

WHAT IS A CRTS?



- A CRTS has standardized practices and defined services that meet industry criteria
- A CRTS is accountable to the client, the public, their fellow CRTS and the parent organization. The client has a review and complaint process available to them.
- A CRTS provides a complete spectrum of service. Not just moving, just selling or just liquidating.
- A CRTS understands the market and their competition.
- A CRTS is guided by experience and motivated by personal and professional goals.
- A CRTS knows where their job ends and another's begins and understands health, emotional and social issues surrounding their clients.
- A CRTS knows housing and the impact various types of housing has on client lifestyle.
- A CRTS #1 responsibility is to reduce relocation stress and provide a sense of control to the client.
- A CRTS understands their limitations, responsibilities and resources in areas that are unique to their client.
- A CRTS is aware of their helpful, but neutral role within the family dynamic.
- A CRTS avoids stereotype when working with clients. Each experience is unique in its requirement.
- A CRTS understands their audience and knows how to empower, encourage and motivate them.
- A CRTS follows a standardized client approach, but tailors it to their individual comfort level, professional practices and business model.
- A CRTS is organized, efficient and accountable through their documentation.
- A CRTS helps clients understand the benefits of living rightsized and helps the client focus on "the road ahead."
- A CRTS proceeds with a standardized plan then tailors it to each client's requirements.
- A CRTS is an asset manager and is accountable to the client and their family, caregiver and other professionals.
- A CRTS can assist with home transition for clients who choose to age in place.
- A CRTS will optimize the value of clients' possessions, whether sentimental or financial.
- A CRTS works with vetted, qualified resources for all third party transactions and supports full disclosure practices.
- A CRTS will best support the client by creating a new home within the new residence. A CRTS focus is on what makes the client feel at home.
- A CRTS understands community living procedure and strives to create a better move for the family, client and community administrators, by offering support *before*, *during* and *after* a move.
- A CRTS understands the value of services and formulates a pricing model that is fair to the public and supports a healthy business.
- A CRTS learns to provide fair estimates based on knowledge and experience.
- A CRTS understands that business liability and worker's compensation insurance are required to protect their client, their business and their employees.
- A CRTS knows that they are represented by their employees and employees must adhere to their policies.
- A CRTS operates under a legal service agreement designed to protect both the client and the health of the business.
- A CRTS understands home and environmental factors that could impact the health of their person, business or client.
- A CRTS understands their business-to-business resources and how to market both to them and with them.
- A CRTS represents industry standards and benefits of service in all consumer and sales presentations.
- A CRTS is always prepared to handle situations that may occur during the home transition process.

