

Policy: Written Documentation Required

Lenson Realty Elite & New Floresta Realty

In Real Estate, If It's Not in Writing - It Didn't Happen.

It doesn't matter where the conversation took place.

It doesn't matter who witnessed it.

Whether it was over the phone, in person, or even through a string-and-cup from childhood -

If it's not documented in writing, it never happened.

No exceptions. No excuses.

Why This Matters

Verbal agreements are not enforceable and can easily be misunderstood or misremembered.

Relying on spoken words creates unnecessary risk and confusion.

Best Practice

If something is agreed upon verbally, follow it up immediately with:

- An addendum to the contract
- A confirming text message
- An email summary of the discussion

Written documentation protects all parties, provides a clear record, and prevents miscommunication

down the line.

Remember:

If it's not in writing - it never happened.