

HOME BUYING AND REAL ESTATE PROFESSIONALS

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HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-1

METHOD OF HOME PURCHASE, 2001-2013

(Percentage Distribution)

New Hampshire

	2013
Through a real estate agent or broker	94%
Directly from builder or builder's agent	2
Directly from the previous owner	4

U.S.

	2001	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Through a real estate agent or broker	69%	75%	77%	77%	77%	79%	81%	77%	83%	89%	89%	88%
Directly from builder or builder's agent	15	14	12	12	13	12	10	8	6	7	6	7
Directly from the previous owner	15	9	9	9	9	7	6	5	5	4	5	5

*Less than 1 percent

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-2

METHOD OF HOME PURCHASE, BY REGION

(Percentage Distribution)

	New Hampshire	U.S.	BUYERS WHO PURCHASED A HOME IN THE			
			Northeast	Midwest	South	West
Through a real estate agent or broker	94%	88%	88%	89%	86%	90%
Directly from builder or builder's agent	2	7	5	4	9	5
Directly from the previous owner	4	5	7	6	4	4
Knew previous owner	3	2	4	2	2	2
Did not know previous owner	1	2	3	3	2	2

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-3

METHOD OF HOME PURCHASE, NEW AND PREVIOUSLY OWNED HOMES

(Percentage Distribution)

New Hampshire

	All Buyers	BUYERS OF	
		New Homes	Previously Owned Homes
Through a real estate agent or broker	94%	71%	95%
Directly from builder or builder's agent	2	24	NA
Directly from the previous owner	4	N/A	4
Knew previous owner	3	N/A	2
Did not know previous owner	1	N/A	2

*Less than 1 percent

U.S.

	All Buyers	BUYERS OF	
		New Homes	Previously Owned Homes
Through a real estate agent or broker	88%	58%	94%
Directly from builder or builder's agent	7	41	NA
Directly from the previous owner	5	NA	5
Knew previous owner	2	NA	3
Did not know previous owner	2	NA	3

NA- Not Applicable

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-4

METHOD OF HOME PURCHASE, BY ADULT COMPOSITION OF HOUSEHOLD

(Percentage Distribution)

New Hampshire

	All Buyers	ADULT COMPOSITION OF HOUSEHOLD				
		Married couple	Single female	Single male	Unmarried couple	Other
Through a real estate agent or broker	94%	95%	96%	78%	91%	100%
Directly from builder or builder's agent	2	2	*	*	4	*
Directly from the previous owner	4	3	4	22	4	*
Knew previous owner	3	3	*	11	2	*
Did not know previous owner	1	*	4	11	2	*

*Less than 1 percent

U.S.

	All Buyers	ADULT COMPOSITION OF HOUSEHOLD				
		Married couple	Single female	Single male	Unmarried couple	Other
Through a real estate agent or broker	88%	87%	89%	88%	91%	85%
Directly from builder or builder's agent	7	7	6	6	6	8
Directly from the previous owner	5	5	4	5	4	8
Knew previous owner	2	2	2	3	2	5
Did not know previous owner	2	3	2	3	1	3

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-5

AGENT REPRESENTATION DISCLOSURE, FIRST-TIME AND REPEAT BUYERS

(Percentage Distribution)

New Hampshire

Disclosure Statement Signed?	All Buyers	First-time Buyers	Repeat Buyers
Yes, at first meeting	47%	45%	49%
Yes, when contract was written	19	23	15
Yes, at some other time	20	19	20
No	7	8	7
Don't know	7	5	9

U.S.

Disclosure Statement Signed?	All Buyers	First-time Buyers	Repeat Buyers
Yes, at first meeting	30%	25%	34%
Yes, when contract was written	20	21	19
Yes, at some other time	12	13	11
No	20	23	19
Don't know	17	19	17

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-6

BUYER REPRESENTATIVE ARRANGEMENT WITH AGENT, FIRST-TIME AND REPEAT BUYERS

(Percentage Distribution)

New Hampshire

	All Buyers	First-time Buyers	Repeat Buyers
Yes, a written arrangement	65%	65%	65%
Yes, an oral arrangement	12	14	10
No	16	14	18
Don't know	7	8	7

U.S.

