

**selling** your property



*Ten-year winner of Seattle Magazine's  
"Best of Real Estate Agents"*



# commitment to you honesty

Heather's approach in an initial meeting with clients is different from most other agents; she is not there to convince you to hire her but to provide honest data about the market and present her systems and strategies to determine if it will be a good fit to work together as a team. Sometimes honesty is difficult but her number one goal is happy clients and that means setting realistic market expectations from the very first conversation.

With over 13 years of experience and hundreds of closed transactions under her belt, Heather has developed systems and strategies with a proven track record to ensure your home sale is a success.



# proof is in the pudding stats + references

## Highly respected in the real estate community

### Testimonials from Brokers/Agents

*"I have worked with Heather on multiple transactions - once when she represented the seller and once when she represented the buyer. She is a terrific agent to work with. On time, professional, responsive, and closed the transaction on time. Really a joy to work with."*

*- Mark Linville, Coldwell Banker Bain Broker/Agent*

*"I knew you were AMAZING just based on your hard work in setting up all of the materials and valuable information that you had on the table. I loved it and so did our Buyers! So compliments to you!"*

*-Tamara Thompson, Zip Realty, Broker/Agent*

*"I hope your Sellers know what a wonderful job you did in presenting, marketing and orchestrating the best possible outcome for them. In a hot market, the mediocre agents just throw a house on the market and know it will sell. But just selling a house and really setting it up for the best possible outcome are two distinctly different scenarios. You are both the type of agents who continually hone your craft to just get better and better and I am so proud to call you fellow Windermere agents."*

*- Diane Terry, Windermere Midtown Broker/Agent*





# proof is in the pudding stats + references

## Listing statistics 2013 through 2018

Average days on market: **10\***

Average price sold over list price: **10.39%**

## Real estate career statistics

Over 13 years of experience

Over 250 closed transactions

Over 150 million in sales

95% referral clients

## What past clients are saying

For the latest reviews:

[zillow.com/profile/Heather-Dolin/#reviews](https://www.zillow.com/profile/Heather-Dolin/#reviews)

\*10 average days on market includes delay in offers accepted when offer review date is set

## Client References

Ariel and Taylor Dos Santos  
[ariel.santos@gmail.com](mailto:ariel.santos@gmail.com)

Michele Evans and Jason Niemi  
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Karin Rogers  
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Jan Eng  
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Mike and Roseanna James  
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Jennifer Blackburn and Jessica Miller  
[jessicaeastre@gmail.com](mailto:jessicaeastre@gmail.com)

# timing it all vacant sells

## Vacate and leave the project management to me!

Regardless of the order of events, the ideal situation is for the property to be vacant during preparation and the first week it's on the market.

**Hand over the keys and I'll manage my team of contractors, painters, stagers, housecleaners, landscapers, inspectors, to get the property ready for it's debut. You don't have to lift a finger!**



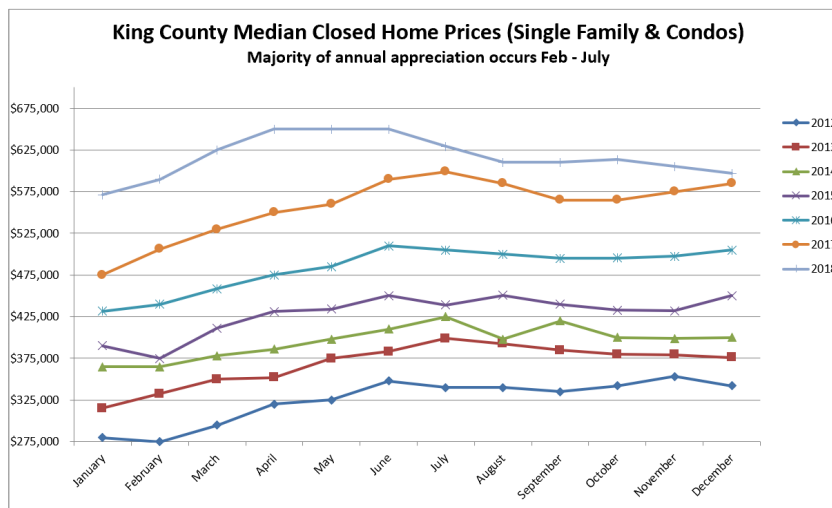
*Meanwhile, you could be sitting on a beach, sipping a cocktail.*

## Sell before buying? Buy before selling?

**Speak to a lender** The first step to determining what options are available to you in regards to timing is to speak to a lender - do you need the proceeds from your current home to purchase your next?

**Buy before selling** If you can buy before selling, the ideal situation is to move into your new home and let me manage the preparation process to get your property ready for the market.

**Sell before buying** If you need to sell before you buy we'll talk through different options. Don't worry, my clients do it all the time.



When is the best time to sell? While there's no perfect answer, it is important to understand the appreciation trends throughout the year.

