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*Success
with Worldly
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SUCCESS WITH WORLDLY WISDOM

By Kate Richardson

Whether you're moving from Mississauga to Brampton, or from Dubai to Canada, Maya Garg is a Realtor® who can handle the maze of details involved in buying and selling real estate, and help everyone feel calm and cared for during the entire process. Maya's personal experience gained from her own international moves, and her desire to support others, combine to make her an outstanding choice to handle any real estate transaction.

Maya started working at 16 years of age in

Bombay to help support her family after her father died. She moved to Dubai in 1975 and lived and worked there for 18 years. All of her jobs – travel agent, Shipping Manager, and Professional Moving Manager - to name a few, have required attention to detail, organizational skills, ability to work under pressure and, most important, a passion for helping people.

In 1994, she and her husband Rakesh moved to Canada. The bewilderment at arriving in a new country with no friends or family and no idea where to live instilled in Maya a unique understanding of others in the same situation. Soon after finding a job, she found herself in the position of mentoring and advising other new arrivals to Canada. She helped them look after details such as drivers' licences and social insurance numbers, advised them on job searches and even found them places to live. In fact, she was referring so much business to other real estate salespeople that finally, one of them suggested she go into real

Disclaimer: This document is not intended to solicit already listed properties or buyers under buyer agency contracts.



estate for herself.

Maya earned her licence in 1998, signing with a Century 21 brokerage because it was close to home and allowed her to conduct her business part-time. Two years later, her employer's restructuring facilitated her leap to full-time. She has not looked back. With Century 21, she soon placed in top 100 of all agents across Canada and achieved Centurion status, the company's highest award, for consistency in sales. When Royal LePage took over the agency, she joined their team and soon started garnering more performance-based awards, including Award of Excellence, Director's Platinum and President's Gold. Within Mississauga's Kingsbury office of 200 agents, one of the top two offices in the franchise, she has ranked in the top five for several years.

Maya's business focuses on family residential properties, from condominiums to townhouses to single family homes, in the \$150,000 to \$800,000 range. As her clients move up and become more market-savvy, she targets executive homes at the million-dollar price point.

She is adept at finding investment properties for her clients, many of whom want to maintain a foothold in Canada for themselves or family while working internationally. She and Rakesh formed a property management company, Mayrak Financial Solutions, to

offer clients a service they need delivered by people they trust. Maya and Rakesh handle all the details from finding tenants, organizing maintenance and managing the finances on behalf of their clients. Rakesh, a mortgage consultant and financial planner, can also offer Maya's clients his expertise during a real estate transaction. Maya finds that when she offers Rakesh's service, almost all take her up on the offer. "Together, we are a one-stop shop for our clients," she says. "The peace of mind they gain in knowing that we are handling all the details cannot be measured!"

Maya's areas of focus are Mississauga, Milton, Burlington, and Brampton, but based on client demands, she handles properties in the entire Greater Toronto area. She uses technology available to real estate professionals to make sure she is up-to-date on any properties that might be of interest to her clients. Working with buyers from around the world, she has developed a unique understanding of their needs and has all the information required at her fingertips.

With a lifelong interest in interior design, Maya offers sellers a distinct advantage in preparing their homes for sale. She is an Accredited Staging Professional, advising clients on how to make their home "market ready." Once the home is prepared, she has a professional photographer take still photos, which she posts on the Internet and uses in her full-colour features sheets. The photographer also prepares Virtual Tours of the property, which offer potential buyers a complete scan of the property.

Maya's advertising strategies target the upscale Homes and Land publication, as well as Internet sites such as www.mayag.com. Every home that she lists uses a "talking sign," a unique feature used by a small number of Realtors®. The talking sign allows buyers to hear complete property information by dialling a number posted on the sign.

No matter how "hi-tech" her service is, Maya's "high-touch" connection with her clients is the most gratifying, for herself and her clients. She sends newsletters to clients every month and is revamping her website to offer more community information as an extra service. Every year she hosts a special event in her home to show appreciation for her clients. And she visits many of them personally at special times throughout the year such as Christmas, Diwali or Eid.

One of the benchmarks for real estate success is the ability to listen, care for people and help them achieve their dreams. "I go out of my way to help people settle," Maya confirms. "I guide them, find them rental



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properties and even suggest contacts to help them find a job. We develop a relationship of such trust, that they become like family and they treat Rakesh and me like family, too. They understand that Rakesh and I will both help them in whatever situation they're in." When the new Canadians are ready to buy, they turn naturally to Maya for her expert services, and they refer their friends and family members too. Even their children seek Maya's services. Today, about 70% of Maya's business comes from referrals, a sign of her

ability to relate to people and meet their needs.

Maya's clients are effusive in their praise for her skill and compassion. "Maya has always brought quality and professionalism to the table, and above all, has been a great friend, in fact, my 'Safety Net,' wrote one client. "Maya helped me settle down in Canada - taking the time to give me moral support, find me a rental home and then moving on to guide and assist me in buying my first new home - selflessly going beyond all boundaries! The transition was smooth and effortless, something I could not have done as well on my own."

Another family from out of town gave her five pages of goals for their new home...and a week to find it! Unfazed, Maya met their specifications. In response, she received this letter: "Maya, congratulations on meeting our standards and requirements in terms of professionalism as a realtor, regular face-to-face meetings during the purchase process, up to date communication, due diligence and achieving our needs and timeline which was critical."

To keep herself balanced, Maya takes time every day to reflect on the blessings of her life. She credits her husband, Rakesh, for being the "backbone" of her business. "He understands me thoroughly and supports me unconditionally," Maya says. "He is also a peaceful, patient man who listens well. Our clients love him." She also remembers with gratitude her mother's influence and still calls her "my best inspiration." Maya's mother instilled in her daughter the value of honesty in all relationships and the blessings received in helping people, even beyond what you think you can afford.

Whether you're from the United States, Middle East, Sub-continent or around the corner, Maya Garg is the Realtor® who can help you achieve your dreams.