	All Buyers	First-time Buyers	Repeat Buyers
Yes, a written arrangement	42%	39%	44%
Yes, an oral arrangement	19	20	19
No	26	24	27
Don't know	13	17	11

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-7

HOW REAL ESTATE AGENT WAS COMPENSATED

(Percentage Distribution)

New Hampshire

	All Types of Representation	TYPE OF AGENT REPRESENTATION	
		Buyer Only	Seller or Seller and Buyer
Paid by seller	64%	64%	64%
Paid by buyer and seller	14	14	14
Paid by buyer only	14	14	14
Percent of sales price	10	10	10
Flat fee	1	1	2
Other	#N/A	#N/A	#N/A
Don't know	3	3	3
Other	2	1	1
Don't know	7	7	7

U.S.

	All Types of Representation	TYPE OF AGENT REPRESENTATION	
		Buyer Only	Seller or Seller and Buyer
Paid by seller	61%	64%	58%
Paid by buyer and seller	10	10	11
Paid by buyer only	16	17	15
Percent of sales price	12	13	11
Flat fee	2	2	1
Other	*	*	*
Don't know	2	2	3
Other	2	2	2
Don't know	10	7	14

*Less than 1 percent

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-8

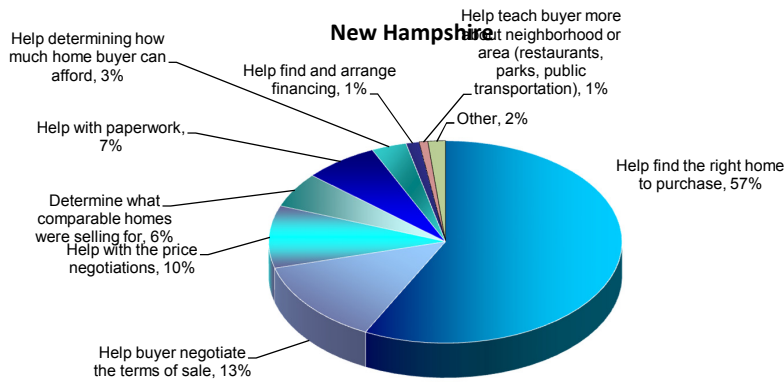
WHAT BUYERS WANT MOST FROM REAL ESTATE AGENTS

(Percentage Distribution)

	New Hampshire	U.S.
Help find the right home to purchase	57%	53%
Help buyer negotiate the terms of sale	13%	12%
Help with the price negotiations	10%	11%
Determine what comparable homes were selling for	6%	8%
Help with paperwork	7%	7%
Help determining how much home buyer can afford	3%	3%
Help find and arrange financing	1%	3%
Help teach buyer more about neighborhood or area (restaurants, parks, public transportation)	1%	1%
Other	2%	2%