# example listing calendar

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
WEEK 1	Preinspection & Sewer Scope	Painter starts	Handyman starts	<b>1</b> Carpet installed	<b>2</b>	<b>3</b> Contractor work complete	<b>4</b>
WEEK 2	<b>5</b> Seller moves out of property	<b>6</b> Housecleaning, landscaper, windows cleaned  Staging	<b>7</b> Staging complete Photos in the afternoon  <b>FINALIZE LISTING PRICE</b>	<b>8</b> <b>ON THE MARKET!</b>  Marketing printed	<b>9</b> Adwerx marketing campaign  BROKER OPEN HOUSE	<b>10</b>  EVENING OPEN HOUSE	<b>11</b>  OPEN HOUSE
WEEK 3	<b>12</b>  OPEN HOUSE	<b>13</b> WINDERMERE OPEN HOUSE	<b>14</b> REVIEW OFFERS?	<b>15</b>	<b>16</b> Email blast campaign	<b>17</b> Friday market update	<b>18</b>
WEEK 4	<b>19</b>	<b>20</b> Monday market update	<b>21</b>	<b>22</b>	<b>23</b> Facebook boost	<b>24</b> Friday market update	<b>25</b>
WEEK 5	<b>26</b>	<b>27</b> Monday market update	<b>28</b>	<b>29</b> PRICE REDUCTION  Contact every agent that has shown the property & reverse prospect	<b>30</b>	<b>31</b> Friday market update	<b>1</b>  OPEN HOUSE
WEEK 6	<b>2</b>  OPEN HOUSE	<b>3</b> Monday market update	<b>4</b>	<b>5</b>	<b>6</b> Postcard "Pick your neighbor" Open House	<b>7</b> Friday market update	<b>8</b>
WEEK 7	<b>9</b>	<b>10</b> Monday market update	<b>11</b>	<b>12</b>	<b>13</b>  NEIGHBOR EVENING OPEN HOUSE	<b>14</b> Friday market update	<b>15</b>
WEEK 8	<b>16</b>	<b>17</b> Monday market update	<b>18</b>	<b>19</b>	<b>20</b> Email blast campaign	<b>21</b> Friday market update	<b>22</b>
WEEK 9	<b>23</b>	<b>24</b> Monday market update	<b>25</b>	<b>26</b> Facebook boost	<b>27</b> PRICE REDUCTION 30-40 days after initial reduction	<b>28</b> Friday market update	

# smart preparation to maximize your bottom line

## TESTAMENT FROM CLIENTS

*After spending years and tens of thousands of dollars improving our house, I must admit to being put off by the cost and list of the additional things that Heather recommended doing before we put our house up for sale, particularly recommendations that weren't things that my husband and I would ever do to a house (like painting a fireplace, installing new carpet, installing carpet on stairs and by a laundry room, remove light fixtures, putting in sod).*

*In the end, we moved forward with most of Heather's recommendations and WOW were*



*we overwhelmed by the results. The improvements made the house much more accessible, finished and attractive to buyers. The pictures really popped and gave us a great listing that got a lot of online interest.*

*In retrospect, I now see that the home buying process is emotional and the extra money on finishes pushed it into feeling bright, cared for and ready to move into. We received roughly 100 unique visits to the house and over and over heard that it was nicely finished and ready to move into. People seem to ignore what might have otherwise become potential hangups. We ended up getting 8 offers on the house, four of which were significantly above listing, all while newspapers report on general market cooling and a potential market correction. Before the house sale, my husband and I were very skeptical about whether we could reasonably expect to even break even on the additional investments. Now that we've seen the return on the extra work, I can confirm that Heather was 100% right to push the improvements. Her expertise changed the results of our sale.*

*- Sara and Wyatt*

**Outcome: 8 offers, sold for 12% over list price with all contingencies waived**

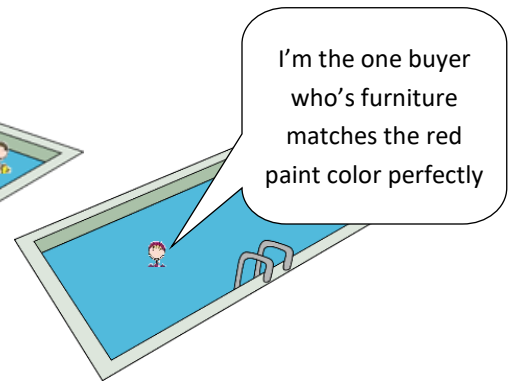
## UTILIZE MY KNOWLEDGE AND TIME TO MAKE YOU MORE MONEY

- ♦ **DETAILED SUGGESTED PREPARATION LIST** I know what buyers want; every dollar you spend should give you 3 to 5 dollars more or I won't recommend it
- ♦ **CONTRACTORS/VENDORS** I have a trusted team of painters, handypeople, cleaners, window washers, landscapers and whomever else is needed
- ♦ **JUST HAND OVER THE KEYS!** I project manage the contractors from start to finish, saving you a ton of time and headaches

# top reasons to prepare and stage your home

## Increase your buyer pool

Don't lose the buyers who don't have the cash or vision to make the property move-in ready.



