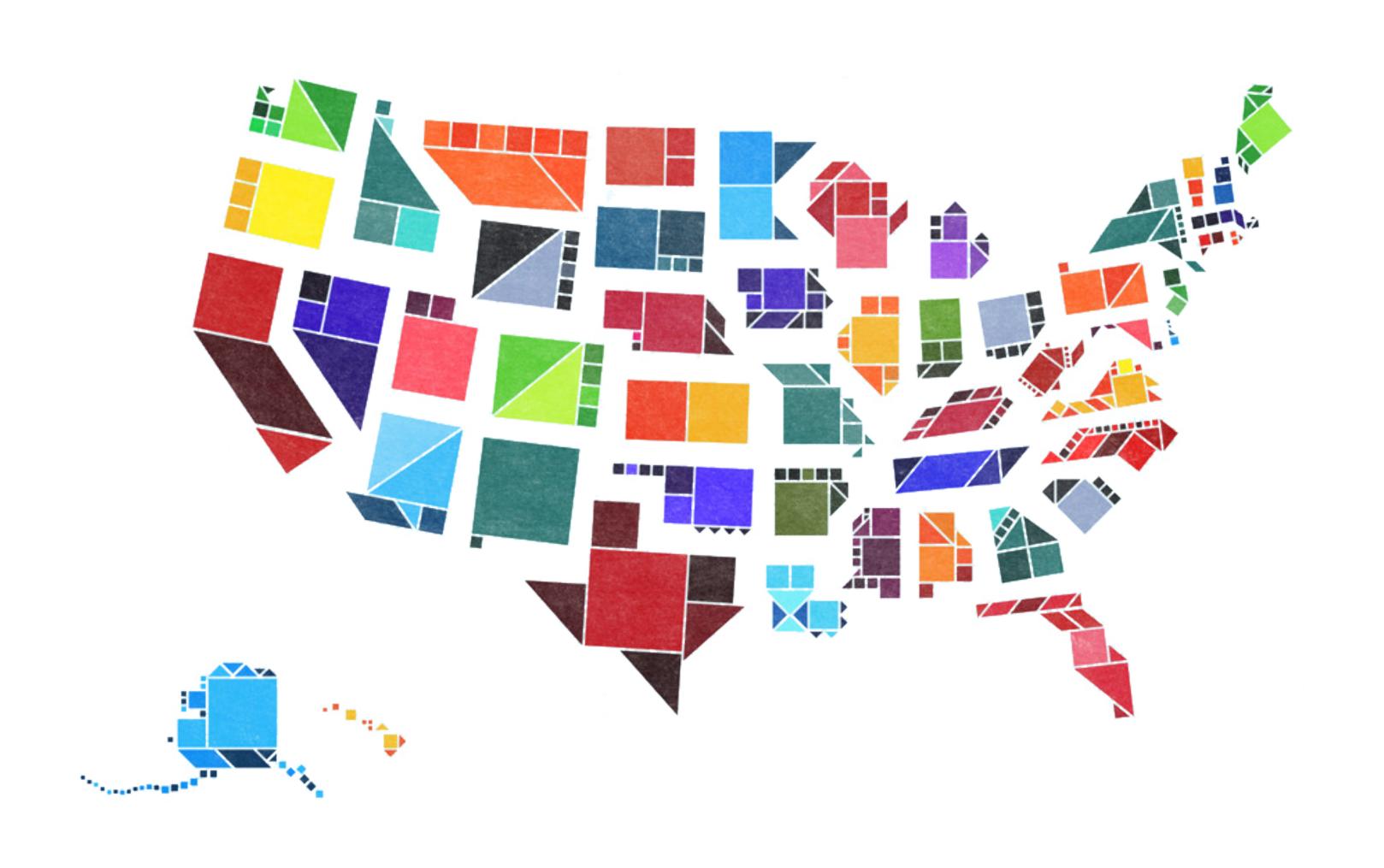
realtor.com®







## NATIONAL AGENT NETWORK



## FIVE STAR RESPONSE



# creath partners

CREATHREALESTATE.COM







## Tips from Mary Anglin

(United Real Estate, West Covina CA)



## Engaging Buyers





Garry Creath

LICENCED REALTOR®

A little about me...