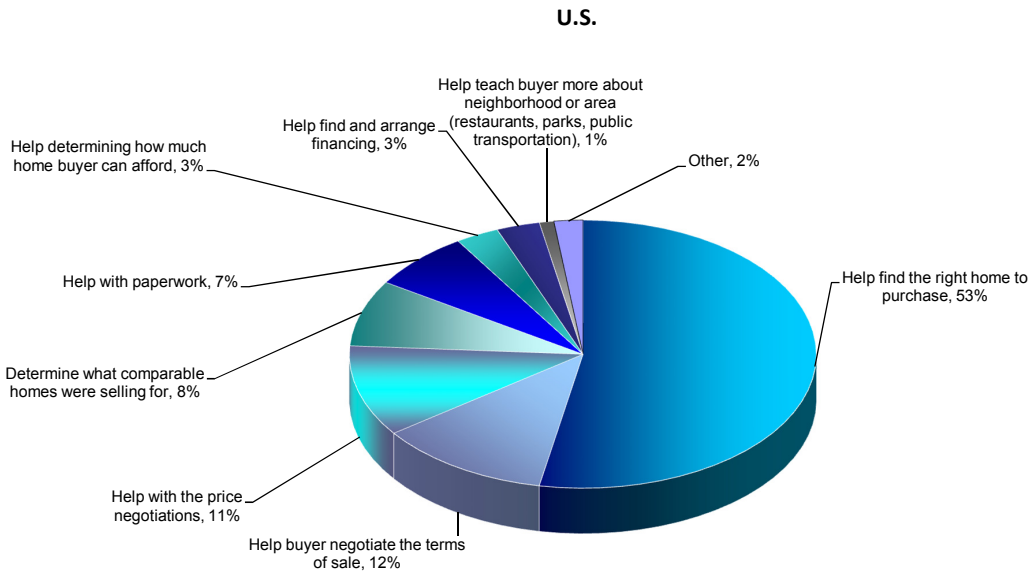
WHAT BUYERS WANT MOST FROM REAL ESTATE PROFESSIONALS

(Percentage Distribution)



WHAT BUYERS WANT MOST FROM REAL ESTATE PROFESSIONALS

(Percentage Distribution)



HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-9

WHAT BUYERS WANT MOST FROM REAL ESTATE AGENTS, FIRST-TIME AND REPEAT BUYERS, AND BUYERS OF NEW AND PREVIOUSLY OWNED HOMES

(Percentage Distribution)

New Hampshire

	All Buyers	First-time Buyers	Repeat Buyers	BUYERS OF	
				New Homes	Previously Owned Homes
Help find the right home to purchase	57%	53%	60%	58%	57%
Help with the price negotiations	10	10	10	8	10
Help buyer negotiate the terms of sale	13	14	13	8	14
Determine what comparable homes were selling for	6	4	7	8	6
Help with paperwork	7	10	5	*	7
Help determining how much home buyer can afford	3	5	2	8	3
Help find and arrange financing	1	2	1	*	1
Help teach buyer more about neighborhood or area (restaurants, parks, public transportation)	1	1	1	*	1
Other	2	2	1	8	1

*Less than 1 percent

U.S.

	All Buyers	First-time Buyers	Repeat Buyers	BUYERS OF	
				New Homes	Previously Owned Homes
Help find the right home to purchase	53%	52%	54%	53%	53%
Help buyer negotiate the terms of sale	12	13	12	13	12
Help with the price negotiations	11	12	11	9	12
Determine what comparable homes were selling for	8	7	9	7	8
Help with paperwork	7	7	6	9	6
Help determining how much home buyer can afford	3	5	2	4	3
Help find and arrange financing	3	3	2	2	3
Help teach buyer more about neighborhood or area (restaurants, parks, public transportation)	1	1	1	2	1
Other	2	2	2	2	2

*Less than 1 percent

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-10

WHAT BUYERS WANT MOST FROM REAL ESTATE AGENTS, BY ADULT COMPOSITION OF HOUSEHOLD

(Percentage Distribution)

New Hampshire

	ADULT COMPOSITION OF HOUSEHOLD					
	All Buyers	Married couple	Single female	Single male	Unmarried couple	Other
Help find the right home to purchase	57%	61%	39%	43%	59%	67%
Help with the price negotiations	10	8	23	14	7	*
Help buyer negotiate the terms of sale	13	14	15	7	12	*
Determine what comparable homes were selling for	6	6	*	7	7	*
Help with paperwork	7	6	15	7	7	*
Help determining how much home buyer can afford	3	2	4	7	5	33
Help find and arrange financing	1	1	*	14	*	*
Help teach buyer more about neighborhood or area (restaurants, parks, public transportation)	1	1	*	*	*	*
Other	2	1	4	*	2	*

U.S.