## Exceptional online photos get buyers to the property

\*Over 90% of buyers are searching for homes online first before deciding to visit.

\*Where buyers found the home they purchased:

- 50% - Internet
- 28% - Real Estate Broker
- 7% - Yard Sign / Open House
- 7% - Friend, Relative or Neighbor
- 5% - Home Builder
- 2% - Know the Sellers
- 1% - Print Newspaper Advertisement

## Sell faster; which means obtaining a higher price and more desirable terms

Homes that sold in the first 4 weeks averaged 1% more than the list price; 4 to 12 weeks averaged 5% less; 13 to 24 weeks averaged 6.4% less; and 24 weeks averaged more than 10% less than list price.

## \*Staging generates a return of 8 - 10%

*\*Source: National Association of Realtors*



# print marketing highlight your home + neighborhood

### WHY WE'LL MISS LIVING HERE

We love this area, being able to walk to Chaparral, Oliver's Twist, Hecto, and to 7th Street Ale House's "Cask Wednesday" for dinner, just a five minute walk away. We've also loved having (newly remodeled) Ken's market so close when we are hosting friends and need anything - they have it all.

Walking to the Zoo for Zoo Tunes in the summer

BBQs on the back deck

Being surrounded by greenery in the back windows of the house

Cooking/entertaining in the kitchen while friends drink wine at the little breakfast table

The warm, friendly neighborhood where you get to know your neighbors and the people at the local businesses

Easy to get anywhere in 15 minutes from the freeway

Running with the whole family in the park


*-Andrea, Seller*

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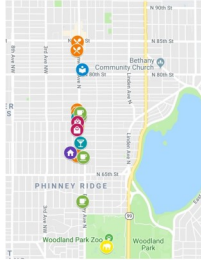
\*Information provided as a courtesy only. Buyer to verify to their own satisfaction.

### 1234 HAPPY HOME STREET

Windermere



### WALK TO EVERYTHING PHINNEY



### IMPROVEMENTS | APPROX \$116,000

- Mitsubishi heat pump air conditioner installed in master bedroom (if the doors are open it cools the entire house quite efficiently)
- Built-in bookcases in loft
- Replaced the water heater in 2016
- New gas furnace and duct work
- Re-plumbing of the entire house
- Electrical updates throughout house along with new electrical panel and main
- Gas plumbing was added to home including bbq line
- Backdoor stairs were replaced
- Added a railing and post to the porch as well as a handrail and reworked the front stairs
- Brinks/ADT Security and carbon monoxide System installed
- Designer remodel of the kitchen, featured on HGTV <http://www.hgtv.com/home/interior-remodel/Seattle-home-goes-French-with-a-Parisian-inspired-kitchen-remodel>

### OTHER USEFUL INFORMATION

- New fence around house
- Boat / JBL speaker system in kitchen and upstairs
- Heated flooring in upstairs bathroom
- Rejuvenation lighting throughout
- Rebuilt the soffits in the front of the house to match the craftsman style

Professionally printed customized brochure with home improvements, neighborhood map, and seller's top 10



Individual pages in stands and brochures for buyers to keep

Signs in the property to point out special features

**Don't miss the mountain views from the deck!**

Windermere  
REAL ESTATE



# digital marketing social media



High end professional  
photography

## Some of the websites your property will be listed on

NWMLS & NWrealestate.com

Windermere Gallery

www.windermere.com

www.zillow.com

www.realtor.com

www.trulia.com

www.redfin.com

www.johnlscott.com

www.coldwellbanker.com

www.remax.com

www.kellerwilliams.com

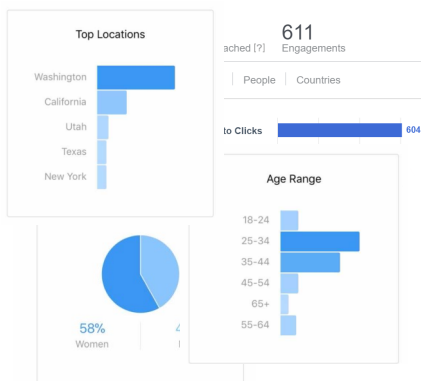
www.century21.com



realtor.com®



## Your property will be posted on social media outlets, reaching 1,000's of potential buyers



# condo marketing + research to qualify buyers

**Resale Certificate**  
**The Braeburn Owners Association**

Current Owner: Julie Macaulay  
Property Address: 1410 E Pine St Unit: W220  
Seattle, WA 98122

Requester: \_\_\_\_\_  
Request Date: \_\_\_\_\_  
Date Prepared: \_\_\_\_\_

This Resale Certificate has been prepared in accordance with the requirements of the Washington Condominium Act on the Association by the undersigned authorized "Preparer". The information stated herein is based on the books and records of the Association. Neither the Association nor the Preparer guarantees the accuracy of the information contained herein as of the date of execution stated above, nor the Preparer assumes any obligation to supplement or update the information if circumstances thereafter occur or be brought to the attention of the Association.