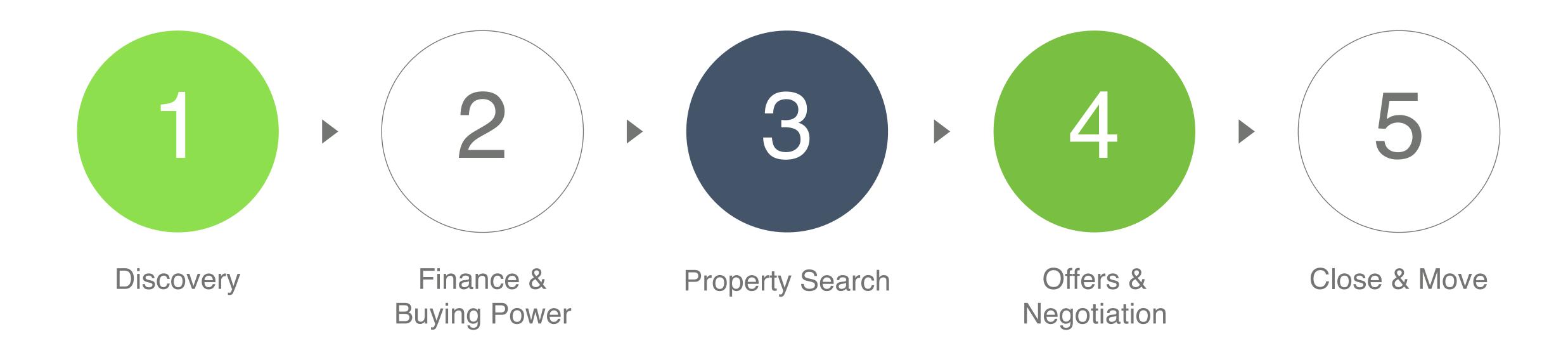
I STRONGLY recommend Creath Partners real estate to **EVERYONE** Real estate is both attractive and highly adaptable. Thanks guys, keep up the good work! - Carl H.

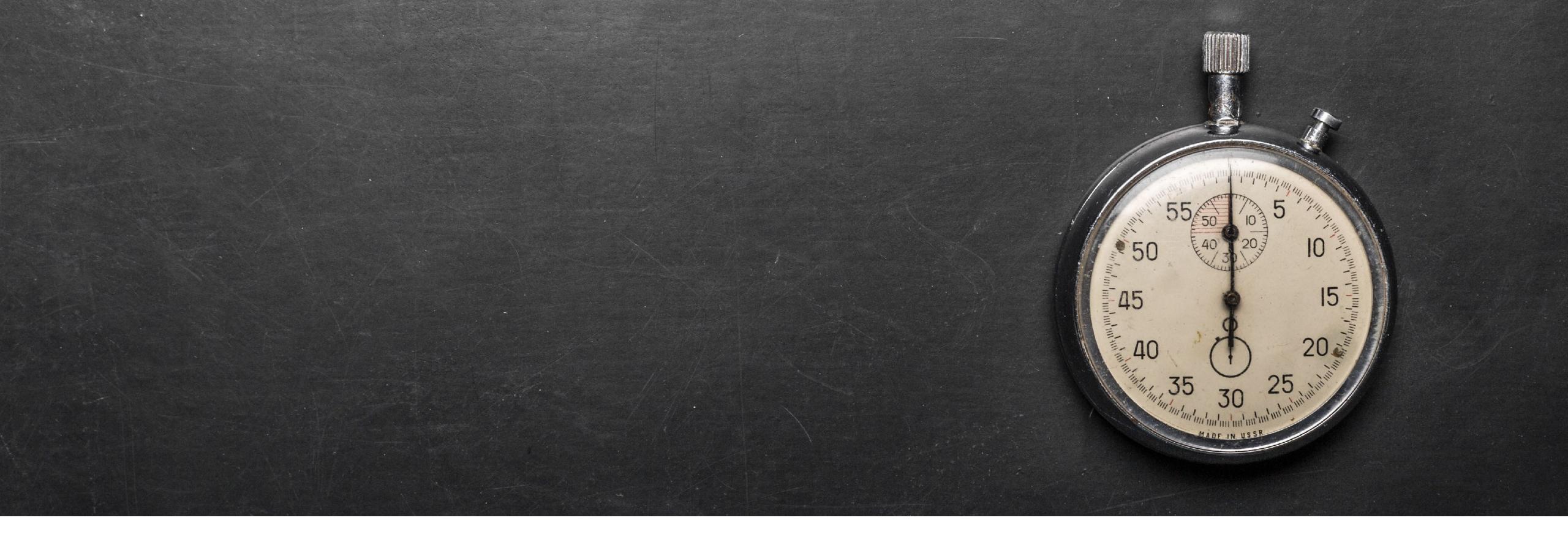


Real estate was worth a fortune to my company. Thank You! We've used real estate for the last five years. Wow what great service, I love it! - Lisa K.

