

Email Marketing Kit for Real Estate Professionals

Campaigner: Real Estate's email marketing service of choice.





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Benefits of Email Marketing for Real Estate Professionals

In today's world of real estate there are four top challenges faced by everyone in the profession:

- 1. Real estate agents are largely left to their own devises when it comes to acquiring new customers and nurturing past relationships for future business prospects. And because business is primarily generated from customer referrals and positive brand recognition, creating a positive customer/agent relationship is imperative.
- 2. With online listing sites like MLS, the first thing many people do when they are thinking about buying or selling their house (or even renting) is go online and look around. It's very important you capitalize on this web traffic and keep up communication.
- **3.** First time home buyers, young professionals looking for the perfect condo, empty nesters who want to down size, families looking for a vacation home, an agent doesn't just sell to one group. You sell yourself and your services to unique buyers/sellers and that requires unique messaging.
- **4.** The real estate business involves a high degree of personal relationships. To keep them thriving you need to invest something you don't have a lot of time. The nature of the job requires you to be constantly developing and nurturing these connections even though it's impossible to be everywhere at once.

Added to these is the fact that many real estate professionals are not based in an office, but are always on the go.

Email marketing can help meet all of these challenges. Here are some of the benefits:

Collecting contacts or leads is the first step toward growing your real estate business; contacts become new customers who then become repeat customers as well as referrals for more new customers. The easiest way to collect contacts is by adding a sign up form to your website. Visitors to your website can opt-in to receive emails from you with relevant information that speaks directly to their needs. And you know they're good contacts not only because they sought out your website, but because they filled in a form asking you for information.

Sign up forms let you decide what information you ask for, so when you're creating your email campaigns you can tailor the content specifically to your contact. For example, if you ask someone their geographic location, or the location of where they are looking to purchase, you can send open house invitations and listing announcements to them based on the city or area they selected.

Asking people when they sign up if they are buyers or sellers will also help you make sure the content of your emails is personalized and relevant to them.



Relevance in your messages is very important. Contacts will be more likely to open and act on your emails if the content speaks directly to their needs. It also helps you build relationships because it makes your emails more personal and promotes the feeling of a conversation. You listened to their wants and needs and are providing feedback based on that information.

Email marketing makes creating messages that seem personal easy, even if you're on the go all the time. It lets you create one message and swap out content based on how your contacts filled in the sign up form. This means you don't have to spend hours writing different emails to each group, perfect for agents who don't spend their day sitting in front of a computer.

Don't forget to tell visitors to your website the benefits of subscribing to your emails. They'll be more likely to give you their contact information if they know they will only receive open house invitations, offers, and listings that are relevant to them. Another tactic is to tell them that by signing up they'll get "sneak previews" of new properties before they're listed on the website. Put this information near your sign up form along with information about how you'll be using their email address so the question of whether to sign up or not is an easy one to make. (Just be sure to follow through with any promises you make!)

Once you've set up your forms to collect contact information, the next step is to create your email campaigns so you can start sending messages and making the most of the leads you've collected.

When writing your email campaigns, a good strategy is to send a mix of both informational and promotional messages; this will ensure you create the right balance of building loyalty/keeping top of mind, and encouraging action. Examples of informational messages include e-newsletters with articles on subjects like "how to prepare your house for sale", statistics on the current housing market, etc. The goal of this type of email campaign is not to sell overtly, but to provide valuable information to your readers. This will help you create a positive agent/client relationship, address the different groups you are selling to, and encourage those crucial personal relationships.

Promotional emails include invitations to open houses, current listings, prizes or perks for referrals, etc. When applicable include pictures of the property, all of the relevant details and a strong call to action such as visit the online listing.

Email marketing can also be beneficial when it comes to internal communications. It's a great way to keep your office or agency on target and informed. For example you can send seminar and workshop details as well as messages to help motivate agents.

The benefits of email marketing don't end when you click "send". You can track the success of your campaigns by running simple reports that will give information such as how many times each link in your email was clicked and even by who - something that's almost impossible to know with direct mail. Use this information to improve future emails and you'll start to see great results!

The benefits of email marketing for real estate professionals are many. Not only does it help meet the top challenges you face every day, it's also the most cost effective method of marketing communication. When done right, with the right service, it can be a very successful way to grow your business, promote your services, and increase sales.



powering customer relationships.

