
2018 Profile of Home Buyers and Sellers Charlotte, NC Report

Prepared for:
Charlotte Regional REALTOR® Association

Prepared by:
NATIONAL ASSOCIATION OF REALTORS®
Research Division

December 2018



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Table of Contents

Introduction 2
Highlights 4
Methodology 8

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Introduction

Buying a primary residence for home buyers is a financial decision, but also an emotional decision that involves many lifestyle factors. For most home buyers, the purchase of a primary residence is one of the largest financial transactions they will make. Buyers purchase a home not only for the desire to own a home of their own, but also because of changes in jobs, family situations, and the need for a smaller or larger living area. This annual survey, conducted by the NATIONAL ASSOCIATION OF REALTORS® of recent home buyers and sellers, helps to gain insight into detailed information about their unique experience with this transaction. The information provided supplies understanding, from the consumer level, of the trends that are transpiring. The survey covers information on demographics, housing characteristics, and the experience of consumers in the housing market. Buyers and sellers also provide valuable information on the role that real estate professionals play in home sales transactions.

The *Profile of Home Buyers and Sellers* report has been the leading industry source of trusted insight into consumer behavior for nearly four decades. It has grown and evolved to keep up with changing home buying trends and the need for more information. NAR first administered the survey in 1981 with just 59 questions. In 2018, the survey contained 129 questions. Although the report has evolved, data has been collected for more than three decades describing the demographic characteristics of home buyers and sellers, buyers and sellers' experience in the home transaction process, as well as market characteristics including the use of real estate agents. One measure of how the market has changed is the manner in which the data is collected. In 1981, only a paper copy of the survey was offered. Today, recent home buyers can take the survey via paper or online, and in English or Spanish. Because of its long history and timely information available each year, the report is valued by REALTORS®, market analysts, and policymakers.

Data is collected from a nationally representative sample of recent home buyers who purchased a primary residence in the 12-month period between July and June. Data is also representative of the geographic distribution of home sales. Consumer names are obtained from Experian, a firm that maintains an extensive database of recent home buyers derived from county records.

Today the data set provides a wealth of data that is used to create a number of spin-off NAR reports including: *Home Buyer and Seller Generational Trends Report*, *Recent Home Buyer Profiles*, *Profile of Home Buyers and Sellers in Sub-regions*, *Real Estate in a Digital Age*, *Veterans and Active Military Home Buyers and Sellers Profile*, and *Moving with Kids*.

In 2018, the share of first-time home buyers was 33 percent, a decrease from 34 percent last year. This figure has gravitated away from the historical norm at 40 percent of the market. The median household income increased again this year, likely due to a nationwide increase in home prices caused by a lack of housing inventory, pushing out lower-income buyers. Married

and unmarried couples have double the buying power of single home buyers in the market and may be better able to meet the price increases of this housing market. Repeat buyers are also returning to the market.

Tightened inventory is affecting the home search process of buyers. Due to suppressed inventory levels in many areas of the country, buyers are typically purchasing more expensive homes as prices increase. The number of weeks a buyer searched for a home remained at 10 weeks. Buyers continue to report the most difficult task for them in the home buying process was just finding the right home to purchase.

Increased prices are also impacting sellers. Tenure in the home remained at a high of 15 years this year. Historically, tenure in the home has been six to seven years. Sellers may now have the equity and buyer demand to sell their home after stalling or delaying their home sale.

Buyers needed the help of a real estate professional to help them find the right home for them, negotiate terms of sale, and help with price negotiations. Sellers, as well, turned to professionals to help market their home to potential buyers, price their home competitively, and sell within a specific timeframe. For-sale-by-owner sales have dropped to the lowest level recorded in this data set at seven percent of sales this year, while the use of the agent to sell the home reached a historic high of 91 percent. Likewise, the buyer's use of the agent was at historic highs as the number of buyers purchasing directly from a previous owner or through a builder fell.

This report provides real estate professionals with insights into the needs and expectations of their clients. What do consumers want when choosing a real estate professional? How do home buyers begin the process of searching for a home? Why do some sellers choose to forego the assistance of an agent? The answers to these questions, along with other findings in this report, will help real estate professionals better understand the housing market and provide the information necessary to address the needs of America's real estate consumers.