#### Home Buying Process

Whether you're buying your first home, moving up, or right-sizing, we'll help you navigate the home buying process so you can feel confident about your move.





YOUR OPTIONS & LEVERAGE

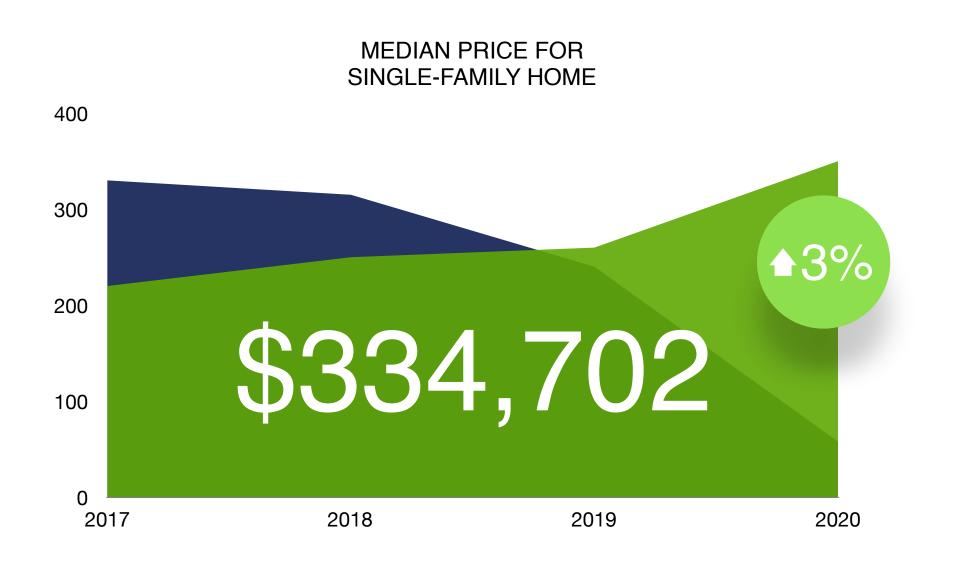
### Financing & Buying Power

If you're in the market for a new home or investment property, one of the first questions you'll probably ask is, "What can we afford?" Many buyers become so caught up in how much they can afford that they don't realize their total buying power—that is, the total amount of purchasing potential they actually have.

Your buying power is comprised of the total amount of money you have available each month for a mortgage payment. This means the money you have each month after fixed bills and expenses. Any money you've saved for a down payment, the proceeds from the sale of your current home, if applicable, and the amount of money you're qualified to borrow all impact your buying power as well.