#	Question	Answer
1	DECLARATION (Copy attached) a. The Declaration for the Condominium (the "Declaration") was recorded in the real estate records of: <b>King County, Washington on the 20th day of January, 2006, under Recording No. 20060120000958.</b>	<b>Yes</b>
	Are there any amendments? -Amendment 1 recorded in King County Washington under recording number 20060126002103 on Jan. 26th 2006. - Amendment 2 recorded in King County Washington under recording number 20120207000393 on Feb. 7th 2012.	<b>Yes</b>
2	BYLAWS (Copy attached) a. The Bylaws for the Association are dated: <b>Jan. 24, 2006</b> b. Are there any amendments?	<b>No</b>
	There are no amendments to the Bylaws which have been adopted by the Association.	
3	RULES AND REGULATIONS (Copy attached) a. The Rules and Regulations for the Association, which have been duly adopted by the Association, were last published: <b>Jan. 23, 2012</b>	
4	RESTRAINTS ON ALIENATION Are there any rights of first refusal or other restraints on the free alienability of the Unit?	<b>No</b>
5	ASSESSMENTS a. The current monthly common expense assessment against the Unit is (\$): <b>549.00</b> <b>NOTE: Water/Sewer fees are sub-metered and billed to unit owners based on actual usage.</b> b. As of the Effective Date of this Certificate, there are common expense assessments, excluding any special assessments disclosed below, which have been assessed against the Unit, are currently due and payable, but are as yet unpaid in the amount of (\$): <b>0.00</b> c. Special assessments, including sums which are not yet due, have been levied against the Unit in the total amount of (\$): <b>0</b>	

Page 1 of 7

Resale certificate ordered in advance and provided to potential buyers

## USEFUL INFORMATION

**Parking & Storage** Parking space #4 in the secure garage. Owners allowed to add a storage unit in front of their parking space. Parking spaces can be rented to other building occupants.

**Strong Reserves** Dues were increased in 2018 for the building to fund reserves to the recommended baseline funding with **no future assessments per the reserve study forecast.**

**Rooftop Deck** Your oasis in the summer; hang with friends and take in the sweeping view

**Rental Information** No rental cap! Minimum lease of 30 days. 3 of the 10 units are currently rented.

**Bike Storage** In the closet next to the parking space.

**Upcoming building projects** New roof, exterior paint and deck maintenance. Paid for from the reserves.

**Dues** \$672 per month, includes earthquake insurance, garbage/water/sewer, aggressive reserve funding, professional property management.

**Pet Policy** Dogs, cats, birds and fish are welcome.

**Doggie Run** Is located next to the parking garage

Detailed information extracted from the resale certificate about the building and restrictions provided to potential buyers upfront to qualify them

## IMPROVEMENTS—APPROX \$

High-end kitchen remodel

- All new appliances
- Solid surface counters
- Farmhouse sink
- Tile floors
- Designer tile backsplash

Interior paint throughout

Hardwood floors

Bathroom floor tile

New light fixtures

*\*Information provided as a courtesy only; buyer to verify to their own satisfaction.*

## Seattle condo building #501

## Go tour the amenities!

**GYM** Down the hall to the right as you leave the unit.

**INDOOR POOL** Go through the gym and up the stairs and you'll see the pool in front of you.

**CLUB ROOM** As you walk up the stairs from the gym, the club room is to the left side (west) of the pool.

**HOT TUB** Walk around the right side of the pool and out the door, the hot tub is just outside the semi-enclosed area on the deck.

**SAUNA** Just behind the hot tub.

**LOCKER ROOM** Head to the right (east) either at the beginning or the end of the hallway along the side of the pool.

**TWO ROOFTOP DECKS** The larger deck is directly past the pool on the north side of the 7th floor. The smaller deck is on the south side of the building on the 9th floor.

**BUSINESS CENTER** On the north side of the 4th floor, just south of the colorful chairs.

**PARKING SPACE #60 WITH BIKE RACK** Take the elevator to "P2," two stairs on the right (east) side of the elevator lobby. The parking spot is across from the door where you will enter the parking garage.

**CAR WASH AREA** Take the service elevator to "LR." The car wash area is through the door to your left as you exit the elevator.

**MEET GREG, THE 24 HR CONCIERGE** In the lobby on your way out. The concierge can provide a ton of services! Such as drycleaning, calling a cab, signing for packages, recommending restaurants.....

