

Agent Availability Is the #1 Complaint of Home Buyers and Sellers

By **JIM SMITH, Realtor®**

Surveys have shown that the top complaint buyers and sellers have of their real estate agent is limited availability. This expresses itself most obviously in agents' response to phone calls, text messages and emails.

In my opinion, real estate professionals need to be reachable 7 days a week, both days and evenings. It's not that I don't believe in balancing business and personal life, but it's only reasonable that agents advertise their cell number, answer their cell phone when it rings and reply to text messages and emails promptly.

Too many listing agents don't provide their cell number on their listings or on their business cards. Why? It makes no sense to me.

Even though I'm a busier than average Realtor, closing over 50 transactions per year, my cell phone rarely rings during the evening, but when it

does, I feel that whoever is calling me at that hour deserves to have me answer my phone. I rarely get text messages in the evening either, but when I do, I read them and reply to them.

Being responsive to emails is equally important. Most of us get emails on our phones, which is helpful, since we don't have to check our computers.

Some agents will put in their listings that "Seller requests no Sunday (or weekend) deadlines," but I suspect it's the agent who doesn't want to be disturbed. Our clients deserve better!

If you've called me and heard my voicemail greeting, you may have noticed that it says "Press one if this is something my assistant Kim can handle." If it is important enough for you to call me, it's important enough for me to be available or have someone else available to serve you. (YouMail.com, costing \$25/month, provides this and other features I love, including tran-

scription of my voicemail messages.)

In real estate, one never knows when a buyer will call about a listing, and part of what a seller pays for is to have their agent be reachable when a buyer calls about their home.

Duplex East of Golden Just Listed by Jim Swanson

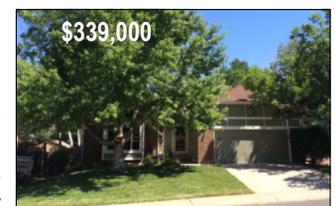


This large duplex at **12476 W. 8th Pl.** is in the Mountain View subdivision behind and east of the Colorado Mills mall. The two sides are nearly identical, with 2-story floor plans, 3 bedrooms and 2½ bathrooms, and both have full basements. One side has a 1-car garage, and the other a 2-car garage.

Total square footage is 3,199. This property needs work but has good rental income. Both tenants are month-to-month, so buyer could occupy one side and continue to rent the other. Due to condition, however, no FHA or VA financing is offered. For more information, call listing agent **Jim Swanson** at **303-929-2727**. Find more pix (no video) at www.MountainViewDuplex.info.

Former Model Home Just Listed by Chuck Brown

This ranch-style home at **4198 S. Andes St.** in Aurora's Highpoint neighborhood was a model home and features 4 bedrooms, 3 baths, a 2-car garage and a finished basement. Thirty years later it still shows like a model home with many recent upgrades including windows, interior and exterior paint, carpet, and wood floors. Other improvements include a new roof and high efficiency furnace in 2011, and a new evaporative cooler in 2016. Both upstairs and down you'll find the house has lots of natural light. Come see the value this home offers at the **open house Saturday, Aug. 27th, 11-2**, or take the video tour at www.AuroraHome.info. Or call Chuck at **303-885-7855**.



Applewood Townhome Just Listed by Jim Smith

This 2-story townhome at **14519 W. 32nd Ave.** is in the Mountair Village complex adjacent to the Applewood Golf Course. It is set back from 32nd Avenue backing to one of the lakes along Clear Creek. With 3 bedrooms and 2½ baths, this spacious townhome has 1,894 finished square feet, plus a deck overlooking the lake and a 2-car garage. Only three of these townhomes have been listed in the past 12 months, and they averaged 3 days on the MLS before going under contract. This one was listed yesterday (Aug. 24th) and is priced comparably, so if you are interested, call me at **303-525-1851** so you don't lose out! Find a narrated video tour at www.ApplewoodTownhome.info.



Wheat Ridge Ranch Just Listed by Kristi Brunel



Welcome home to this quaint 969-square-foot, 2-bedroom, 1-bath brick ranch at **3865 Newland Street** in the quiet, tidy Hale neighborhood close to shopping and I-70. Although this home is a fixer-upper and needs lots of work, it features an oversized one-car garage, a newer roof and mature landscape. Discover multiple plants and trees in the landscaping, and see all this home has to offer. Come to the open house this **Saturday August 27th from 11 a.m. to 1 p.m.** or call Kristi Brunel at **303-525-2520** for a private showing. Video tour is at www.WheatRidgeFixerUpper.info.

Price Reduced on This Standley Lake Home!



This home at **12452 W. 84th Circle** is in the subdivision known as the Landing at Standley Lake. After 26 years, the sellers are retiring out of state. Top among its many features is the newly rebuilt two-tone composite deck with iron railing and electric retractable awning overlooking

a greenbelt. The front porch also has two-tone composite deck and iron railing. In the beautiful yard are two storage buildings, one of them 10'x13½' with electricity and a concrete floor. The basement, with beautiful cedar paneling, has a pool table. (The hot tub has been removed.) All kitchen appliances are included. Take the narrated video tour at www.StandleyLakeHome.info. **Open Saturday, August 27th, 11 a.m. to 1 p.m.**



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