

## **OUR PROPERTY PROMISE THE VALUATION**

We will endeavor to give a fair market appraisal taking into account the seller circumstances, current, market conditions and demand. We will also advise on the condition of the property.

All Valuations will be given verbally then promptly confirmed in writing.

## **OUR PROPERTY PROMISE MARKETING A PROPERTY**

As soon as we receive all signed documentation (Terms and Conditions) From the seller, we market the property until a sale is agreed. Our creative marketing approach includes all forms of modern marketing including our eyes catching marketing boards, regular advertising, marketing campaigns and our hourly updated website as well as other property portals

We will also prepare an accurate set of property details, approved by the Seller and complying with Property Misdemeanors Act. These details will be distributed to interested buyers.

We may from time to time use draft details to avoid any delays in marketing a property, until the seller approves the final details, unless instructed otherwise by the Seller.

## **OUR PROPERTY PROMISE HANDLING OFFERS**

Our Initial accountability always remains to our Seller client, while practicing a duty of care and treating all prospective purchasers fairly.

We have an obligation to forward all offers in writing to the seller, which we receive for a property

On receiving an offer we will ask the purchaser if they are dependant on the sale of another property and the status of that sale. If applicable we also ask how they intend to fund the purchase and the source of any loan that may be required. With the purchases consent we will forward this information onto the seller

## **OUR PROPERTY PROMISE ACCEPTING A OFFER**

The decision of at what price a property is sold at is always the seller's decision and not ours. The decision weather the property remains on the market after an offer has been accepted is also the sellers decision. We will offer advice and information to the seller and inform the buyer of the seller's decision.

Following acceptance of an offer, subject to contract, either party (the Seller or Buyer) can renegotiate the price or indeed withdraw until contracts have been exchanged.

## **OUR PROPERTY PROMISE COMUNICATION**

We recognize that being kept informed is vitally important to the Seller and to all parties throughout the sale process.

We will therefore provide the Seller with a named point of contact to ensure continuity of communication

We will also provide feedback on viewings, as agreed with the Seller at the point of instruction, and will expect to update the Seller on general progress at least every 14 days.

Once a sale has been agreed, the responsibility lies more with the Sellers and Buyer's solicitors to keep their clients informed of progress and protect their interests. Accordingly, during this phase, our role will be to pass on any information or provide guidance, as appropriate, to help bring the transaction to a swift and satisfactory conclusion.

## **OUR PROPERTY PROMISE INTEGRITY**

Our team is unified in their dedication to provide clients with high levels of customer service to demonstrate this we are members of the Ombudsman for estate agents re-dress scheme.