

*What we do for you...*

## OUR PHILOSOPHY

- To be the consistent leader in real estate marketing and sales in the upper Pioneer Valley and to set an example of innovation, integrity, knowledge and experience by which all others will be measured.
- **Jones Group** is committed to providing the finest real estate services available in the area through a comprehensive marketing approach to the sale of property, combined with the experience of living and working in the upper Pioneer Valley for generations.
- We provide a collective wealth of knowledge and experience, matched by none, achieved through daily work in the field and advanced professional education.
- Our care in meeting the needs of our Buyers and Sellers and our commitment to our community has earned us a fine reputation in the area. Above all, we take pride in and assume the responsibility of being the area's largest independent real estate company: first in listings, first in sales!

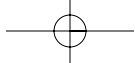
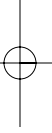
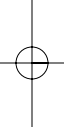
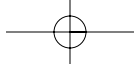
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Our  
 Pledge  
 To  
 Buyers



## OUR COMMITMENT TO BUYERS

*Recognizing that real estate brokerage is a person to person business, the management of the JONES GROUP has taken great care in selecting agents who mirror the high standards that are the foundation of the company.*

*Our customers and clients have the right to expect the utmost in professional conduct and service and deserve a REALTOR® with extensive experience and knowledge of the local real estate market. Our agents have established, positive relations with other agents, lenders, appraisers, attorneys and title companies which mean better coordination of all the complex factors relating to the purchase and sale of your home!*

## TYPES OF AGENCY REPRESENTATION

**The types of Agency Representation relationships between Buyers and Agents are expanding.**

Here is a brief explanation of the different types of agency relationships that you will encounter when involved in a real estate transaction. Whether you choose a traditional relationship with an Agent or work with one of our Accredited Buyer's Agents we believe you will enjoy working with our associates and we know they are the finest real estate professional in the area!

- **Seller's Agent**

When a Seller engages the services of a listing broker, that Seller becomes the broker's client. This means the broker, and his/her subagents represent the Seller. They owe the Seller undivided loyalty, utmost care, disclosure, obedience to lawful instruction, confidentiality and accountability. They must put the Seller's interest first and negotiate the best price and terms for their client, the Seller. (The Seller may also authorize subagents to represent them in marketing the property to the Buyers.)

- **Buyer's Agent**

When a Buyer engages the services of a broker, that Buyer becomes the broker's client. This means the broker represents the Buyer. The broker owes the Buyer undivided loyalty, utmost care, disclosure, obedience to lawful instruction, confidentiality and accountability. The broker must put the Buyer's interest first and negotiate the best price and terms for their client, the Buyer. (The Buyer may also authorize subagents to represent them in locating property.)

- **Disclosed Dual Agent**

A broker can work for both the Buyer and the Seller on the same property provided such broker obtains the informed consent of both parties. The broker is then considered a disclosed dual agent. This broker owes both the Seller and the Buyer a duty to deal with them fairly and honestly. In this type of agency relationship the broker does not represent either the Seller or the Buyer exclusively and they cannot expect the broker's undivided loyalty. Also, undisclosed dual agency is illegal.

## WORKING WITH YOUR AGENT

*How to choose and work with a Real Estate Agent. A team effort with your agent will make your home purchase easier and more pleasant. Just follow these helpful suggestions:*

- **Choose ONE agent and stay with that agent:** Nothing inspires a professional to seek and find the home of YOUR choice more than knowing you are relying on them completely.
- **Choose your agent carefully:** Check to see if the firm is a member of the local Association of REALTORS®. A full-time agent, professionally trained to serve your needs is experienced not only in real estate but also in geographic areas and price ranges most important to you. You have the right to expect your agent to go that extra mile.
- **Once you have decided to commit your loyalty to your Agent there are ways you can help:** All members of a Multiple Listing Service (MLS) can show you all listings. It is not necessary to call each office to see

its listings. Your agent has all the same information.

- Be frank with your agent about your price range and your reaction to each property to avoid confusing the picture and making your search for the right home more difficult. Any financial information revealed is kept in strict confidence.
- Let your agent know when you will be attending an open house. If he or she cannot accompany you, bring the card of your agent with you. Make it clear that you will make any offers through your agent. If this is not done, your agent may end up with no compensation for all the time spent with you.
- If you see an ad in the paper which piques your curiosity, call your agent and ask about it. Let your Agent make the inquiry; a lot more information can be obtained by a fellow Agent which will be helpful to you.
- If you are unhappy with your Agent, let the manager know. The manager will appreciate knowing this so that you may be assigned a more compatible agent to serve you. It is important that you be fully satisfied.
- If you have any questions or concerns regarding agency representation, be sure to ask your agent for a more complete explanation.

**Working with Jones Group means individual attention from your agent and a powerful network making selling your home faster and easier. We provide a collective wealth of experience achieved through daily work in the field and advanced professional education. When you entrust your property to us you can be assured of getting the most concentrated and comprehensive marketing and advertising available. It works, or we wouldn't have become the largest independent Real Estate company in Western Massachusetts, #1 in listings and #1 in sales!**



*Exceptional service and results since 1958.*