



HoldenCopley

PREPARE TO BE MOVED

Moving home is not complicated, but it can be a daunting prospect. We recognise that your home is probably the largest single investment you will ever make.

Buying and selling property is a people-orientated business and good communication is essential for a successful move. In recognising this, we have employed an experienced sales team. Our talented and well-informed team of property specialists are amongst the most knowledgeable and experienced in estate agency in Nottingham and are genuinely committed to exceptional service with a personal touch.

Our team are excellent communicators and are committed to providing the highest level of care and attention throughout the entire buying and selling process.

We offer the widest range of property services in the area, all under one roof and we will always strive to achieve the best price for your property, without being unrealistic.

Our aim is simple: to provide the best possible service, assisting you from start to finish and communicating regularly throughout the whole process, whatever your property matter.

Please take a few moments to read this brochure to discover why you should choose us.

Why Choose HoldenCopley?

- ✓ Highly skilled team of professionals with in-depth local market knowledge
- ✓ Proven track record of selling success
- ✓ Specialist advice in the selling of all types of property
- ✓ Global exposure of properties through our cutting edge website holdencopley.co.uk and major national portals including Rightmove, Prime Location, Zoopla and OnTheMarket.com
- ✓ Free, no-obligation pre-market appraisals
- ✓ Quality colour printed sales particulars with bespoke options and floorplans
- ✓ Comprehensive database of applicants matching quality buyers to properties
- ✓ Targeted social media campaigns



Moving home can be a
life-changing experience

HoldenCopley
PREPARE TO BE MOVED

to find out more and to view all
our available properties please visit
holdencopley.co.uk

Our unique service, step by step

1 Free Market Appraisal

If you're thinking of selling your home, this FREE service will help you understand your home's current market position. We provide you with up to date information about recent sales of comparable properties in your area, so you can make an informed decision. An accurate market price of your property's worth generates competition and intense buyer interest.

2 Web Advertising

Your property will be instantly available on our up to date website holdencopley.co.uk — with floorplans, photography and location maps. The details of your property will be automatically sent to relevant applicants and also loaded onto primelocation.co.uk, rightmove.co.uk, zoopla.co.uk and onthemarket.com, four of the leading property portals.

3 Open Longer

A large number of estate agents close their offices on Saturday lunchtime and re-open on Monday. We are open until 3 pm on a Saturday and do accompanied viewings until 7 pm on weekdays.

4 Window Displays

The benefit of good window displays in busy locations should not be underestimated in their ability to catch the eye and draw in potential buyers. Our offices are found in prime locations in Arnold, Hucknall, Long Eaton and West Bridgford serving the whole of Nottingham with prominent window displays.

5 Enhanced Marketing Package

Making your property stand out from the crowd is very important. This is why we offer professional photography, drone photography, 3D Interactive Dolls House Walkthroughs, 360° Virtual Tours, detailed floorplans and an Energy Performance Certificate as standard. This results in more web traffic to your property, which in turn results in more viewings, offers and ultimately helps you to achieve the best possible price for your property.

6 Professional Photography

First impressions count and the first thing potential buyers see before they even pass through the front door is the photographs of your property. Our professional photographers invest their time and skill with quality equipment to capture the best pictures to help sell your home quickly.

7 Impressive Full Colour Details

Your property will have its own sales details, designed to be eye-catching and aesthetically pleasing. This comes complete with floorplans and high-quality photography that showcases your property and truly does it justice.

8 Distinctive 'For Sale' Boards

These are an invaluable marketing tool: clearly identifying a property and frequently generating interest from would-be buyers that had not previously considered a move. Our distinctive 'For Sale' boards are extremely prominent throughout Nottingham.

*“Activity and
marketing does not
stop until we sell
your property”*

Matt Copley – Director



9 Feedback & Contact

As a customer-focused company, our number one priority is to keep you constantly updated on the marketing progress of your home. We endeavour to give feedback within 24 hours after every viewing.

10 Prominent Office Location

Our well-located offices can be found in prime locations in Arnold, Hucknall, Long Eaton and West Bridgford. Visit us today!

11 Accompanied Viewings

Accompanied viewings are offered if required to all of our clients whether the property is vacant or occupied. We offer accompanied viewings until 7 pm.