If the building has amenities, a tour sheet is provided so potential buyers know what is offered and how to find it

206.715.2073

hdojin@windermere.com

Windermere



# a critical piece intelligent pricing + strategy

*Determine the price and strategy that will achieve the highest return.*



## Market Analysis

We will provide an in-depth market analysis using the tools below; identifying the market value range of your property in today's market.

## Pricing Strategy

The pricing strategy depends on the market conditions at the time your property goes on the market. The day that photos are taken we'll provide the latest market data and our suggested price range and strategy. It is ultimately your choice; we'll talk through the pros and cons of different options with you.

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### How to price and position your property most effectively

- Knowledge of active inventory
- Study recently sold comparable properties
- In-depth analysis of comparable properties as compared to your property
- Correct positioning among the competition

### How price is NOT accurately determined

- Assessed tax value
- Appraisal
- Zestimate
- Redfin Estimate
- Any other AVM (Automated Valuation System)

# expert negotiation prior to on the market

## 1 RESEARCH PROPERTY

Title report, oil tank records, sewer capacity charges, resale certificate, building permits and any other pertinent property information researched & purchased from the city

## 2 PRE-LISTING INSPECTION + SEWER SCOPE

Pre-listing inspection and sewer scope scheduled. Upon completion I manage any inexpensive fixes that can be done and gather bids for future work. This provides incredible value to the property in potential buyers' eyes

## 3 SUGGESTED PREPARATION LIST

Every dollar you spend should give you \$3-5 more or I won't recommend it

## 4 PROJECT MANAGER

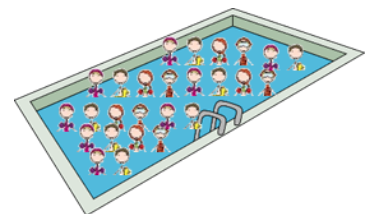
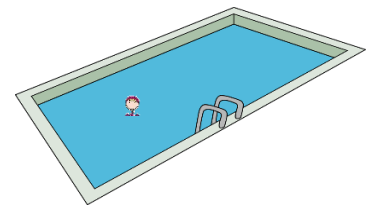
Utilize my time and contractor relationships to make you more money as I project manage the preparation list. Just hand over the keys!

## 5 PRICING STRATEGY

In-depth market analysis of comparable properties and market conditions to recommend best pricing strategies

## WHAT DOES THIS GAIN YOU AS THE SELLER?

- ✓ Increase your buyer pool
- ✓ Avoid a 2nd negotiation over the inspection "waiting for the inspection reply was like waiting for medical tests results"
- ✓ Increase accuracy in pricing strategy
- ✓ Fix inexpensive issues that could scare buyers away
- ✓ Get reasonable priced bids for work that needs to be done
- ✓ Make it as easy as possible for buyers to make an offer
- ✓ Address any hurdles in a buyer making an offer in advance
- ✓ Qualify buyers
- ✓ You direct the process, not the buyers
- ✓ More money and less worry



# expert negotiation on market and offer received

## 6 SHOWING FEEDBACK

I am notified every time an agent shows the property. I then send a personalized request for feedback and pass along the information to you

## 7 GOLD LIST

Any agents that express their buyers have interest are added to a spreadsheet with specific notes

## 8 HIGH QUALITY OFFERS

If an offer review date is set, 72 hours before offers are due an email is sent to all interested buyers' agents to communicate sellers' wants in an offer. The tone is based on the level of interest received while on the market.

## 9 DIALING FOR DOLLARS

Once an offer is received, I contact every agent on the "gold" list to let them know with the goal of obtaining more offers and creating a bidding war.

## 10 OFFER NEGOTIATION

Offer(s) are fully vetted, from the terms of the smallest contingencies to speaking with the buyer's lender. Once the offers are analyzed the negotiation process begins.

## WHAT TERMS ARE MOST IMPORTANT TO YOU?

### Offer Analysis



GOOD  
BAD  
NOT GREAT

	OFFER #1	OFFER #2	OFFER #3
ORIGINAL PURCHASE PRICE	\$1,440,000	\$1,438,000	\$1,440,000
NEGOTIATED PURCHASE PRICE	\$1,481,500	\$1,468,000	\$1,440,000