Building your opt-in contact list

Congratulations! You've taken the first step towards leveraging one of the best performing marketing channels online. According to the DMA, for every dollar spent on email marketing, you can expect a return on your investment of \$43. But it's not as simple as sending an email to a list to get this sort of result. As a real estate professional, you will first want to evaluate the quality of your list before you hit that send button. Here are a few pointers.

Email lists: buy, rent or build your own?

If your whole email marketing strategy relies on purchasing a list, you are doomed to fail. Why? Because successful email marketing is based on permission and trust, especially in real estate; a business built on a high degree of personal relationships that lead to referrals.

When you purchase a list, the recipients of the list have never heard of you. Think about your own email habits. When was the last time you opened an email from someone you did not recognize?

Purchased lists often times contain spamtraps which are email addresses used to capture spam. These addresses do not belong to a real person and are used as decoys to catch spammers.

In addition, Buyers and sellers are often only looking for a short period of time so how can you be sure the contacts on a purchased list haven't already completed their purchase or selling of their home.

The consequences of sending emails to a purchased list can include:

- **Poor response**. If the recipient doesn't recognize you, they will more often than not delete your email without reading it or worse, flag it as junk mail. Too many junk mail flags and you will likely get blacklisted.
- **Blacklisting**. This results in having your emails blocked from entire domains and your emails won't reach your intended recipient.
- **Hefty fines**. In some cases tens of thousands of dollars for violating CAN-SPAM laws.
- Irreparable damage to your reputation. This will negatively skew results for future campaigns. Your reputation is one of your most important assets. Don't jeopardize it by sending spam. The difference between a mediocre and a great reputation can impact your campaign's success by as much as 20%!



Best Practices Checklist

- 1. Never, ever buy an email list.
- 2. Grow your own list by offering great and unique content for your emails.
- **3.** Ask only for the information you need.
- 4. Keep sending emails at the frequency you outlined when your subscriber joined.
- 5. Use both HTML and text formats. Avoid using one big image!
- 6. The more often you send emails, the shorter the emails should be.
- 7. Concise and clear subject lines get better open rates.
- 8. Use your own voice when writing your emails. A little personality goes a long way.
- 9. Disclose where and when your subscriber opted into your list.
- **10.** Use strong calls to action for your subscribers. Read, click, buy, register, attend, etc.



Already have your own list?

If you already have a contact list, then you need to know that even if it's a few months old, it may not perform at its best. Make sure you start emailing to it, if you haven't already. Remind your subscribers when and where they initially opted into your list.

If you've been growing this list for more than one year and have not been emailing to it regularly, it may perform poorly or generate complaints. It's a best practice to ask for permission again when you send your first email.

List Building: start now and keep at it

Building your email marketing list is not an occasional endeavor; it's a commitment to reach out on regular basis.

As soon as you start crafting your email strategy and gathering email addresses, you need to engage in communication. Nothing is worse than to promise something – a newsletter or exclusive promotion – and not deliver.

Make a calendar of campaigns and stick to it. Committed to a monthly newsletter? Make sure you create it and schedule it to go out every month. Your competitors may be email marketing but they might let things slide – stay on top of the game and keep your promise.

Opt-in Collection Ideas

Where should you ask for email addresses from your prospects and clients?

- Sign in forms at open houses
- Over the phone
- At the end of sales calls
- Email reply to
- Press Releases
- Advertisements
- Direct mail pieces
- Forward to a friend links
- Online forms

Toll free: 1-866-358-6355 | International: 1-613-216-7423 | Email: salesteam@campaigner.com





10 Tips to Great Email Copy

Great looking emails are important but keep in mind, "content is king" is an everyday saying for a reason. Below are 10 tips to remember while writing your messages so you can create content that will keep your readers engaged.

1. Spellchecker

It may seem silly to even mention this but you'd be surprised how many emails go out with spelling, grammar, and punctuation mistakes. Nothing can turn off a reader faster so make sure your spell-check is on and if possible have someone else read your messages as a double check.

2. Keep it short and sweet

People can be discouraged when they open a long email, so try to keep your messages brief and to the point. If you are writing a longer email like a newsletter, write in blocks of content with white space in between so they are easy to read.

3. Be careful with short forms and acronyms

Unless you're sure all of your readers know what the short forms or abbreviations you're using mean, it's better to be safe and use the full definition. Of course this doesn't just apply to business abbreviations; you should also leave the LOLs and BTWs to your personal emails.