	ADULT COMPOSITION OF HOUSEHOLD					
	All Buyers	Married couple	Single female	Single male	Unmarried couple	Other
Help find the right home to purchase	53%	54%	51%	54%	51%	47%
Help buyer negotiate the terms of sale	12	13	12	10	12	9
Help with the price negotiations	11	11	14	13	10	11
Determine what comparable homes were selling for	8	8	6	7	11	8
Help with paperwork	7	6	8	6	8	12
Help determining how much home buyer can afford	3	2	5	5	3	3
Help find and arrange financing	3	3	2	2	2	1
Help teach buyer more about neighborhood or area (restaurants, parks, public transportation)	1	1	1	1	1	1
Other	2	2	3	1	2	9

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-11

BENEFITS PROVIDED BY REAL ESTATE AGENT DURING HOME PURCHASE PROCESS, FIRST-TIME AND REPEAT BUYERS

(Percent of Respondents)

New Hampshire

	All Buyers	First-time Buyers	Repeat Buyers
Helped buyer understand the process	66%	82%	55%
Pointed out unnoticed features/faults with property	60	65	56
Negotiated better sales contract terms	42	45	41
Improved buyer's knowledge of search areas	40	44	37
Provided a better list of service providers	48	54	43
Negotiated a better price	32	38	28
Shortened buyer's home search	21	22	20
Provided better list of mortgage lenders	20	21	19
Narrowed buyer's search area	13	14	13
Expanded buyer's search area	17	20	14
Other	1	1	1
None of the above	5	1	8

U.S.

	All Buyers	First-time Buyers	Repeat Buyers
Helped buyer understand the process	59%	78%	46%
Pointed out unnoticed features/faults with property	53	57	51
Negotiated better sales contract terms	44	49	42
Improved buyer's knowledge of search areas	44	44	44
Provided a better list of service providers	43	46	41
Negotiated a better price	34	36	33
Shortened buyer's home search	29	30	28
Expanded buyer's search area	21	23	20
Provided better list of mortgage lenders	21	24	18
Narrowed buyer's search area	15	16	14
None of the above	7	4	9
Other	1	2	1

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-12

HOW BUYER FOUND REAL ESTATE AGENT, FIRST-TIME AND REPEAT BUYERS

(Percentage Distribution)

New Hampshire

	All Buyers	First-time Buyers	Repeat Buyers
Referred by (or is) a friend, neighbor or relative	39%	49%	31%
Internet Web site	8	12	6
Used agent previously to buy or sell a home	11	2	17
Saw contact information on For Sale/Open House sign	4	1	6
Visited an open house and met agent	1	1	1
Referred by another real estate agent or broker	6	6	7
Personal contact by agent (telephone, email, etc.)	6	3	8
Referred through employer or relocation company	3	3	4
Walked into or called office and agent was on duty	8	6	9
Search engine	0	1	*
Newspaper, Yellow Pages or home book ad	*	*	*
Direct mail (newsletter, flyer, postcard, etc.)	0	*	1
Advertising specialty (calendar, magnet, etc.)	*	*	*
Mobile or tablet application	1	2	1
Other	12	15	9

U.S.

	All Buyers	First-time Buyers	Repeat Buyers
Referred by (or is) a friend, neighbor or relative	42%	52%	36%
Used agent previously to buy or sell a home	12	2	18
Internet Web site	9	10	9
Visited an open house and met agent	6	6	7
Saw contact information on For Sale/Open House sign	6	5	6
Referred by another real estate agent or broker	4	4	4
Referred through employer or relocation company	4	2	5
Personal contact by agent (telephone, email, etc.)	3	3	3
Walked into or called office and agent was on duty	3	3	2
Search engine	1	2	1
Newspaper, Yellow Pages or home book ad	1	1	1
Mobile or tablet application	*	1	*
Direct mail (newsletter, flyer, postcard, etc.)	*	*	*
Advertising specialty (calendar, magnet, etc.)	*	*	*
Other	10	11	9