Agent	Kristina	Leah	Sandy
Price	\$ 1,440,000	\$ 1,440,000	\$ 1,440,000
Escalation increments	\$ 11,500	\$ 10,000	N/A
Escalation Max	\$ 1,497,500	\$ 1,470,000	N/A
Expiration	4/7 at 11:59pm	4/8 at 9pm	4/8 at 9pm
Earnest Money	\$ 65,000	\$ 43,000	\$ 40,000
Title/Escrow as requested?	Yes	Yes	Yes
Closing Date	5/10/19	5/6/19	5/15/19
Possession Date	n/a	5/20/19	n/a
Rent Amount		FREE	
Assessments assumed by buyer?	Assumed by Buyer	\$ 2,000.00	Assumed by Buyer
Par W waived?	Waived	Assumed by Buyer	Assumed by Buyer
Inspection (waived?)	Waived	Waived	Waived
Financing	Waived	Conventional	Conventional
% Down	1,250,000	20% down	10% down
Pre-approval letter / Lender	Small loan through Perkins Coie's lender	Julie Hirsch at Umpqua Bank	Wells Fargo
Appraisal waived?	Waived	No	No
If cash, proof of funds included?	N/A	N/A	N/A
Buyer closing costs paid by seller	\$0.00	\$0.00	\$0.00
Title (waived?)	Waived	Waived	2 day review
Form 17 (waived?)	Waived	Waived	3 day review
Form 42 Included?	Included	Included	Included
Legal Description included?	Included	Included	Included
Misc Notes	Top of 42 needs to be filled in		

# the dollars net proceeds

## SELLER NET PROCEEDS

This is an example of a property with a sales price of one million. The seller's cost is about 9% of the sale price. This includes escrow, title, the buyers' agent and your listing agent(s).

### Windermere RE/Capitol Hill, Inc

1112 19th Ave E, Seattle, WA 98112 • 206-324-8900

#### Estimated Seller's Net Proceeds

Prepared: April 4, 2017

This is an *estimate* of net proceeds. Net proceeds may vary based on additional fees and local taxes.

<b>Selling Price</b>	<b>\$1,000,000.00</b>
Closing Date: 5/4/2017	
<b>Real Estate Fees</b>	
Listing Office (3.0)	\$30,000.00
Selling Office (3.0)	\$30,000.00
<b>Settlement Costs</b>	
Escrow/Closing Fee (incl. tax)	\$1,281.15
Title Policy (incl. tax)	\$2,133.06
Prorated Property Tax	\$0.00
Excise Tax	\$17,800.00
<b>Mortgage Costs</b>	
1st Mortgage Balance	\$353,000.00
1st Mortgage Prorated Interest (0.0%)	\$0.00
1st Mortgage Prepayment Penalty	\$0.00
2nd Mortgage Balance	\$125,000.00
2nd Mortgage Prorated Interest	\$0.00
2nd Mortgage Prepayment Penalty	\$0.00
Additional Payoff	\$0.00
<b>Buyer's Cost Paid</b>	
Buyer's Loan Cost Paid by Seller	\$0.00
<b>Other Costs</b>	
Special Assessment	\$0.00
Document Preparation Fee	\$100.00
Recording Fee	\$62.00
	\$0.00
	\$0.00
	\$0.00

**Estimated Seller Costs \$559,376.21**

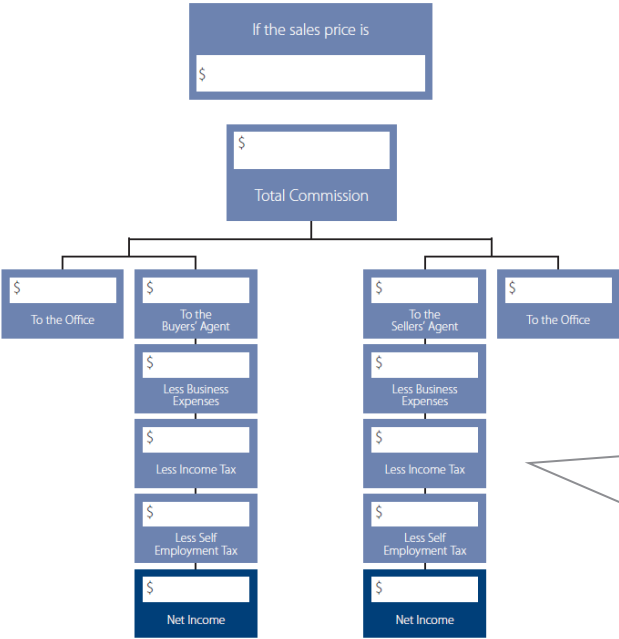
**ESTIMATED NET PROCEEDS \$440,623.79**

How I am

## Compensated



As an independent contractor, I'm paid by commission only after a sale is complete. Therefore, helping you sell or buy a home is my top priority. I retain only a portion of the total commission, minus my business expenses.



**COMPENSATION** While my broker license is with Windermere, I am self-employed. I pay Windermere annually to be associated with them as well as all business expenses and taxes.