2018 Profile of Home Buyers and Sellers

Charlotte, NC Report

Highlights

Characteristics of Home Buyers

- First-time buyers made up 33 percent of all home buyers, a decrease from last year's 34 percent. In Charlotte, 30 percent were first-time buyers.
- The typical buyer was 46 years old this year, and the median household income for 2017 rose again this year to \$91,600. In Charlotte, buyers were 49 years old and have a median income of \$93,600.
- Sixty-three percent of recent buyers were married couples, 18 percent were single females, seven percent were single males, and nine percent were unmarried couples. In Charlotte, 68 percent were married couples, 16 percent were single females, nine percent were single males, and five percent were unmarried couples.
- Twelve percent of home buyers purchased a multi-generational home, to take care of aging parents, for cost savings, and because of children over the age of 18 moving back home. In Charlotte, that share was 17 percent.
- Eighty-nine percent of recent home buyers identified as heterosexual, four percent as gay or lesbian, one percent as bisexual, and seven percent preferred not to answer. In Charlotte, 88 percent identified as heterosexual, two percent as gay or lesbian, and two percent as bisexual.
- Eighteen percent of recent home buyers are veterans and three percent are active-duty service members. Twenty-one percent are veterans and two percent are active-duty service members in Charlotte.
- At 29 percent, the primary reason for purchasing a home was the desire to own a home of their own. In Charlotte, this was 24 percent.

Characteristics of Homes Purchased

- Buyers of new homes made up 14 percent and buyers of previously owned homes made up 86 percent. In Charlotte, this share is 22 percent for new homes and 78 percent for previously owned homes.
- Most recent buyers who purchased new homes were looking to avoid renovations and problems with plumbing or electricity at 38 percent. Buyers who purchased previously-owned homes were most often considering a better price at 32 percent. In Charlotte, 30 percent of new home buyers were looking for the ability to choose and customize design features or the amenities of new home construction communities and 38 percent of previously owned homes were looking for a better overall value.
- Detached single-family homes continue to be the most common home type for recent buyers at 82 percent, followed by eight percent of buyers choosing townhomes or row houses. In Charlotte, buyers bought single-family homes at 86 percent.
- Senior related housing stayed the same this year at 13 percent, with 18 percent of buyers typically purchasing condos and eleven percent purchasing a townhouse or row house. 20 percent bought senior related homes in Charlotte.
- There was a median of only 15 miles between the homes that recent buyers purchased and the homes that they moved from. In Charlotte, it was 15 miles.
- Home prices increased slightly this year to a median of \$250,000 among all buyers. Buyers typically purchased their homes for 99 percent of the asking price. In Charlotte, the median home price was \$249,900 at 99 percent of the asking price.

- The typical home that was recently purchased was 1,900 square feet, had three bedrooms and two bathrooms, and was built in 1991. In Charlotte, the typical home was 2,100 square feet and built in 2004.
- Overall, buyers expect to live in their homes for a median of 15 years, while 19 percent say that they are never moving. In Charlotte, that number is 10 years.

The Home Search Process

- For 44 percent of recent buyers, the first step that they took in the home buying process was to look online at properties for sale, while 17 percent of buyers first contacted a real estate agent. In Charlotte, 37 percent looked online first and 18 percent contacted a real estate agent.
- Seventy-eight percent of recent buyers found their real estate agent to be a very useful information source. Online websites were seen as the most useful information source at 88 percent. Seventy-seven percent found real estate agents and 90 percent found website useful in the home search process in Charlotte.
- Buyers typically searched for 10 weeks and looked at a median of 10 homes. In Charlotte, buyers searched for 8 weeks and looked at 8 homes.
- The typical buyer who did not use the internet during their home search spent only four weeks searching and visited four homes, compared to those who did use the internet and searched for 10 weeks and visited 10 homes. In Charlotte, those who did not search the internet looked at five homes over eight weeks.
- Among buyers who used the internet during their home search, 87 percent of buyers found photos and 85 percent found detailed information about properties for sale very useful. In Charlotte, 88 percent found photos useful in their home search process.
- Sixty-two percent of recent buyers were very satisfied with their recent home buying process, up from 61 percent a year ago. In Charlotte, 62 percent were very satisfied with the process.

Home Buying and Real Estate Professionals

- Eighty-seven percent of buyers recently purchased their home through a real estate agent or broker, and six percent purchased directly from a builder or builder's agent. In Charlotte, 84 percent purchase through a real estate agent.
- Having an agent to help them find the right home was what buyers wanted most when choosing an agent at 52 percent. In Charlotte, 50 percent worked with an agent to find the right home.
- Forty-one percent of buyers used an agent that was referred to them by a friend, neighbor, or relative and 12 percent used an agent that they had worked with in the past to buy or sell a home. In Charlotte, 41 percent used referrals to find their real estate agent.
- Sixty-eight percent of buyers interviewed only one real estate agent during their home search. In Charlotte, this was 64 percent.
- Ninety percent of buyers would use their agent again or recommend their agent to others. Eighty-eight percent would recommend their agent again in Charlotte.

Financing the Home Purchase

- Eighty-eight percent of recent buyers financed their home purchase on a national level and 86 percent in Charlotte. Those who financed their home purchase typically financed 87 percent and in Charlotte it was 90 percent.
- First-time buyers who financed their home typically financed 93 percent of their home compared to repeat buyers at 84 percent. In Charlotte, the share was 95 percent of first-time buyers and 84 percent of repeat buyers.

