FREE RESOURCE

TC Lead Intake Checklist

A comprehensive guide to qualifying leads faster and starting every transaction file clean

For Transaction Coordinators & Real Estate Professionals

multimedium.dev

Print-friendly • Copy/paste ready • CRM compatible

How to use this checklist: Use this checklist during your initial lead intake call or when reviewing a new transaction. Check off each item as you collect the information. This ensures nothing falls through the cracks and sets the foundation for a smooth closing.

Lead Information

Basic Contact Details

- [ ] Full name (primary contact)
- [ ] Best email address
- [ ] Primary phone number
- [ ] Backup contact number
- [ ] Business name (if applicable)
- [ ] Website / social media links
- [ ] Time zone / preferred contact hours
- [ ] How they found you (referral source)

Transaction Details

- [ ] Property full address
  Street, city, state, ZIP
- [ ] MLS number (if listed)
- [ ] County / jurisdiction
- [ ] Transaction side
  Buyer / Seller / Dual
- [ ] Contract/ratification date
- [ ] Target closing date
- [ ] Purchase price / List price
- [ ] Property type
  SFR / Condo / Land / Commercial

Earnest Money & Financing

- [ ] Earnest money amount
- [ ] Earnest money due date
- [ ] Escrow holder name & contact
- [ ] Financing type
  Cash / Conventional / FHA / VA / USDA / Other
- [ ] Lender name & contact info
- [ ] Loan officer name & email
- [ ] Down payment amount
- [ ] Loan amount (if applicable)

Transaction Parties

Buyer's Side

- [ ] Buyer(s) full name(s)
- [ ] Buyer email address(es)
- [ ] Buyer phone number(s)
- [ ] Current mailing address
- [ ] Buyer's agent name
- [ ] Buyer's agent email & phone
- [ ] Buyer's agent brokerage
- [ ] Buyer's agent license #

Seller's Side

- [ ] Seller(s) full name(s)
- [ ] Seller email address(es)
- [ ] Seller phone number(s)
- [ ] Forwarding address (if different)
- [ ] Listing agent name
- [ ] Listing agent email & phone
- [ ] Listing agent brokerage
- [ ] Listing agent license #

Service Providers

- [ ] Title company / closing attorney
  Name, contact, escrow #
- [ ] Title officer / attorney name
- [ ] Home warranty company
  If applicable
- [ ] Home inspector (if scheduled)
- [ ] Appraiser (if assigned)
- [ ] HOA / Property management
  If applicable
- [ ] Termite / Pest inspection company
- [ ] Survey company (if needed)

Required Documents

Core Contract Documents

- [ ] Fully executed purchase agreement
- [ ] All counter offers & addenda
- [ ] Seller disclosures (all required)
- [ ] Lead-based paint disclosure
  If property built before 1978
- [ ] Agency disclosure forms
- [ ] Buyer-broker agreement
- [ ] MLS listing sheet / property details
- [ ] Proof of funds / Pre-approval letter

Property-Specific Documents

- [ ] HOA / Condo documents
  CC&Rs, bylaws, financials
- [ ] HOA contact & dues information
- [ ] Previous survey (if available)
- [ ] Well / septic documentation
  If applicable
- [ ] Utility information & transfer details
- [ ] Warranty information (existing)
- [ ] Repair receipts / invoices
- [ ] Permits / renovation documentation

Critical Dates & Deadlines

Contingency Timeline

- [ ] Inspection deadline
  Date & who schedules
- [ ] Inspection objection deadline
- [ ] Inspection resolution deadline
- [ ] Appraisal deadline
  Date & ordered by
- [ ] Financing contingency date
- [ ] Loan application deadline
- [ ] Title review deadline
- [ ] HOA doc review deadline
  If applicable

Closing Timeline

- [ ] Final walkthrough date/time
- [ ] Closing date & time
- [ ] Closing location / method
- [ ] Possession date / time
- [ ] Utility transfer date
- [ ] CDA / Commission disbursement deadline

Communication & Workflow

Expectations & Scope

- [ ] Preferred communication method & frequency
  Email daily? Weekly summary calls? Text for urgent items?
- [ ] Clear definition of TC responsibilities
  What you handle vs. what the agent handles
- [ ] Who schedules inspections, appraisals, and walkthroughs?
- [ ] Who handles client communication?
  TC as primary point of contact or backup?
- [ ] Transaction management system
  Dotloop, SkySlope, Paperless Pipeline, etc.
- [ ] Portal access credentials shared?

Special Instructions

- [ ] Any unusual contract terms or addenda?
- [ ] Repairs / credits agreed upon?
- [ ] Personal property included/excluded?
- [ ] Special closing instructions?
- [ ] 1031 exchange involved?
  If yes, note qualified intermediary contact
- [ ] Power of attorney or other legal arrangements?

Red Flags & Fit Assessment

Qualifying Questions

- [ ] Is the agent clear on your scope and responsibilities?
  Misaligned expectations = problems later
- [ ] Is the timeline realistic?
  Rushed closings require extra communication
- [ ] Are all required documents available?
  Missing disclosures or contracts = red flag
- [ ] Any previous transaction issues with this agent?
- [ ] Does the agent respond promptly to inquiries?
- [ ] Are there any unusual terms requiring extra handling?
  Seller financing, leasebacks, etc.

> **Pro Tip:** If multiple red flags appear during intake, consider having a frank conversation with the agent about expectations before proceeding. It's better to address issues upfront than discover them mid-transaction.

Post-Intake Action Items

- [ ] Create transaction file/folder
- [ ] Set up transaction in TMS
- [ ] Input all critical dates to calendar
- [ ] Send welcome email to all parties
- [ ] Request any missing documents
- [ ] Confirm earnest money deposit
- [ ] Schedule first check-in call
- [ ] Set up automated reminders

Best Practices for a Smooth Transaction

- **Document everything** — Keep written records of all communications and decisions
- **Over-communicate early** — Set expectations clearly in your welcome email
- **Build buffer time** — Schedule reminders 24-48 hours before actual deadlines
- **Use templates** — Create email templates for common milestones to save time
- **Review weekly** — Audit your pipeline every Friday for upcoming deadlines
- **Stay proactive** — Don't wait for problems; anticipate and address them early