



# Working in your best interests

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TREB PRESIDENT'S COLUMN AS IT APPEARS IN THE TORONTO SUN

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As residents of one of the world's most influential cities, we Torontonians lead pretty fast-paced lives. Given our city's hectic pace, from dining rooms to dentist chairs, we value skilled service.

Fortunately, when it comes to your real estate transaction you can count on professional service and you can pre-determine the specifics of your arrangement with a REALTOR®.

As a potential Buyer, you can choose to become a Client or a Customer.

Prior to 1995, real estate professionals in Ontario generally served as either agents or sub-agents to the Seller. Today though, as a Client, a Buyer has the right to exclusive representation by a REALTOR®.

By opting for Client status, you are choosing to contract with a real estate professional and the brokerage they represent, so that they will act solely in your best interest throughout the duration of your transaction.

Just as when you're selling a home, you sign a Listing Agreement to confirm that you have given a specific brokerage the exclusive right to act as your agent, when you're buying a home as a Client, you sign a Buyer Representation Agreement giving a specific brokerage the exclusive right to act as your agent.

When you choose to become a Client a number of duties are owed to you, the most significant of which is undivided loyalty.

Your REALTOR® is required to fully disclose to you any information that might affect your transaction, offer you professional guidance and of course, follow your instructions.

Your personal information will be kept completely confidential by your REALTOR® and you can count on them to act with diligence, protecting you from foreseeable harm and even seeking additional advice if an area is outside their scope. They will also safeguard any money held on your behalf and render an accounting of all funds upon your request.

Should you decide to choose Customer status, you are not obligated to work exclusively with a real estate professional and the brokerage they represent. The services you receive as a Customer though are considerably more limited.

Buyers who choose Customer status are required to sign a Buyer Customer Service Agreement. You can of course, still depend on the REALTORS® involved to act honestly and fairly, obeying the laws that apply to transactions and advising you as to whom they are representing.

The relationships of everyone involved are clearly outlined in a document called the Confirmation of Co-operation and Representation form.

Since choosing the type of service that's right for you is key to a successful transaction, it pays to be well informed.

To learn more about the specifics of representation, talk to a REALTOR® and visit at [www.TorontoRealEstateBoard.com](http://www.TorontoRealEstateBoard.com) where you'll find plain language explanations of all of the forms that apply.

*Tom Lebour is President of the Toronto Real Estate Board, a professional association that represents 28,000 REALTORS® in the Greater Toronto Area.*