*Less than 1 percent

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-13

HOW BUYER FOUND REAL ESTATE AGENT, BY ADULT COMPOSITION OF HOUSEHOLD

(Percentage Distribution)

New Hampshire

	ADULT COMPOSITION OF HOUSEHOLD					
	All Buyers	Married couple	Single female	Single male	Unmarried couple	Other
Referred by (or is) a friend, neighbor or relative	39%	39%	42%	23%	44%	33%
Internet Web site	8	8	12	*	12	*
Used agent previously to buy or sell a home	11	11	12	15	7	33
Saw contact information on For Sale/Open House sign	4	4	4	15	2	*
Visited an open house and met agent	1	1	*	*	2	*
Referred by another real estate agent or broker	6	8	*	*	7	*
Personal contact by agent (telephone, email, etc.)	6	7	4	*	5	*
Referred through employer or relocation company	3	4	*	*	*	*
Walked into or called office and agent was on duty	8	5	12	31	10	*
Search engine	0	*	*	*	*	*
Newspaper, Yellow Pages or home book ad	*	*	*	*	*	*
Direct mail (newsletter, flyer, postcard, etc.)	0	*	*	*	*	33
Advertising specialty (calendar, magnet, etc.)	*	*	*	*	*	*
Mobile or tablet application	1	1	*	8	*	*
Other	12	12	15	8	10	*

U.S.

	ADULT COMPOSITION OF HOUSEHOLD					
	All Buyers	Married couple	Single female	Single male	Unmarried couple	Other
Referred by (or is) a friend, neighbor or relative	42%	40%	47%	41%	47%	37%
Used agent previously to buy or sell a home	12	13	9	11	8	6
Internet Web site	9	9	8	12	10	9
Visited an open house and met agent	6	7	4	5	6	9
Saw contact information on For Sale/Open House sign	6	5	7	5	5	12
Referred by another real estate agent or broker	4	4	4	4	4	7
Referred through employer or relocation company	4	5	1	2	1	*
Personal contact by agent (telephone, email, etc.)	3	3	3	6	4	1
Walked into or called office and agent was on duty	3	2	3	4	3	3
Search engine	1	1	1	1	1	*
Newspaper, Yellow Pages or home book ad	1	*	1	1	*	*
Mobile or tablet application	*	*	*	1	*	*
Direct mail (newsletter, flyer, postcard, etc.)	*	*	*	*	1	*
Advertising specialty (calendar, magnet, etc.)	*	*	*	*	*	*
Other	10	10	11	8	9	16

*Less than 1 percent

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-14

NUMBER OF REAL ESTATE AGENTS INTERVIEWED BY FIRST-TIME AND REPEAT BUYERS

(Percentage Distribution)

New Hampshire

	All Buyers	First-time Buyers	Repeat Buyers
One	72%	73%	70%
Two	15	15	16
Three	7	5	8
Four or more	6	6	6

U.S.

	All Buyers	First-time Buyers	Repeat Buyers
One	66%	61%	68%
Two	20	23	18
Three	10	11	9
Four or more	5	5	4

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-15

BUYER USE OF ONLINE AGENT RECOMMENDATIONS, BY MILES MOVED

(Percent Of Respondents)

New Hampshire

	All Buyers	10 miles or less	11 to 20 miles	21 to 50 miles	51 to 100 miles	101 to 500 miles	501 miles or more
Used online recommendations and it influenced choice of agent	6%	3%	9%	7%	*	8%	5%
Used online recommendations and it did not affect my agent choice	7	7	9	7	*	*	9
Did not use online recommendations but would consider doing so next time	65	72	55	70	55	69	64
Did not use online recommendations and would not consider using	23	19	27	17	46	23	23

U.S.