4. Be active not passive

Whenever possible, use the active verb instead of the passive. It's more personal and will help you build a relationship with your readers. Example: 'I'll send your contract this afternoon' as opposed to 'your contract will be sent this afternoon'.

5. Shorten your sentences

Shorter sentences are easier to read. A good rule of thumb is to try and keep each sentence under 15 words.

6. Keep a content folder

Email material is everywhere. You probably have some great emails sitting in your Inbox right now. Get in the habit of saving emails you receive that you like, as they can be great inspiration when writing your own emails.



7. Ask your readers for content ideas

The people who signed up to receive your emails are interested in the type of information you provide. Who better to ask for content ideas? Add a line in your email that asks people to reply with topics they would like to see in future emails.

8. Write with a purpose

Before you start writing your email you need to know why you're writing it. Decide on a purpose and keep it in mind while you're writing. Are you advertising your services, promoting a sale? Announcing an event? Or is the purpose of the email informational, to keep top of mind? Once you know the goal of your email, and if you stick to it, you'll find the content a lot easier to write.

9. Check your tone

In order to engage your audience, it's important to remember even though you may be writing to a large group of people, it's made up of individuals. Think about the type of people they are and use the appropriate "voice" be it friendly, formal, charming, etc.

10. Make it easy for your email readers to take action

No matter what the action is in your email i.e. to call you, to buy, to access more information – make it easy for your readers to take that action. Include links to your website or landing page, forms to fill out for more information, clear phone numbers and email addresses to follow up, etc.





10 Email Marketing Design Tips

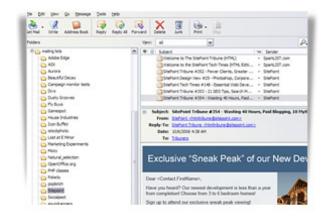
While you don't need to be a designer to create eye-catching HTML emails with Campaigner, you can still benefit from these tips written by our expert designer as you build your emails.

With Campaigner templates and these tips you'll be creating professional and engaging email campaigns that look great in no time!

1 Don't use background images with layered text on top. Most email clients, such as Outlook 2007, will not show your background image.

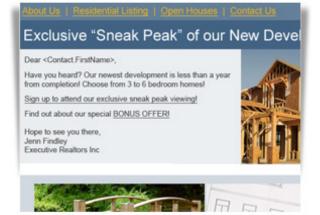


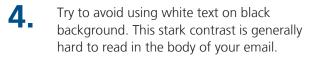
2. Place the most important information of your email in the top left area, including the title and main call to action. Most people view emails in a preview pane and this is the first thing they will see. You want to engage the recipient to open your email and not pass over it. Start your email with your title in text and not as part of a graphic. Don't use a large graphic or logo in this section as many people have their images turned off and won't see these images.





3. Do not use web-like navigation in your emails. This includes navigation bar links to your website at the top of your email. Many people read emails on their mobile devices, which are not very HTML friendly when it comes to format and linking.





Exclusive "Sneak Peak" of ou

Dear <Contact.FirstName>,

Have you heard? Our newest development is less than a from completion! Choose from 3 to 6 bedroom homes!

Sign up to attend our exclusive sneak peak viewing!

Find out about our special BONUS OFFER!

Hope to see you there, Jenn Findley Executive Realtors Inc

5. Use colors that are complementary to your logo and your website. Using consistent branding in your emails ,website and collateral strengthens your brand and recognition.

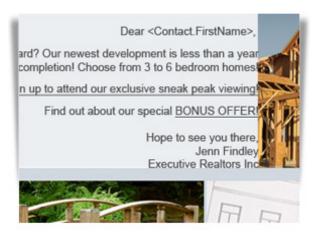


This "sneak peak" offer is exclusive to our email readers. Be one of the first to see this state of the art housing development. That's not all be one of the first 100 to buy and receive 3 upgrades absolutely FREE!

6. Images should be resized using low resolution images. 72 dpi (dots per inch) is optimal to keep your file sizes down. They will render faster and use less storage.



7. Keep text from touching borders or images. This keeps your layout clean and easy to read.



- 8. Use standard system fonts that are web safe including: Arial, Times New Roman, Georgia, Helvetica, Verdana, and Tahoma. Using fancy fonts that look great on your computer won't look so great to other 's if they don't have the same fonts as you.
- **9.** Have your main call to action in bold text or a brightcolored button that contrasts against the background of your email. If you use a button, make sure you repeat your call to action near it in text and in other places in the email, so people on mobile devices and with images turned off can still see it.