12 Sales Progression

Once we have sold your property, our service doesn't stop there. Our dedicated sales progressors have worked for numerous solicitors and estate agents over the last 25 years and they will hold your hand and guide you through what can be the most stressful part of the process. We will regularly progress your sale and keep you informed of events as they occur, thereby eliminating any problems that may arise at an early stage. Our job is not done until the keys are handed over.

rightmove

zoopla

PrimeLocation

onTheMarket.com

What should I expect?

- *A professional service*
- *Experienced, friendly and enthusiastic staff with a high level of expertise and local knowledge*
- *To achieve the best possible price in a time-scale to suit your needs*

These should be your standard expectations of any estate agent.

You should also expect your estate agent to listen, to understand the motivation behind the move and in doing so, offer the best possible advice specific to your circumstances.

Your estate agent should respond in a timely fashion, provide excellent communication and remain both positive and dedicated throughout the whole process. They should remain true to the cause, telling you what you need to hear, even if at times this may not be what you were hoping to hear. Honest feedback is vital and as a straight-talking estate agency, we are here to assist you in the sale of your property, always treating your situation with the respect it deserves.



ARNOLD



HUCKNALL



LONG EATON



WEST BRIDGFORD

Meet the team



A quick glance at what we offer

- ✓ Advertising of properties on the major, most visited property websites
- ✓ Professional photography, drone photography & high quality property brochures
- ✓ 360° Virtual Tours
- ✓ 3D Interactive Dolls House Walkthrough
- ✓ Free detailed floorplans
- ✓ “Have your say” feature on property details & property websites
- ✓ Viewing feedback & marketing updates
- ✓ Accompanied viewings & hosted open day events
- ✓ Multi-device, friendly & responsive website
- ✓ Targeted social media campaigns
- ✓ Property alerts by email
- ✓ Free EPC
- ✓ Longer opening hours to carry out more viewings
- ✓ Prominent office location with stand out window displays
- ✓ Independent market report for any property across the country
- ✓ Local conveyancing, mortgage advice, removals

Getting started

Preparing an effective marketing plan and pricing strategy will help gain maximum exposure and the best price for your property.

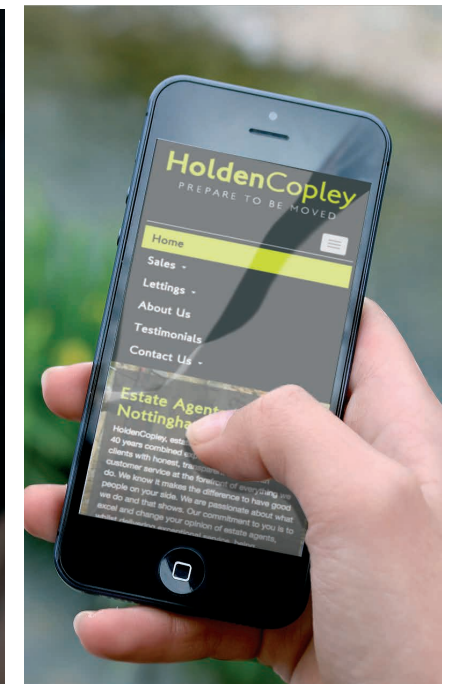
Market & Property Appraisal

Pricing plays an important role with several factors to consider, such as the speed in which a seller needs to complete and the level of competition currently in the marketplace. We offer an independent assessment of your property carried out in person by one of our experienced valuers, free of charge and with absolutely no obligation. You may want an idea of value without being sure about selling, perhaps as part of an intention to re-mortgage. We are more than happy to help, our market and property appraisals are genuinely free with no fear of the pressure or constant pursuing often associated with such appointments.

During the visit, we explain how the market is performing, advise you of potential climate changes and offer advice and guidance on how to maximise your sale price.

When suggesting a price, we use our expertise, sold price data, recent activity on properties similar to your own and information gained from our continual market research activities.

If you are new to selling property, there will be plenty of opportunities, before, during and after the appointment, to ask questions and discover more about the selling process.



Effective Marketing

When you decide to sell, we will discuss various marketing plans and find the one best suited to you and your property.

At HoldenCopley we use the very latest technology and proven marketing techniques to promote your property. We advertise on all major property websites including Rightmove, Zoopla, Primelocation, OnTheMarket and our website holdencopley.co.uk, which is fully responsive for compatibility with smartphones and tablets.

Our online marketing activity also includes social media coverage through Facebook, Instagram, LinkedIn and Twitter, which we supplement with email campaigns and of course the option of a For Sale board. The more exposure your property receives, the wider audience you can expect to attract, giving a greater choice of buyer.