	All Buyers	10 miles or less	11 to 20 miles	21 to 50 miles	51 to 100 miles	101 to 500 miles	501 miles or more
Used online recommendations and it influenced choice of agent	6%	5%	5%	7%	7%	8%	6%
Used online recommendations and it did not affect my agent choice	6	6	6	7	6	5	7
Did not use online recommendations but would consider doing so next time	60	61	58	55	60	66	65
Did not use online recommendations and would not consider using	29	29	32	31	28	22	22

HOME BUYING AND REAL ESTATE PROFESSIONALS

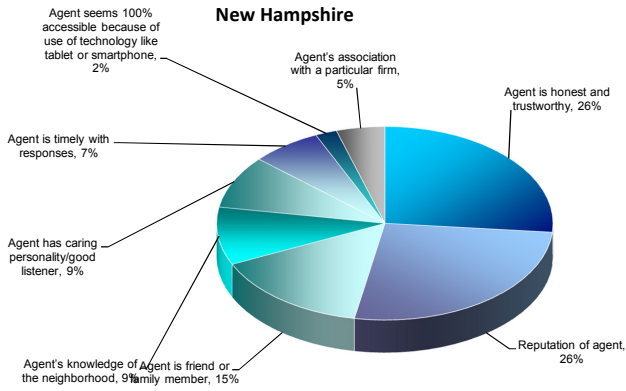
Exhibit 4-16

MOST IMPORTANT FACTORS WHEN CHOOSING AN AGENT

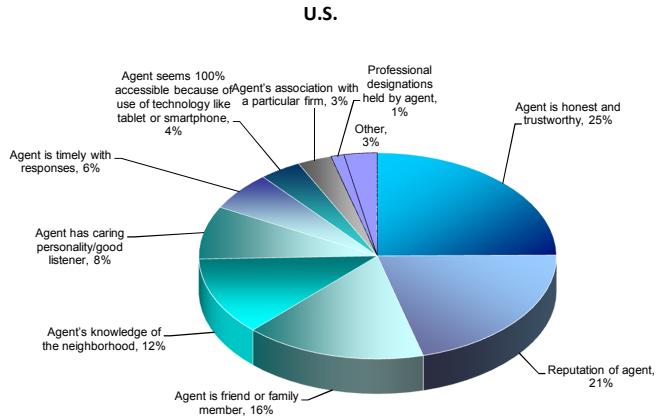
(Percentage Distribution)

	New Hampshire	U.S.
Agent is honest and trustworthy	26%	25%
Reputation of agent	26%	21%
Agent is friend or family member	15%	16%
Agent's knowledge of the neighborhood	9%	12%
Agent has caring personality/good listener	9%	8%
Agent is timely with responses	7%	6%
Agent seems 100% accessible because of use of technology like tablet or smartphone	2%	4%
Agent's association with a particular firm	5%	3%
Professional designations held by agent	1%	1%
Other	2%	3%

MOST IMPORTANT FACTORS IN CHOOSING AN AGENT
(Percentage Distribution)



MOST IMPORTANT FACTORS IN CHOOSING AN AGENT
(Percentage Distribution)



HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-17

IMPORTANCE OF REAL ESTATE AGENT SKILLS AND QUALITIES

(Percentage Distribution)

New Hampshire

	Very Important	Somewhat Important	Not Important
Honesty and integrity	97%	3%	*
Knowledge of purchase process	93	7	0
Responsiveness	94	6	*
Knowledge of real estate market	91	9	*
Communication skills	85	14	1
Negotiation skills	83	16	1
People skills	78	21	1
Knowledge of local area	74	24	2
Skills with technology	35	55	10

U.S.