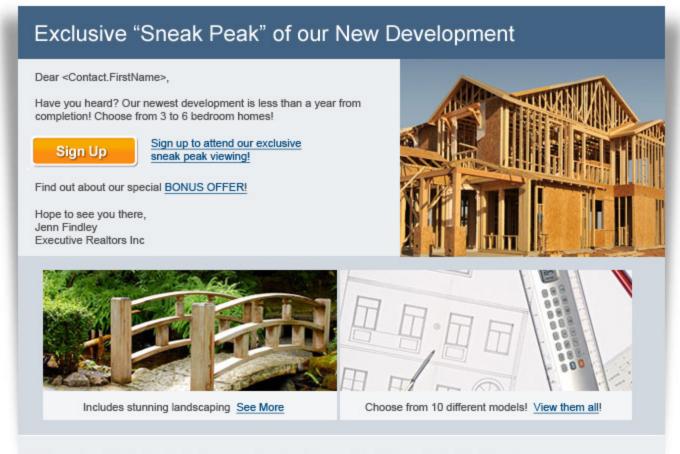


10. Left justified text is easier to read than centered text. This will keep your layout clean and easy to read.





Here is an example of a well-designed email template:



This "sneak peak" offer is exclusive to our email readers. Be one of the first to see this state of the art housing development. That's not all be one of the first 100 to buy and receive 3 upgrades absolutely FREE! <u>Click to reserve your space at our exclusive viewing!</u>





How to Complement Your Blog with Email Marketing

There are some things that while still great on their own, are just better together. Milk and cookies is one example, email marketing and blogging is another.

Today, the Internet is often the first step for any buyer/seller/renter. While deals will always require an agent, the home search is now more and more begun online. As a real estate professional you may be writing a blog, sending email marketing or even both to capitalize on this web traffic and maintain communication, but are you effectively using your email marketing to complement your blog? Separately each is a great way to get your message out, build relationships, increase client loyalty, and keep your real estate services top of mind, but putting your email marketing to work for your blog (and vice versa!) can have powerful results which will only do good things for your bottom line!

Below is a list of the top reasons to complement your blog with email marketing along with "how to tips" for putting them in to practice.

Blog / Email Promotion

This works two ways; you can add a sign up form to your blog where people can register to receive your emails and you can include a link to your blog in all of your email marketing campaigns. Word about your blog will spread faster because you're "advertising" it in your emails, and your email contact list will grow because you're collecting contact information on your blog. You'll raise the number of touch points you have with people, and the trust that results in client loyalty will be built a lot faster.

Blog Enhancement

Email marketing is a great way to enhance your blog. You can ask readers to send you topics they would like to see you write about, you can even ask people on your list to be "guest writers on your blog". Both of these will make your readers feel like they are involved which increases trust by building a more personal relationship.

Repurpose Content

In some cases, your blog audience may be different from your email marketing audience. Your blog audience may be more of a public audience and your email marketing subscribers may be a more loyal audience. If this is the case, to save your valuable time, you can repurpose content from your email newsletters on your blog and vice versa. If you write an article for your email, expand on it on your blog or use the same idea for a post but use a different view point.



Make Loyal Customers Feel Special

To emphasize how important your loyal customers are, you can release exclusive information, tips or updates in your email newsletters one or two days in advance of releasing it on your blog. This will foster a sense of community amongst your more loyal audience.

Relationship Building

Using email marketing with your blog is a great way to build strong, lasting relationships with readers that will lead to customer loyalty. People like to feel included, so reference things in your newsletter from your blog and vice versa. For example, mention a "great comment" you received on your blog (of course get permission before using someone's name). If you use a suggestion from a newsletter reader for a blog post, thank them on the blog for the suggestion – you could even dedicate the post!

Increase Sales

If you use your blog to promote recent house sales, open houses, or to garner referrals, adding email marketing to the mix will give you a "one-two punch". But make sure you aren't saying exactly the same thing in both; you don't want your readers to feel they can choose either your blog or your email marketing and get the same information. If you are doing a series of posts for a special promotion, for example a spring initiative on buying a cottage or a special series such as "tips for first time home buyers" you can encourage your blog readers to use the sign up form to get "inside/additional information" about that specific promotion or series.





