



PROACTIVE SERVICE

What you can expect when you instruct us

We work harder to bring buyers and sellers together. Our family run business has outstanding local market knowledge, backed up by a network of local branches to offer your property greater regional exposure. We try to keep the whole process as transparent as possible, so you're kept in the picture every step of the way with outstanding client feedback.

If after our thorough valuation or property appraisal from our professional and friendly representative, you decide to use our estate agency service, below is an outline of what to expect from the moment you instruct us.

- Firstly you will receive our property appraisal and supporting documentation promptly following our visit.
- We will prepare a high quality sales brochure including photographs and floor plans.
- Instruction and the preparation of all property information as required by law will commence promptly after being instructed.
- Your property will be advertised on the internet, on websites such as our own, Rightmove.co.uk which is ranked No1 property website in the UK and Zoopla.co.uk (selected branches only appear on Zoopla).
- Your property will be advertised in local newspapers (selected branches only).
- We offer a full accompanied viewing service, we will agree with how you wish viewings to be undertaken.
- Viewings will be followed up with feedback, so you know what buyers are thinking.
- You will receive regular feedback as to the progress and marketing of your home, including full internet marketing reports if required.
- Should your property not be sold after a reasonable period of time, we will invite you to a review, where we will discuss all viewings, feedback and where appropriate advertising carried out with the aim of making positive changes (if required).
- In an open and professional manner we strive to achieve the best possible price for your home.
- When you accept an offer on your property, we will overview the sale through every stage to completion.
- We can recommend a solicitor to act for you to help ensure the smooth sale of your home.
- We are happy to offer advice to our clients on any property that they may wish to move.
- We can provide property surveys with out in-house chartered surveyor services.
- Via our independent mortgage advisers Peace of Mind Financial Solutions Limited we aim to deliver to our clients a high quality service either during working hours at our office or alternatively evening and weekend calls can be arranged in your home for your convenience.