	Very Important	Somewhat Important	Not Important
Honesty and integrity	98%	2%	*
Knowledge of purchase process	94	6	1
Responsiveness	93	7	*
Knowledge of real estate market	93	7	1
Negotiation skills	87	11	2
Communication skills	86	14	1
People skills	79	20	1
Knowledge of local area	79	19	2
Skills with technology	46	47	8

*Less than 1 percent

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-18

AGENT SKILLS AND QUALITIES CONSIDERED 'VERY IMPORTANT' BY FIRST-TIME AND REPEAT BUYERS, AND BUYERS OF NEW AND PREVIOUSLY OWNED HOMES

(Percent of Respondents)

New Hampshire

	All Buyers	First-time Buyers	Repeat Buyers	BUYERS OF	
				New Homes	Previously Owned Homes
Honesty and integrity	97%	96%	98%	92%	97%
Knowledge of purchase process	93	97	91	100	93
Responsiveness	94	94	94	92	94
Knowledge of real estate market	91	90	91	83	91
Communication skills	85	89	82	83	86
Negotiation skills	83	84	82	83	83
People skills	78	77	79	83	78
Knowledge of local area	74	72	76	67	75
Skills with technology	35	38	33	25	35

U.S.

	All Buyers	First-time Buyers	Repeat Buyers	BUYERS OF	
				New Homes	Previously Owned Homes
Honesty and integrity	98%	97%	98%	98%	98%
Knowledge of purchase process	94	96	93	94	94
Responsiveness	93	92	94	96	93
Knowledge of real estate market	93	92	93	90	93
Negotiation skills	87	85	84	86	84
Communication skills	86	87	85	87	85
People skills	79	78	80	83	79
Knowledge of local area	79	76	82	86	79
Skills with technology	46	44	47	50	45

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-19

AGENT SKILLS AND QUALITIES CONSIDERED 'VERY IMPORTANT' BY ADULT COMPOSITION OF HOUSEHOLD

(Percentage Distribution)

New Hampshire

	All Buyers	ADULT COMPOSITION OF HOUSEHOLD				
		Married couple	Single female	Single male	Unmarried couple	Other
Honesty and integrity	97%	99%	92%	79%	100%	100%
Knowledge of purchase process	93	94	89	93	93	100
Responsiveness	94	94	92	86	100	100
Knowledge of real estate market	91	91	89	93	88	100
Communication skills	85	84	92	64	90	100
Negotiation skills	83	84	77	71	87	100
People skills	78	77	85	71	78	100
Knowledge of local area	74	75	77	64	73	67
Skills with technology	35	33	42	23	40	33

U.S.

	All Buyers	ADULT COMPOSITION OF HOUSEHOLD				
		Married couple	Single female	Single male	Unmarried couple	Other
Honesty and integrity	98%	98%	99%	97%	97%	95%
Knowledge of purchase process	94	93	96	95	95	90
Responsiveness	93	93	96	88	95	92
Knowledge of real estate market	93	93	95	91	91	87
Negotiation skills	87	84	90	79	87	78
Communication skills	86	86	90	78	88	81
People skills	79	79	84	72	80	74
Knowledge of local area	79	80	83	75	74	71
Skills with technology	46	45	49	38	48	51

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-20

IMPORTANCE OF AGENT COMMUNICATIONS

(Percent of Respondents)

New Hampshire

	All Buyers	First-time Buyers	Repeat Buyers
Calls personally to inform of activities	74%	74%	74%
Sends postings as soon as a property is listed/the price changes/under contract	77	77	77
Sends emails about specific needs	68	67	67
Can send market reports on recent listings and sales	53	54	53
Sends property info and communicates via text message	45	50	42
Has a web page	36	38	35
Has a mobile site to show properties	26	26	26
Sends an email newsletter	13	14	12
Advertises in newspapers	7	4	9
Is active on Facebook	4	5	4
Has a blog	0	*	1

U.S.

