

# The emotional edge of real estate



*BRIANA TOMKINSON, SPECIAL TO THE MONTREAL GAZETTE*

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There's so much more to a realtor's job than selling homes. *SUPPLIED*

Many of us imagine a realtor's day is spent negotiating deals, touring clients through homes, and hosting open houses.

But according to Béatrice Baudinet, a top-selling realtor with Royal LePage, real estate isn't just about buying and selling property. It can also be a delicate process that requires the combined skills of a psychologist, a jack-of-all-trades, and a friend.

“You have to be able to read people, to be sensitive and very patient,” Baudinet said. “I've seen some brokers take advantage of people in vulnerable states, and that just breaks my heart. It's certainly not the way we operate.”

Over the years, Baudinet has seen it all, and she shared some of the more emotionally-charged scenarios with us.

## **First-time buyers**

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First-time buyers often need extra care and attention, because they don't always know how much they don't know. With MLS listings now online and more do-it-yourself services promising easy new ways to avoid paying commissions, Baudinet is seeing more first-time buyers coming to her after being burned by DIY.

“Buying your first property is no small feat; you don't want to make a mistake,” said Baudinet. “You want to make sure you're not overpaying, and that what they're selling you is what you believe it is.”

Realtors operate under rules and regulations designed to protect both buyers and sellers, and they have access to information about properties that DIY services can't match, such as how many times a property has been listed on the market, and whether the seller's declaration matches what previous owners have said about the property.

## **Estate sales**

Estate sales can be tricky, as grieving relatives often bicker over items that belonged to loved ones, or argue over the will.

In one case, though no heirs were involved, a lawyer asked Baudinet to liquidate the estate of an elderly doll collector with no family members, to

prepare the home for sale. When she came to see the NDG duplex, she discovered it was packed full of stuff.

“There were around 1,500 dolls in the living room,” said Baudinet. “I couldn’t sell it like that, but there was no way I was just going to call a junk removal company to empty the house. I felt obliged to find places for the things. There were clothes that were still in their original wrapping that she had never worn, beautiful coats, all kinds of things.”

Although it took a lot of time to go through the dolls, clothes, furniture and other items before listing the house for sale, Baudinet said it made her feel much better to know that the useful items among the woman’s possessions wouldn’t just be thrown away.

## **Breakups**

On any given day, Baudinet and her team could be mediating between sellers going through a nasty divorce.

“I once worked with a wife and husband who had restraining orders against each other,” she said. “They weren’t allowed to speak or be within a certain distance of each other. They had to go through me to relay messages to one another.”

After the house sold, Baudinet said the wife threw her ex’s personal things out on the front lawn, but she also wouldn’t allow him to come collect them. It was up to Baudinet and her team to get the house ready for the new buyers.

“I had to put on my rubber gloves and pick up the stuff littered all over the lawn,” she said. “New doctors from out of town were buying the home. They were so excited about it, but you cannot deliver a house like that.”

## **Starting a new life**

Although circumstances around a sale may be stressful, once the dust settles, it opens a door to the next chapter in a person’s life. Baudinet recalled the example of a client who was recently widowed and needed to downsize, but found it hard to leave the home where she had spent so many happy years.

“It was very emotional, very raw, but we eventually found her the most beautiful condo that felt very much like a home, close to her area,” said Baudinet. “Finally, she could imagine herself starting over.”

But the roller-coaster of emotion didn’t end there. Baudinet ended up selling the home in the very first visit to a young family who fell in love with the house, triggering a new flood of feelings.

“Everybody was in tears because that was exactly what my client wanted,” she said. “She had a young family when she moved in and she hoped another family would follow her.”

For more information, visit [baudinet.ca](http://www.baudinet.ca/) (<http://www.baudinet.ca/>).

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