# compare discount broker vs. Heather

Heather	Discount Broker
There for you from start to finish	Different agents through the process
Business is 90%+ from referrals	Future clients come from the company
Experience	Usually newer agents
On commission, not salary	Salary based
Available 24/7	Not motivated to be there 24/7
Expert and knowledgeable negotiation	Poor negotiation
Networking	Lack of networking
Does not charge for additional services	Hidden costs for additional services
Focus on what's important to the client in an offer; what their end goals are	Miss important client goals
Foresight to avoid issues and keep the deal together	Issues more likely to surface and the deal to fall apart

make more money | lower stress level | save time

Email from a seller who regretted using a discount brokerage and reached out to Heather in the thick of reviewing offers:

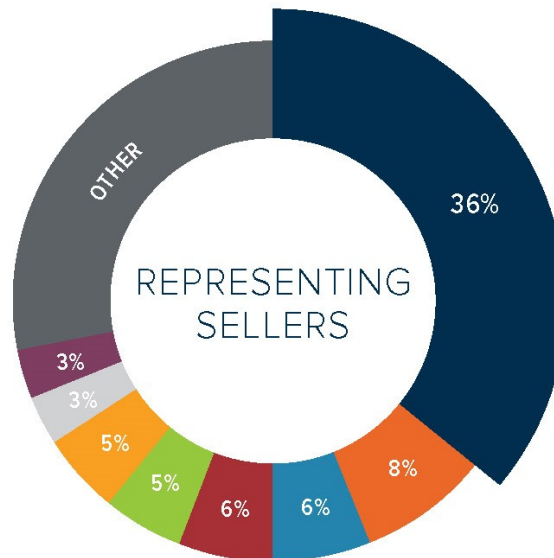
*"I want to thank you for coaching us last night. It was an extremely tough decision and **I would have loved for our agent to have been a better source of information.** I am not sure my nerves can do this again, **but lesson learned.**"*

## Windermere Market Share

Seattle | 2018

### KEY

- Windermere Real Estate
- Coldwell Banker
- Keller Williams
- RE/MAX
- John L. Scott
- Redfin Corporation
- Compass Washington
- Sotheby's International Realty
- All other competitors with less than 2% market share



### WINDERMERE CAPITOL HILL FOUNDATION

A portion of Heather's commission of every transaction is contributed to Windermere Capitol Hill's Foundation Fund. The office donates to local charities every year, such as Capitol Hill Housing, Sound Mental Health and local schools.

**LOCALLY GROWN** Founded in Seattle in 1972, Windermere Real Estate has grown to become the largest regional real estate company in the Western U.S. by focusing on three basic principles: hire the best people, give them the best tools and create thriving communities. The strength of Windermere's brand assures you of exceptional service, the highest level of integrity, and a strict code of ethics when buying or selling your home through Windermere.



Every year Windermere closes its offices for one day to help make a positive difference in our local communities.

# meet heather

## A PHILOSOPHY THAT PUTS THE CLIENT FIRST

As a full-service real estate agent with a focus on unsurpassed customer service, I strive to be a true client advocate. To me, that means acting as an advisor and educator whose sound guidance empowers confident decision-making. Because I am a seasoned professional, I have the skills to protect your interests both financially and contractually. To provide you up-to-the-minute information, I keep my fingers on the pulse of the market. And you can rely on my expertise with negotiations and contracts to minimize stress while ensuring that you achieve your goals. And as a dynamic professional whose clientele is 100% referral based, my focus is on building long-term client relationships, not on closing sales. That's why you can count on me to be there whenever I am needed!



## BACKGROUND

A true Seattleite, I grew up in Seattle, earned my business degree in finance and marketing at the University of Washington and spent the beginning of my career in finance. In January of 2006 I made the career change to follow my passion in real estate and joined Windermere. While I love enjoying my time in Seattle, my passion is traveling the world. I currently live in the Madrona neighborhood of Seattle with my husband Pete and our sweet elderly blind dog, Porter.

## commitment to community

Heather and her husband are strong believers in supporting charitable causes, especially in regards to animal welfare. Heather volunteers at the Seattle Animal Shelter and supports other animal welfare organizations both domestically and Internationally.



Our sweet dog, Porter

# meet my real estate team

## SUPPORT

Erin Porter - Marketing

Laura Thomas - Admin

Matt Coats - Transaction  
Coordination

## STAGERS

Seattle Swank Inc

Nob Hill Staging LLC

David Robertson Design

## PAINTERS

Jeff Stegelman

Gonzalo Colo

## GENERAL CONTRACTOR

Howard Freeman

## LANDSCAPERS

Andy Ruppel

Esteban Sanchez

## HOUSECLEANER

Imelda Munoz

## WINDOWS/GUTTERS/ ROOF CLEANING

Isaac Esperza

## LENDERS

Lisa Palmer

1st Security Bank

206.235.9796

Lisa.Palmer@fsbwa.com

Todd Calhoun

HomeStreet Bank

206.251.5303

Todd.Calhoun@homestreet.com

## INSPECTORS

Raj Hayden

Wade Holscher

## TITLE & ESCROW

CW Title/Lake Union Escrow

## SEWER SCOPE

Seattle Sewer Inspection

Hydro Physics, Inc.