#### **Creath Partners**

#### Market Update



SINGLE-FAMILY HOMES SOLD



AVERAGE NUMBER OF DAYS SPENT ON THE MARKET



SINGLE -FAMILY HOME LISTINGS ON THE MARKET

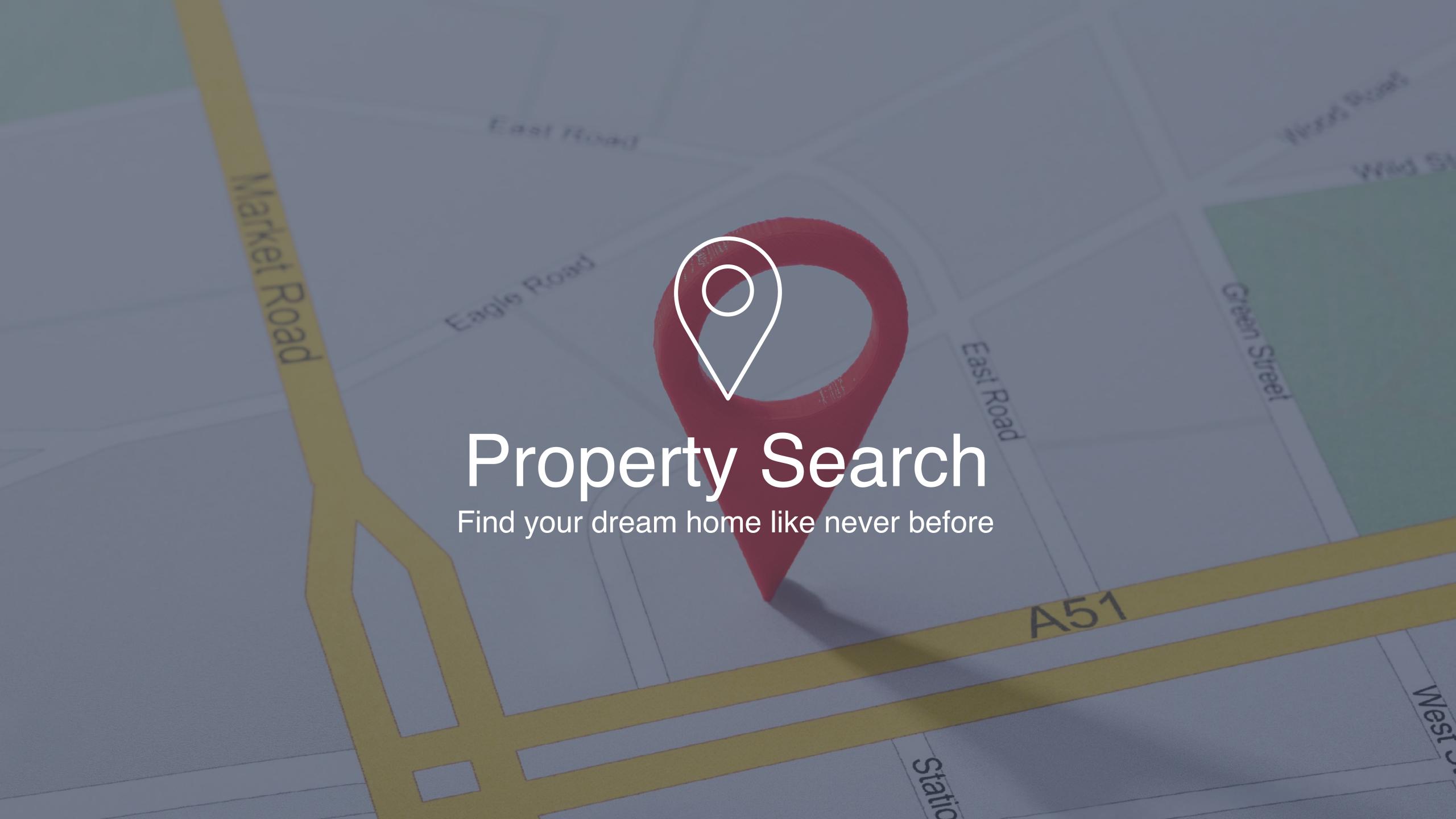


TOTAL DOLLAR VOLUME OF SINGLE-FAMILY PROPERTIES SOLD



AVERAGE NUMBER OF DAYS SPENT ON THE MARKET







Creath Partners

#### Services & Benefits

Since I specialize in helping buyers & sellers in our market achieve their real estate goals, there's a broad of variety of services you have available. As my client, you're entitled to all the services & benefits me and my firm have to offer.

- Residential Property Sales & Service
- First Time Buyer Programs
- Move-up Buyer Services
- Luxury Home Services
- Vacation Rental Purchasing
- Real Estate Investment Advising
- Home Value Analysis
- Home Improvement Recommendations
- Real Estate Marketing & Promotion
- Contractor & Service Provider Referrals