- For 58 percent of buyers, the source of the downpayment came from their savings. Thirty-nine percent of buyers cited using the proceeds from the sale of a primary residence, which was the next most commonly reported way of securing a downpayment. In Charlotte, 67 percent used savings and 22 percent used proceeds from sale of a primary residence.
- For 13 percent of buyers, the most difficult step in the home buying process was saving for a downpayment. In Charlotte, 11 percent said saving was the most difficult step.
- Of buyers who said saving for a downpayment was difficult, 50 percent of buyers reported that student loans made saving for a downpayment difficult. Thirty-seven percent cited credit card debt, and 35 percent cited car loans as also making saving for a downpayment hard. In Charlotte, 45 percent reported having student loan debt, 45 percent had credit card debt, and 40 percent had car loans.
- Buyers continue to see purchasing a home as a good financial investment. Eighty-four percent reported they view a home purchase as a good investment and 85 percent in Charlotte.

Home Sellers and Their Selling Experience

- The typical home seller was 55 years old, with a median household income of \$98,800. In Charlotte, the median age was 59 years with a median income of \$98,800.
- For all sellers, the most commonly cited reason for selling their home was that it was too small (15 percent), followed by the desire to move closer to friends and family (14 percent), and a job relocation (13 percent). In Charlotte, the reasons include to move closer to friends and family (26 percent), home is too small (14 percent), and job relocation (12 percent).
- Sellers typically lived in their home for 9 years before selling, down from as last year. In Charlotte, sellers sold after 10 years.
- Ninety-one percent of home sellers worked with a real estate agent to sell their home and 91 percent in Charlotte.
- For recently sold homes, the final sales price was a median 99 percent of the final listing price and in Charlotte it was 98 percent.
- Recently sold homes were on the market for a median of three weeks, the same as last year and three weeks in Charlotte.
- Thirty-seven percent of all sellers offered incentives to attract buyers; this was 42 percent in Charlotte.
- This year, home sellers cited that they sold their homes for a median of \$55,500 more than they purchased it. In Charlotte, the median was \$56,000.
- Sixty-four percent of sellers were very satisfied with the selling process and 53 percent in Charlotte.

Home Selling and Real Estate Professionals

- Sixty-three percent of sellers found their agent through a referral from a friend, neighbor, or relative or used an agent they had worked with before to buy or sell a home. In Charlotte, that figure was 59 percent.
- Seventy-five percent of recent sellers contacted only one agent before finding the right agent they worked with to sell their home. In Charlotte, it was 66 percent.
- Ninety percent of sellers listed their homes on the Multiple Listing Service (MLS), which is the number one source for sellers to list their home. In Charlotte, it was 90 percent.
- Seventy-seven percent of sellers reported that they provided the agent's compensation and at 87 percent in Charlotte.
- The typical seller has recommended their agent once since selling their home. Thirty-two percent of sellers recommended their agent three or more times since selling their home. In Charlotte, this share was 22 percent.

- Eighty-five percent said that they would definitely (69 percent) or probably (17 percent) recommend their agent for future services. In Charlotte, 63 percent said definitely and 16 percent said probably.

Methodology

In July 2018, NAR mailed out a 129-question survey using a random sample weighted to be representative of sales on a geographic basis to 155,250 recent home buyers. The recent home buyers had to have purchased a primary residence home between July of 2017 and June of 2018. A total of 7,191 responses were received from primary residence buyers. After accounting for undeliverable questionnaires, the survey had an adjusted response rate of 4.6 percent. For Charlotte there were 210 responses, accounting for a response rate of 4.8 percent.

Respondents had the option to fill out the survey via hard copy or online. The online survey was available in English and Spanish.

Consumer names and addresses were obtained from Experian, a firm that maintains an extensive database of recent home buyers derived from county records. Information about sellers comes from those buyers who also sold a home.

All information in this Profile is characteristic of the 12-month period ending June 2018, with the exception of income data, which are reported for 2017. In some sections comparisons are also given for results obtained in previous surveys. Not all results are directly comparable due to changes in questionnaire design and sample size. Some results are presented for the four U.S. Census regions: Northeast, Midwest, South, and West. The median is the primary statistical measure used throughout this report. Due to rounding and omissions for space, percentage distributions may not add to 100 percent.

Data gathered in the report is based on primary residence home buyers. From the *2017 Investment and Vacation Home Buyer Survey*, 70 percent of home buyers were primary residence buyers, which accounts for 4,207,000 homes sold in 2016. Using that calculation, the sample at the 95 percent confidence level has a confidence interval of plus-or-minus 1.15%.