Once instructed, our proactive team of sales professionals will immediately contact our database of registered buyers by telephone and email. All potential buyers are pre-qualified and if the situation dictates, and upon your request, we will only put forward buyers suited to your requirements. For example, if you are in need of a quick sale in order to facilitate a purchase of your own, then we can advise you that potential buyers with a property to sell but not yet on the market, or those who are part of a lengthy chain, may not present you with the best possible choice.

High-quality photography, glossy property brochures (physical and digital versions) along with floor plans and 360° Virtual Tours can help promote your property in the best possible way; however, a seller can play

their part and later in this guide, we offer a selection of property presentation tips.

Awards

We are a multi-award-winning agency, having won prestigious awards every year since we have opened. Most recently we were proud to be awarded “Estate Agents of the Year- East Midlands” by Build Real Estate and Property Awards. To see all the awards we have won over the years, please visit our website.

Regulatory Accountability

We are dedicated to the goal of professionalism and adhering to the highest standards in our industry. We aim to safeguard our clients so they receive impeccable levels of integrity and service for all property matters. As such, we are a proud member of NAEA Propertymark who is the UK’s leading professional body for estate agency personnel; representing members who practice from over 12,000 offices in all aspects of property services.

In addition, we have also been a proud member of The Property Ombudsman (TPO) since opening in 2014. TPO is a government-approved scheme to provide independent redress concerning disputes between consumers and property agents. We abide by their strict code of practice and take great pride in meeting our membership obligations.”



Offers and sales progression

Whilst the estate agent is employed to attract buyers to your property, there is much more to our service than simply marketing and accompanied viewings.

Offers

Depending on market conditions, pricing strategy and style of marketing plan, the offers we receive on your property may arrive one at a time or in volume. In a strong seller's market, it is not uncommon to receive multiple offers on a property following an open day event. It may seem obvious to go with the highest offer; however in such circumstances increased offers should first be sought, in order to establish the most each party is willing to pay. Other factors to consider include:

1 What is their buying position?

If you need to move within a certain timeframe, e.g. school holidays or a deadline to complete on the property you are buying, then the buying-position of the person making the offer could be very important. A first time buyer with nothing to sell offers a less complicated transaction than a sale dependent buyer, especially if they have yet to put their property on the market.

2 Cash or a mortgage?

Most buyers will require a mortgage and their level of borrowing could have a significant bearing on your decision. A buyer needing to borrow 85% of the sale price may struggle if the surveyor employed on behalf of the bank down-values your property. If in this example, the buyer's available funds are completely tied up in the 15% deposit, stamp duty and other moving costs, it could leave them unable to proceed at the agreed price and more importantly, leave you in need of a new buyer.

If a buyer purports to be a cash buyer, then naturally evidence of this must be requested – sometimes cash suddenly becomes anything but, e.g. "I'll have the cash once my partner finds a buyer for their house".

3 Genuine buyer?

You may end up receiving two very similar offers from two buyers who are in the same buying position, both with significant levels of deposit. If one buyer began the process by offering particularly low, only increasing to a sensible level when increased offers were encouraged, it "could" suggest a higher chance of them seeking a price reduction at a later date. Genuine buyers usually come in with a sensible starting offer and whilst ultimately the seller will decide which offers to accept, the advice and guidance of an experienced estate agent will prove particularly helpful when a less than obvious choice presents itself.

Communication between the seller and their estate agent is of paramount importance, which is why our sellers are given all the information they need to make an informed decision about accepting or rejecting an offer.

Once You Have Accepted an Offer

With a sale price agreed, both you and your buyer will need to employ a conveyancing solicitor. Their expertise will help guide you through the process, taking care of the legal aspects of the transaction. Mortgage brokers may also become involved. Just because you appoint an experienced solicitor, operating a manageable workload, it does not mean everybody else involved in the process is going to be as efficient.



Anyone balancing a heavy workload can find themselves short on time and it's our role to help keep things moving. Throughout the process, we are in communication with various parties, such as the buyer's solicitor and mortgage broker, surveyors, the buyer themselves and of course you and your solicitor. We are the central point to all those involved.

When part of a chain, the number of "involved" parties can rise significantly. More buyers, sellers, solicitors, mortgage brokers, surveyors and estate agents, all seeking the best outcome for themselves or their client. We are here to monitor all developments, to keep you fully updated and to chase third parties as and when required. In the event of a complication resulting in possible re-negotiation talks, perhaps following the results of a survey, we will handle these for you. To the eyes of a buyer, first-timers especially, a detailed survey, such as a homebuyers report, can make for a worrying read. Time and understanding, along with past case study examples, will help us quantify such findings and point out the various minor defects one should expect to come across when buying a pre-owned property, especially if it was built over 100 years ago. Handled with care, most problems can be overcome, ending in a fair and satisfactory solution.