#### You Can count on Me to...



Keep You Up to Date on the Market



Find You Homes Matching Your Criteria



Negotiate the Best Deal We Can Get



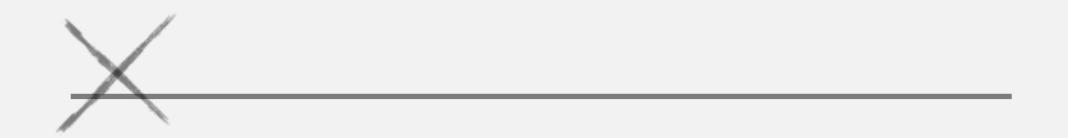
Avoid the Pitfalls of Buying a Home



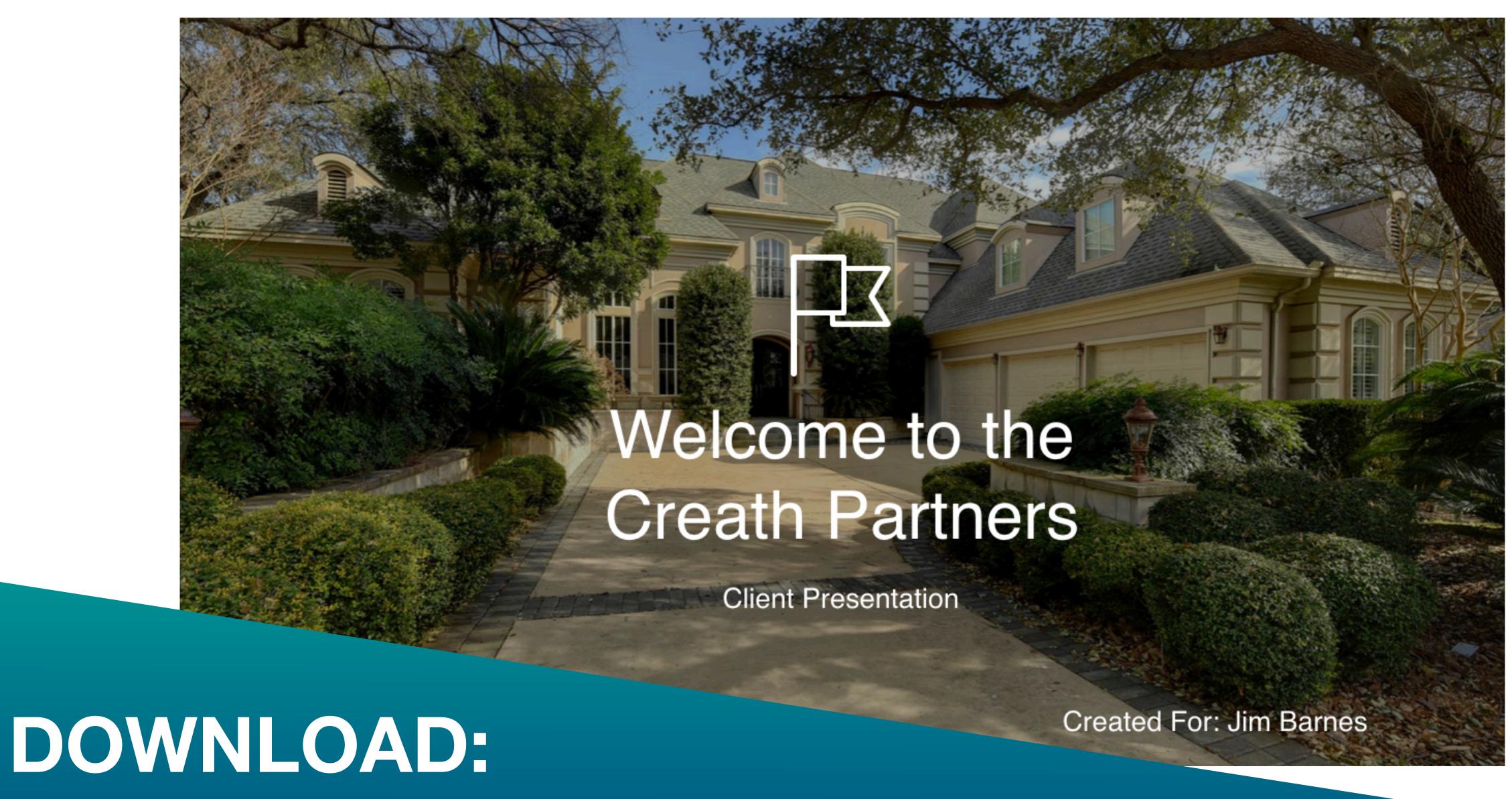
Take Fiduciary Responsibility

#### Documents & Forms

Provided you think we are a good fit, there's some paperwork for us to review so I can get to work on your behalf!







THEPAPERLESSAGENT.COM/COVID19

#### THEPAPERLESSAGENT.COM/COVID19



# Your COVID-19 Real Estate Response Kit

Here's a collection of all of the resources, training, tips, and more we're offering for FREE to help real estate professionals serve their clients & communities while still pushing their businesses forward

## Campaigns for Staying in Touch with Your Network

Right now, you HAVE to be present in your market, with your sphere, and all your connections. Everybody that you know, that knows or is connected to you needs to hear from you now. You can't hole up right now and expect to snap back when things return to normal. In fact, this the THE TIME when those who will grab up market share are laying the foundation for all those connections, relationships and transactions to