	All Buyers	First-time Buyers	Repeat Buyers
Calls personally to inform of activities	78%	77%	79%
Sends postings as soon as a property is listed/the price changes/under contract	72	72	72
Sends emails about specific needs	61	64	58
Can send market reports on recent listings and sales	54	49	58
Sends property info and communicates via text message	49	53	46
Has a web page	33	32	33
Has a mobile site to show properties	23	24	23
Sends an email newsletter	11	11	11
Advertises in newspapers	6	3	8
Is active on Facebook	3	4	3
Has a blog	1	1	1

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-21

SATISFACTION WITH REAL ESTATE AGENT SKILLS AND QUALITIES

(Percentage Distribution)

New Hampshire

	Very Satisfied	Somewhat Satisfied	Not Satisfied
Knowledge of purchase process	89%	9%	2%
Honesty and integrity	87	10	3
Knowledge of real estate market	86	13	1
People skills	82	15	3
Responsiveness	83	14	3
Knowledge of local area	79	19	2
Communication skills	78	19	3
Skills with technology	74	24	2
Negotiation skills	71	23	6

U.S.

	Very Satisfied	Somewhat Satisfied	Not Satisfied
Honesty and integrity	87%	9%	3%
Knowledge of purchase process	87	11	2
Knowledge of real estate market	86	13	2
People skills	84	13	3
Responsiveness	83	13	4
Communication skills	82	14	4
Knowledge of local area	82	15	2
Skills with technology	77	20	3
Negotiation skills	73	21	6

HOME BUYING AND REAL ESTATE PROFESSIONALS

Exhibit 4-22

WOULD BUYER USE REAL ESTATE AGENT AGAIN OR RECOMMEND TO OTHERS

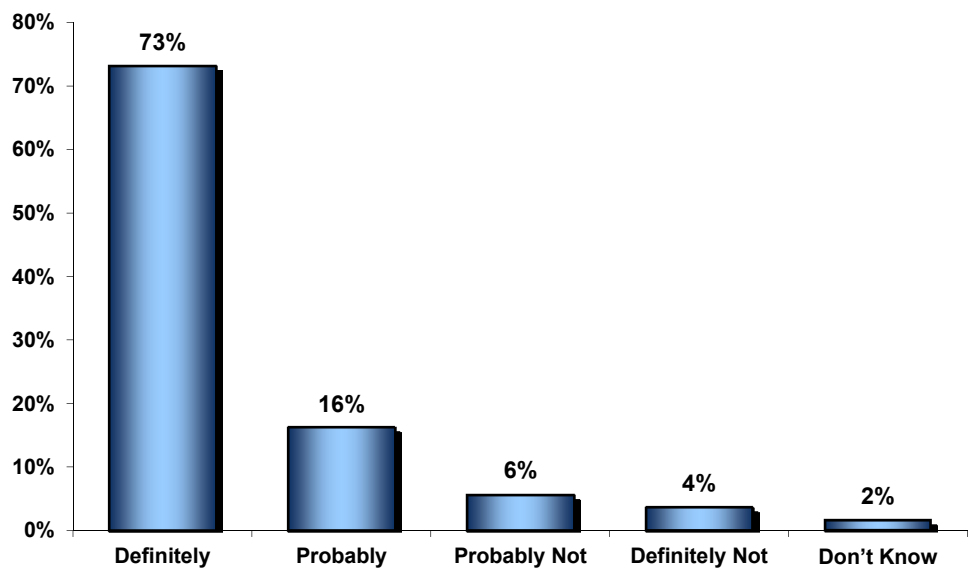
(Percentage distribution)

New Hampshire

Definitely	73%
Probably	16%
Probably Not	6%
Definitely Not	4%
Don't Know	2%

WOULD BUYER USE ESTATE AGENT AGAIN OR RECOMMEND TO OTHERS

(Percentage Distribution)



U.S.

All
Buyers

Definitely	73
Probably	15
Probably Not	6
Definitely Not	4
Don't Know	2