## SEWER REPAIR

Metropolitan Sewer

Budget Sewer

## \*\*\*MORE RESOURCES\*\*\*

Plumbers, electricians, heating, glass replacement, fireplace maintenance,  
chimney cleaning, architects, designers.....just ask me!





# client testimonials

For the latest reviews: [zillow.com/profile/Heather-Dolin/#reviews](https://www.zillow.com/profile/Heather-Dolin/#reviews)

“ I couldn't have been happier with Heather. I was dealing with a corporate relocation, which added a layer of complexity in paperwork and processes, and Heather navigated it all with ease and really made the whole process as easy as possible. Heather and her team went beyond the traditional role of a realtor and assisted me with contractors, painters, etc., (not to mention stagers, photographers and more) and managed the logistics of it all. She very often replied to email inquiries within minutes.” -Bill & Baillie

“ I first met Heather during the initial walk through of my town home that I wanted to sell. She gave me quite a list of furniture that I needed to remove and cleaning and minor repairs when she left. It seemed a little daunting. However, I followed her advice completely and sold my town home in record time for much more than I had ever anticipated! The follow through that she provided was top notch. I knew where we were every step of the way. My husband and I have purchased and sold many homes, but we have never had such service and professionalism before. Heather was simply outstanding.” - Stacy & Shaun

“ We recently listed and sold our house with Heather Dolin. Heather provided in-depth staging/home project advice/help to get our house ready to list, several beautiful marketing pieces, multiple open houses, day-to-day feedback during the listing period, savvy negotiation during offer review and acceptance, and ongoing high-touch customer service during the closing process. Heather's bright, sunny personality shines through in everything she does, and her professionalism and attention to detail are top-notch. We highly recommend Heather Dolin and would be happy to give a personal referral!” - Jess & Mike

# client testimonials

For the latest reviews: [zillow.com/profile/Heather-Dolin/#reviews](https://www.zillow.com/profile/Heather-Dolin/#reviews)

“ Couldn't have asked for a better experience in both selling and buying a home with Heather and her team. Incredibly responsive and always going out of her way to make the process as easy for us as possible. Very proactive in suggesting renovations/updates to get the best value out of our home and don't think we could have achieved such a positive outcome without her expertise. An incredible real estate agent who is fun to work with.” - Alea

“ Heather did an amazing job on the sale of my Seattle townhome. I moved across the country and Heather was able to basically handle all the hard work - coordinating contractors, painters, stagers, etc. It made the whole process of moving and selling a home much easier knowing she had everything under control. She gave great advice and she was right on with all of it. The outcome was amazing. Lots of offers, an amazing amount above list price and a quick, smooth close.” - Drew

“ We loved working with Heather!! We've both bought and sold homes with her, and her knowledge of Seattle's market is second to none. She's an excellent and responsive communicator who goes the extra mile for her clients. Heather is direct and will be super clear in the "do this," or "that's not worth it" conversations you have around drafting an offer and getting your house prepped for sale. Her recommendations helped us stand out as the top offer in our purchase and yield top dollar for our sale. She was recommended to us by several friends who had excellent experiences with her, and we've already recommended her to other friends too. I wouldn't do another Seattle real estate transaction without her- she's the best!” - Angela & Alex

## client testimonials

“Heather could not have been a better asset, educator, advocate and resource in selling my home. Her attention to detail, super-human response time and proactive work made the process very straightforward and she proved multiple times why one uses a good realtor in the first place - to ensure that your goals as the client are met, that you're informed every step of the way, and that you can rely on her sound advice at every turn.” - Cate

“Heather Dolin helped us sell our home of 17 years and she exceeded our expectations in every area. Heather is a consummate professional with integrity, expertise, intelligence, and a sincere desire to serve in the best interests of her clients. She is highly organized and responsive, even responding to our lengthy questions usually within the same day. Her responses were always thoughtful, thorough, and clear, despite how busy she was. She made a point to address all of our questions and concerns precisely and with sufficient data and rationale. She quickly earned our trust and respect.

An area that was very important to us was understanding the selling process. Heather's explanation of the selling process from start to finish with examples and a calendar was extremely helpful. We knew exactly what to expect and when to expect it. We understood the items she was taking care of, what was our responsibility to address, and the costs associated. This was very helpful to know and understand clearly and up front. Regardless, of who was responsible, Heather tracked and followed up on every item and detail large and small. We were so impressed!

When helping us to prepare our home for sale, Heather was very practical and direct about the work needed to help our home appeal to a wide variety of buyers. She encouraged us to stage our home and provided data and rationale for this. When deciding which stager to work with, Heather provided her recommendations pros and cons about each option and partnered with us to select one. When our home was ready to sell, it was stunning and it quickly became clear why all of the decisions were made along the way in preparing the home for sale. We received 19 offers and sold the home for far above the asking price. We could not have asked for a better outcome.

In addition to being an extremely hard worker and top notch realtor, Heather made the experience fun and positive for us.” - Jim & Katia

