



Service Standard

Our focus is simple, yet impactful – to provide extraordinary service to our clients. It's a commitment that every team member, from our reception to our lead broker, Tom Gradecak.

Our Promise to You

1. **Communication** – we will keep you updated every step of the way. You will know where we are in the process, key milestones and dates. Proactive communication is of paramount importance to us.
2. **Professionalism** – We are dependable. We do what we say we will do; prompt and adept at follow through. Our goal is seamless transaction.
3. **Use of Technology** – We are committed to using technology and our resources to help streamline the process – making it easy to deliver information to our clients to assist them in their process.
4. **No pressure** – the client relationship is at the centre of our focus. You will never be pressured by us to act. Nothing is more important than the needs of our clients.
5. **Expertise** – We have a vast amount of combined experience, as a result, we have vast knowledge of the market.
6. **Credibility** – We rely on the trust and respect we have gained in this industry with our clients and other agents. We ensure we are up-to-date on all our industry's rules and changes that affect you.
7. **Answers** – We are available at all times to answer your questions and provide you with an informed correct answer.
8. **Responsiveness** – We pride ourselves on responding quickly, be it to your call, email, or text. Today's real estate market moves fast, and we have the focus and tenacity to move with it.

We want to provide you with the best real estate experience. We are looking forward to working with you to fulfill your real estate needs.

Let us show you how we can add you to our list of happy clients.

WESTSIDE
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