Managing the sale, people's expectations and the ability to solve problems are necessary skills for the modern-day estate agent. In our experience, finding the right buyer is just the first part of the process.

Key features to our service

Here is a brief overview of the service we offer



1 Free Market and Property Appraisal

Our no pressure “any time, any reason” approach makes it easier for people to communicate with us. Whether you require an initial valuation, an in-depth service discussion, or you are ready to sell, we are at your service and happy to help.

2 Market Ready

When you are ready to sell, we will send out one of our professional photographers, arrange for the room descriptions, drone photography, 3D Interactive Dolls House Walkthrough, 360° Virtual Tours, detailed floorplans and an Energy Performance Certificate to be carried out. The enhanced marketing package is paid for by HoldenCopley, to showcase your property and make sure you stand out from the crowd. Viewings will be carried out by dedicated accompanied viewers who specialise in showing people your prized asset.

3 First Impressions Count

By using professional equipment and skilled photography, we are sure to present your property in the best possible light and to capture the key features that will appeal to your target audience.

4 Full Colour Property Brochures

Our colour property brochures highlight the best features of your property and provide buyers with information such as floorplans and EPC ratings PLUS there's a chance for you to have your say about your property – nothing says it better than “a few words from the seller”.

5 Shout it from the Rooftops

Maximum exposure of your property is paramount. We want to reach as many potential buyers as possible. Specific time is allocated to contacting our extensive

database of buyers and your property is uploaded to all the major property websites, as well as our social media feeds. A For Sale board will generate extra enquiries, which when coupled with our prominent office window displays, provide for additional 24-hour marketing tools.

6 Marketing Strategy

As well as emailing and calling our database of buyers with your property, we have a unique marketing strategy to help generate the most interest and achieve the best possible price. Throughout the whole process you will have a dedicated consultant who will update you weekly on the progress of the marketing of your property.

Week 1: In week one we will feature your property on Rightmove: This instantly puts your property in the top spot, so your property is seen by more buyers. This is proven to increase views to your property by 1000%*

Week 2: In week two, to generate further interest on your property, we will add a premium listing which will make your property stand out from the crowd.

Week 3: If your property still hasn't sold by week three, we will introduce a social media slammer which creates a 30 second video of your property. We target clients on Facebook, Instagram, LinkedIn and Twitter. This pushes your property to buyers through targeted advertising and to potential buyers who might not be looking in the normal mediums such as our website, Rightmove, Zoopla, PrimeLocation, OnTheMarket and other portals.

Week 4: Although your dedicated consultant will call you each week, at week four we do a full review and discuss a marketing strategy for the next four weeks.

Featured properties, premium listings and social media targeting all cost additional money. However, at HoldenCopley, great marketing and client satisfaction are our highest priority, so we cover these costs for you.

Our average time from marketing to offer agreed is 30 days. However, not selling within thirty days is no cause for concern, sometimes it can take a little longer to find the right buyer at the right time. We will work with you however ever long the process takes.

7 Virtual Viewings

To complement our online advertising, we can create a 360° Virtual Tour of your property. In the digital world of today and in terms of information intake, “watching” is replacing “reading”. As with floorplans, 360° Virtual Tours will soon be a standard expectancy amongst buyers.

8 Keeping you Informed

How many viewings have I had? What did people say about my property? When is my buyer having their survey? Our philosophy is to provide answers before you need to ask the questions.

9 Longer Opening Times

Most of our viewing activity takes place outside of normal working hours, with Saturday being our busiest day of the week: right through from morning until late afternoon. As you can imagine, email and internet activity is constant, so we are structured to be available and adequately staffed when we are needed the most.

10 Leave it All to Us

We accompany viewings and host open day events, which enable us to interact with the people viewing your property. It's best to let us handle this to avoid you being asked awkward questions such as “*how much do you want for the house?*”, “*why don't you want to live here anymore?*” or “*will you sell to me for less if we cut the agent out?*” If people knock on your door, simply tell them to speak with us, it's what you are employing us to do and will help protect you from over-keen property dealers, or people trying to buy your property on the cheap.

