Statement of Policies (SOP)

EXP Realty
Location: 68-56 Groton St, Forest Hills, NY 11375
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Effective Date: 01.13.2025

At EXP Realty, we are committed to providing transparency and professionalism in all our real estate services. This Statement of Policies outlines our standard procedures and practices to ensure clients understand our approach and their rights when working with us. This SOP applies to all real estate transactions conducted in New York State.

1. Representation of Clients

- **Buyer Representation:** We offer buyer representation through signed agency agreements. Buyers must agree to terms in writing before we can provide agency-level services, such as negotiating offers.
- **Seller Representation:** We represent sellers through an exclusive listing agreement. This agreement outlines our marketing and representation responsibilities.

2. Commission Policy

- Commissions are negotiable and are determined by mutual agreement between the client and the agent.
- Our standard commission structure for residential properties typically ranges from 3%-5%.
- Commercial transaction commissions are agreed upon based on property specifics.

3. Prequalification for Buyers

- Buyers are encouraged, though not required, to provide proof of financial capability (e.g., pre-approval letter, proof of funds) before property showings. This ensures a more streamlined and efficient home-buying process.

4. Equal Opportunity Housing

- We adhere to all federal, state, and local fair housing laws. Discrimination based on race, color, religion, national origin, sex, familial status, disability, or any other protected characteristic is strictly prohibited.

5. Disclosure of Information

- **Agency Disclosure Forms:** All clients will receive and must sign the New York State Disclosure Form for Buyer and Seller.
- **Property Condition Disclosure Statement:** Sellers are required to complete and provide a Property Condition Disclosure Statement unless exempt by law.

6. Privacy Policy

We respect and protect the privacy of our clients. Personal information shared during real estate transactions will be used only for the purpose of facilitating those transactions.

7. Dispute Resolution

In the event of any dispute arising from a transaction, we encourage parties to resolve matters through mediation or arbitration as outlined in their respective agreements.

Contact Us:
For further questions or assistance, please contact us directly at mariana.coronel@exprealty.com

This Statement of Policies is subject to change. Please refer to our website for the most up-to-date version.