

# Harbor House Buyers – Incoming Call Script

## Greeting and Intro

Hello, thanks for calling Harbor Home Buyers! This is \_\_\_\_\_ - how can I help you today?

*I'm thinking about selling / just wondering about this service / etc*

Great! I'm happy to chat with you a bit. And who am I speaking with? \_\_\_\_\_

As you probably know, we're a local company out here in Grays Harbor, Washington and are looking to purchase another property in the next month or sooner. Do you mind if I ask you a few questions about the property you want to sell? Does that sound good to you?

*Sure*

## Interview Questions

Okay, great. First question I have is – where's this house located?

*It's in \_\_\_\_\_ (town)*

And is it in pretty great shape right now?

*No... it's kinda rough.*

No problem, no problem. We buy houses that are \_\_\_\_\_ all the time. Although we can't buy every home, we do try to work together with the seller to find something that works for both parties. If we find we're a perfect match, then we can move forward, if not - no harm no foul. Does all of that sound okay with you?

*Yes*

Okay perfect. I'd like to ask you a few more questions about the property. First, why are you looking to sell?

*Because... blah blah blah...*

Well, I can totally understand that! I think I'd want to sell pretty quick if I were in your shoes. But before I schedule a time to come out and look, can I ask a few more questions?

*Sure...*

Okay – what's the address of the house? \_\_\_\_\_

Is that home vacant or does someone currently live there? \_\_\_\_\_

Is the house listed with a real estate agent?

And how many bedrooms and bathrooms does the property have? \_\_\_\_\_

Is there a garage? (If so, how big?) \_\_\_\_\_

Do you have a guess on how many square feet the property is? \_\_\_\_\_

And let's talk a bit more about the condition. You mentioned earlier.... \_\_\_\_\_ ... so can you tell me more about that?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Okay, no problem. As I said, we love buying properties that we can fix up really restore them to the way they originally looked. We're kinda rehab addicts!

Do you have an estimate on how much it would cost a contractor to fix it all up? \_\_\_\_\_

And how much are you asking for the property? \_\_\_\_\_

Okay, let me jot that down here. Now, if we could pay 100% all cash for the property and close in just a couple weeks, and pay all the closing costs - what is the lowest you would take? \_\_\_\_\_.

Have you had many people offering on the property at this point? \_\_\_\_\_

How soon are you looking to sell? Six months? Six weeks? Six days? Somewhere in between?

\_\_\_\_\_

Ok great great, I almost got everything I need here. Just a couple more things. First – is there currently a mortgage on the property? \_\_\_\_\_

If so, how much is the balance? \_\_\_\_\_

Are there any other liens on the property, like a 2<sup>nd</sup> mortgage, a contractor's lien, or a home equity line of credit attached to the house? \_\_\_\_\_

If so, how much is the balance on those? \_\_\_\_\_

And are the taxes all current or would we need to catch those up? \_\_\_\_\_

It's not a big deal, but are you in foreclosure right now, by any chance? \_\_\_\_\_

Okay great.

**POSITIVE:**

Okay great! I think I have everything I need here. The next step is I'd love to come out and take a look at the property. When is a good time for us to get together? \_\_\_\_\_.

Okay great- and one final thing – I need to make sure that when I’m there, the chief decision maker is present so I can come to an agreement to buy your property. Will all of the decision makers be at the meeting? (*If not... schedule a time that you can.*)

**NEGATIVE:**

Okay, great! I think I have everything I need here. I’m going to review this with my partners here and we’ll talk about what options we have. I’ll also try to drive by and check out the property from the outside before I bug you to get inside. Is it alright if I give you a call back in a few days?

\_\_\_\_\_ \*\*\*Brandon need to finish

**Close:**

I’ll see you on \_\_\_\_\_ day \_\_\_\_\_ at \_\_\_\_\_ time \_\_\_\_\_.

*Okay, thanks bye.*

Thanks! Have a great day.

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**Harbor Home Buyers – Incoming Call Script – Intake Sheet**

Address: \_\_\_\_\_ (you'll get this later.)

Name of caller: \_\_\_\_\_

Town/Area: \_\_\_\_\_

General Condition: Poor Fair Good Great (circle one)

Why are they looking to sell? \_\_\_\_\_

Address \_\_\_\_\_

Vacant? Yes No

Is the house listed with a real estate agent?

Bedrooms: \_\_\_\_\_

Bathrooms: \_\_\_\_\_

Garage: \_\_\_\_\_

SqFt Estimate: \_\_\_\_\_

Actual Square Feet (county): \_\_\_\_\_

Condition: \_\_\_\_\_

\_\_\_\_\_

Their estimate on cost of repairs needed: \_\_\_\_\_

Asking Price: \_\_\_\_\_

Lower Asking Price: \_\_\_\_\_

Many Offers? \_\_\_\_\_

When Looking to sell?

Is there a Mortgage? Yes No

If Yes, balance: \_\_\_\_\_

2<sup>nd</sup> Mortgage or Liens? Yes No

If Yes, balance: \_\_\_\_\_

Taxes Current? Yes No

If No, balance: \_\_\_\_\_ (always confirm this with county)

Foreclosure? Yes No If Yes, status? \_\_\_\_\_

Appointment Set? Yes No If yes: Date/Time of Appointment: \_\_\_\_\_

*Enter in all date into the CRM. If appointment set, enter the appointment date/time into calendar and set a reminder for yourself to show up.*