11 Third-Party Recommendations

Using a local solicitor is always a plus. They know the area, the local authority and as such will be experienced with typical area-specific enquiries often raised by the buyer's solicitor. We can recommend local solicitors as well as other services such as mortgage advice and removal services.

12 Seeing the Job Through

Moving home is what it's all about, which is why our selling fee isn't payable until the end of the process. From start to finish, our objective is clear: to achieve the best possible result for our seller, by listening and being there for them every step of the way. When the job is done, we are then paid and having made sure your experience was a good one, you will tell others where to come when they need to move.

*“Our philosophy is
to provide answers
before you need to
ask the questions”*



Presenting your property for sale

Most buyers form an opinion within the first 15 seconds on entering a property. There are affordable improvements you can make to your home that will significantly enhance the buyer's experience.

Years of busy family life, entertaining and general wear and tear is noticed by someone entering a property for the first time. However, preparing your property for sale doesn't need to be expensive.

The exterior of your home is the first view buyers have of your property. A freshly cut lawn, scrubbed path or driveway, trimmed hedges and an inviting entrance will help create a positive first impression.

Here are a few suggestions and tips to help maximise the selling potential of your home:

* Now Where's that Tool Box?

Sensitively repair or remove tired or broken fixtures and fittings and attend to any small DIY jobs. Sometimes it's as much about what does not get noticed as what does. Tend to broken door knobs, cracked tiles, kitchen cupboards and anything else that can be easily repaired.

* Keep it Clean

Regardless of the time of year, give your property a thorough spring clean. Tackle lime-scale build-up, heavy staining and any grotty grouting around your kitchen and bathroom tiles. If they look old and worn, renew your sink and bath seals.

* Show Off Your Space

Declutter where possible to avoid your home appearing smaller than it is. When we visit to take photographs, this will make all the difference. We can always visit over two days if you need to move boxed up items from one part of the property to another to accommodate the photography. If you have outgrown your home, you could consider temporary storage. If your property is tenanted, perhaps offer your tenant a day's free rent for making an extra effort to tidy and better organise the property in readiness for our photography.

* Give Your Property the "Live Here Feel"

Too often people worry about removing all traces of personalisation. However, give this a little more thought, as many buyers want to experience that all-important "I could live here" feeling, so a homely feel is a good thing. For vacant properties, we would suggest using a home staging specialist. Prices are not as high as you might expect, especially in a market where properties usually sell quickly.

* Freshen it Up

Partial redecoration to some rooms is certainly worth considering, especially if one area in particular, such as the hallway, is overdue a fresh lick of paint. If you can do this yourself, it's simply a case of time and buying the materials. A newly painted front door, plant pots or a hanging basket will most certainly help to create a good first impression. If you feel unable to undertake any redecoration, there will be plenty of decorators happy to help. Small jobs such as these needn't be overly expensive.

* Don't Freeze or Overheat Your Buyers

In the winter keep it warm, in the summer keep it cool. You want prospective buyers to feel comfortable when viewing your property, not left shivering to the bone or in danger of overheating. If the property is vacant set the heating/cooling system accordingly.

* Smells, Odours and (even) Allergies

This is something we're sure everyone has heard before but it can help. Avoid any strong smells being present when people are viewing your home. Cooking, smoke and pet-related odours may be off-putting to some people. Cat or dog hair may even cause an allergic reaction, and with it, the potential to lose a could-be buyer, so a quick Hoover around the house to pick up any loose hair is a good idea.

* Flowers, Mirrors and Candles

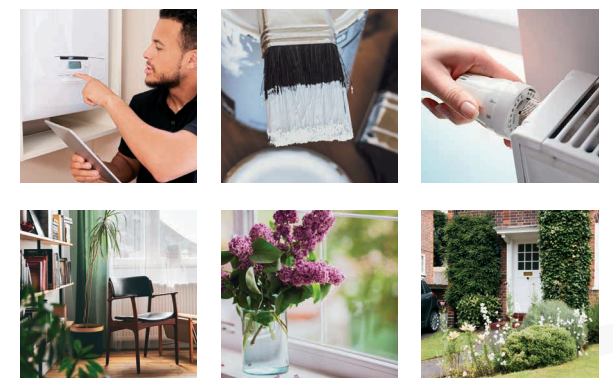
Collectively these can create a feel-good factor, help with odours and direct more light around a room.

