DOUG RAINS

“The Responsive Realtor”

*In a world where ‘responsiveness’ is literally a mouse click away, that term unfortunately happens to be at the center of the #1 customer complaint about the real estate industry. “My Realtor won’t call me back”. “I don’t have an update”. “I can’t get a straight answer.” Doug Rains has taken this to heart and has set out to single handedly turn that negative perception on its head!*

*Doug began his professional career in another ‘responsive’ industry—at a telephone company. In 1983, he started working for the phone company. He held management positions in the Sales, Customer Service and Executive Complaints Department. When he was managing the Executive Complaints Department he handled every complaint that came to the Senior Directors, President and CEO of the company. His entire day was spent making people happy, respecting their time, and answering their questions in a timely manner.*

*When he became a real estate agent, it was these talents and skills that earned him the title of ‘The Responsive Realtor’. His philosophy is very simple. He firmly believes that he must treat others the way he would want to be treated. And that means not only exceeding their expectations by being responsive to their questions and concerns as quickly as possible, but very often responding before they even have to ask. And with today’s technology, Doug believes there is absolutely no reason an agent should not be able to stay in contact with their clients on a regular basis with important information and updates.*

*His goal is to be THE MOST Responsive Realtor his clients have ever met. And you can already see his level of success by the common thread throughout the numerous testimonials his past clients have given.*

*When Doug isn’t responding to his clients, he loves to spend time with his family. He and his wife Janet married in 1989 and have one son, Nathaniel. They lived in the Midwest (Illinois) until 1998, when they moved to their current home in Lakeside. They enjoy golfing, biking and going to the movies or relaxing by the pool with a good BBQ.*

*Doug’s aspiration to remain responsive is a trait which truly sets him apart from the typical agent. He doesn’t measure his success by number of sales he makes or the awards he’s earned, but by EXCEEDING your expectations.*

*Thank you,*

*Doug*

**You have made the Right decision to choose**

**Doug Rains to handle one of your biggest investments**

**you may have in your portfolio-your home(s)**

* **Responsive about the Market—I provide the latest research and reports so you can make informed decisions based on today’s market.**
* **Responsive to your Needs—Since every client’s needs are unique and important, I listen carefully and respond quickly to get you to your goals.**
* **Responsive to your Outreach—I make it a point to return calls, emails and text messages within 2 hours. (If I do not immediately return your inquiry, it is because I am with another client.)**
* **Responsive with the Details—You hired me for my professionalism and expertise, and I believe the details make the difference.**
* **Responsively Proactive—My goal is to present you with information and options before you even ask.**

**In today’s world where communication is simple, I truly want to be different from other Realtors. I will provide you with a successful transaction AND, with the ease of timely communication. You will be kept informed from our very first meeting until the end.**

**I will then be there for you AFTER we close the transaction. I provide**

**items of value on a monthly basis, offer professional trades-people**

**if you need them (plumbers/electricians/painters/contractors/etc)**

**and so much more. I put all my efforts in helping you, your**

**family and your friends for all your real estate needs.**