Direct Mail versus Email Marketing in Real Estate: A Cost Comparison

Effective real estate marketing requires outreach across multiple venues, including promotion in newsletters, newspaper ads, your website, blog, social media and MLS listings. As a real estate agent, you may be using direct mail to promote featured properties and recent sales with postcards and newsletters. Direct mail is a good way to reach and raise awareness with prospective clients. In working with your postal service, you can blanket a specific geographic location with your message.

While this type of marketing can be effective to increase awareness of your business in a particular neighborhood and keep your name top of mind, you may find it cost prohibitive over time. And how do you really know how successful it is given there is no efficient way to track direct mail?

Enter email marketing. Email marketing is a quick and affordable way of advertising your services and listings to prospects and clients. It lets you segment your message based on geography and within minutes of sending an email newsletter or postcard, you will see people's interaction with your email through online reporting, including:

- How many people opened your email.
- Who opened your email.
- Who clicked through from the email to your website, etc.

Compared to email marketing, sending multiple direct mail campaigns per month can be expensive. It can also be time consuming if you need to get a designer involved. Consider the following cost comparison assuming only **one** direct mailing per month:

Direct Mail		Campaigner Email Marketing		
Medium	500 full color, 2-sided postcards*	500 full color emails		
Cost	\$197	\$10 / month		
Mailing charge	\$185 - \$220	Free		
Monthly total	\$382 - \$417	\$10		
Annual Total, 12 mailings	\$4,584 - \$5,004	\$120		
Added costs to consider:				
Postcard/Email Design	Hire designer, pay designer	Do-it-yourself		
Time to customer	4-7 days printing + mailing time	1-2 hours		

* Source: US Postal Service and PS Print



By going with Campaigner email marketing, that same monthly mailing sent by email would cost you only \$10 versus over \$375 if sent by direct mail. Campaigner is quick and easy to use so you won't have to wait for your pieces to be printed and mailed, nor will you have to hire a designer. Online reporting lets you see how effective your message is and who is engaging with your emails.

Email marketing does not have to replace your direct mail outreach entirely. Consider using email marketing to send your monthly newsletter that talks about real estate trends, new listings and sold properties and reserve your direct mail dollar for special mailings like featured property announcements for those listings that just won't sell! It's a matter of striking that right balance between your marketing budget, the time you have to dedicate marketing and the response you're looking for. Consider email marketing today for your real estate marketing efforts!





An Email Marketing Plan: How to Get Started with Campaigner

Have you wanted to start using email marketing for your real estate business, but didn't know where to begin? Here is a quick strategy to help you get started with Campaigner Email Marketing:

- 1. Sign up for Campaigner, either a free trial or paid account.
 - Go to <u>www.campaigner.com</u> to sign up.
- 2. Import the contacts you have already. Import the basic key information including: email address, first name, last name, and city or neighborhood.
 - Later, you can import other details like:
 - Interested neighborhood
 - Residential or Commercial
 - Buyer vs Seller
 - Property Type
 - Price Range, etc.
 - > This information will allow you to segment your lists for more targeted emails.
 - > NOTE: You don't need a big list to start email marketing. Your list can be as few as two people. The list will grow over time.
- **3.** Create a sign up form in Campaigner and post it to your website or blog.

		receive regular postings of nbourhood of your choice.
Thank you for ch	noosing Blaine's Ho	ome Realty.
Email: *		
First Name:		
Last Name:		
Neighborhood:	Glebe	*
Price Range:	\$0 - \$150,000	•
	Join T	oday!



- **4.** Do a direct mailing to get opt-in and grow your list of new prospects.
 - Buy or rent a contact list with postal addresses (not email addresses).
 - Send a postcard in the mail with a simple contest to entice people to sign up for your newsletter e.g. free iPod, free use of moving truck for a day, free home staging, etc. Direct people to your website to sign up for the newsletter through your online sign up form.
- 5. Existing clients: If you have the phone numbers of your existing contacts, but not their email addresses, do a phone campaign and call these clients to see if they would like to receive emails from you. If so, take down their email address. Or if you have their postal addresses, send a self-addressed postage paid postcard that requests an update to the information on file and an offer to be subscribed to your newsletter and new listings announcements.
- **6.** Have forms printed to leave at your open houses to have people sign up to your newsletter.
- **7.** Add a line to the email signatures of all of your employees, such as: "Click here to sign up for our newsletter" that links to your online newsletter sign up form to encourage further sign ups.
- 8. Have an email template tailored to your real estate business for free with your logos, fonts, colours and more. Email: <u>GetStarted@Campaigner.com</u> or call 1.866.722.5252 for more information.
- **9.** Start sending your email marketing campaigns a monthly newsletter or more frequent featured property listings. Use the email template that is customized to your business. Consider repurposing content from your blog if you have one.
- **10.** In your emails, encourage people to forward your email to a friend or colleague to increase your reach and build your contact list.

In just a few steps, you'll be well on your way to building an effective email list and sending out engaging and professional emails that will build relationships with your clients and promote sales for your business!





Join Our Mailing List

Just fill in your information on this form and we'll add you to our VIP email list.

You can unsubscribe at any time. We respect your privacy and will never share your email address with anyone.

Email Address	First Name	Last Name
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Campaigner Real Estate Branded Templates

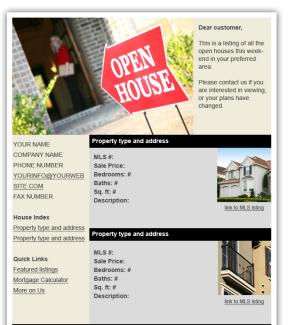
There are many reasons why Campaigner is Real Estate's email marketing service of choice but one of the biggest, is the number and variety of branded email templates ALREADY in the product and ready for you to use!

For each of the represented brands below we offer SIX different template types. If your brand is not on the list just call us and we'll created a template for you for FREE!

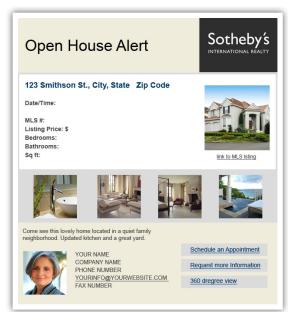
Represented Brands:



PLUS! There are countless "generic" real estate templates already in the product that you can easily make your own by adding your logo, colors, etc.



Open House



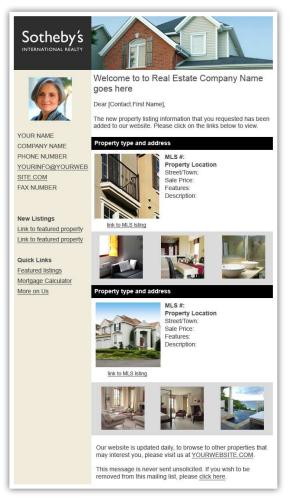
Open House Alert



Featured Property



Just Listed



Price Change



Newsletter

ue #1 mont News to Use Brought to you by: YOUR NAME and CAMPANY NAME

Article Headline

Article Headline

News letters give you an opportunity to connect with your audience. You can stay in front of new prospects and top of mind with your former clients. For both audiences, it's important to provide them with relevant information. Topics that are most appealing are ones that you will want to include in each issue of your newsletter. It's easy to track the articles if you include a "read more" link at the end of each article.

Make sure to include relevant photos – people love to look at photos. Don't forget to link your pictures to the MLS listing.

Don't forget to also include trivia pieces that have nothing to do with your product but provide interest to the reader and will keep your newsletter in their hands longer. Bits and bites could include: - Sudoku puzzles

Intarias for an your reterrais: I succeed when people like you refer me to their family, friends, neigh-bors and colleagues. It's the best kind of feedback I can receive. So thanks for continuing to pass along this newsletter to all.

Thanks for reading! If you'd like to tell me what you think about this newsletter, or if you're thinking of buying or selling real estate, please do get in touch.



- Recipes - Trivia – what happened in this month/year

Article Headline Don't forget to add a referral message. Consider

Thanks for all your referrals!

YOUR NAME COMPANY NAME

YOURWEBSITE.COM

News to Use is brought to you free by

COMPART NAME CITY, STATE/PROVINCE, ZIPCODE/POSTAL CODE PHONE NUMBER YOURINF0@YOURWEBSITE.COM

Just Sold Properties

Quick Links More on Us:

New Listings

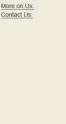
In this issue:

Article Headline

Article Headline

Mortgage Calculator

Loan Information



Sotheby's INTERNATIONAL R