* Don't Forget the Garden

If you have a shed, use it. Clear everything from the garden to make it neat and tidy. Remove potential hazards, such as panes of glass or loose bricks and paving slabs. The last thing you want is a personal injury claim. If the garden is overgrown and out of control, use the services of a local gardener to give it a general overhaul.

* Put Your House in Order

Allow your buyer to picture themselves in residence and show each room to highlight its purpose. If your dining room is full of work papers or exercise equipment, return it to its original purpose for viewings.



Excellent, professional, efficient and friendly service from day one. I highly recommend HoldenCopley to anyone looking to rent out a property with peace of mind as to a good job being done on your behalf. Many thanks Matt, Steve, Tom and anyone else that assisted in a suitable tenant being found and moved in within 10 days of our initial meeting.
Good work!

Mr P Jacobs

"Excellent, hard working, professional and great people. Restored my faith that there are good, customer focussed companies out there. After using two well known agents I thought they were all the same...
Proved wrong!"

Miss E Moran

"Our experience was thoroughly positive, we received an offer in 4 days for asking price and the whole process was smooth from start to finish! We're now in our new home and we can't thank everyone at HoldenCopley enough"

Miss L Hickman

"I hear people say all the time 'I don't know what I'm paying my estate agent for' well, I do and they deserve every penny...
Matt and Steve are fab.
Love them and will recommend them to everyone!"

Miss J Tait

"HoldenCopley got me the price I wanted then kept me fully informed throughout the process. I've worked with a lot of estate agents in the past they are excellent, can't recommend them highly enough."

Mr R Hartley

"THE BEST... overall knowledge of all aspects of buying, selling and renting properties. Would strongly recommend to anyone.
Thanks for everything!"

Mr C Mee

"I found Matt to be very open, honest and straight forward when helping us sell our investment property in Carlton. His advice was top notch and actually had a buyer lined up before we even agreed to go with them. They gave us weekly updates and kept the buyer sweet when we had a couple of hiccups during the sale..."

Mr A Stretton

"Great team who couldn't do enough for you. Superb service. Thanks for all your assistance in finding our new home."

Miss S Francis

"We would like to say a big Thank You to Steve, Matt & team at HoldenCopley. 10/10 service from start to finish. You really did go the extra mile for us & we would not have moved if it wasn't for all your hard work & determination. We will definitely use you in the future & recommend to all our friends & family."

Miss D Wilks

Our clients are our **best advertisement**

Putting customers first is what we do best – but don't take our word for it: read what our customers say.

All our staff undergo regular training and we reward evidence of 'excellent' customer service. We ask every single one of our customers to provide feedback and rate our service performance.

"These are the best estate agent out of all we've used before, very organised, and they're very helpful, always happy to help to you. Very pleased with their service!"

Miss B Foster

"We recently bought our home through HoldenCopley and can't recommend them enough! They went above and beyond throughout the process, kept us very well informed at all key points and helped make what can be a very stressful time run smoothly.
Thank you!"

Miss J Duckworth

"Outstanding in every way! Very persistent and always very friendly and helpful despite the challenges of selling our property.
Highly recommended!"

Miss N Grant

Other useful tips

When selecting your estate agent there are various points to consider.

Where is Their Focus?

Make sure the estate agent valuing your property is focusing on what they can do for you, not telling you what another estate agent can or cannot do. It could be a sign of bully-boy tactics or simply a general lack of experience in the area. It is certainly not very professional. There's little doubt the long-established estate agents in your area can all do a job for you, otherwise, they wouldn't still be here. Just make sure the person seeking your business knows what they are talking about and doesn't run out of ideas or information about their services. Their focus should be on you and your property.

How Long do They Need?

Most estate agents will require some degree of commitment from you, after all, you wouldn't want them rushing to find any old buyer through fear of early dis-instruction. On the other hand, do they really need 20-26 weeks with a 30 day notice period to prove their worth? Make sure you agree on a timescale you feel comfortable with, and never sign an agency agreement unless you understand the notice arrangements and how long you are "really" tied in for.

Sole Agent, Multiple Agent or Sole Selling Rights?

There are several types of estate agency agreements/ contracts. The most common being the sole selling rights whereby you appoint one agent to act in the sale of your property. Multiple agency is usually more expensive and many sellers make the mistake in thinking it will help their

chances of achieving a better result. However, to a buyer it can give the impression of a property that is having, or has previously had, problems selling, perhaps due to hidden problems.

Realistic Asking Price?

Whilst every seller wants to achieve the best possible price, care should be taken to ensure the agent is not overstating the price to gain your instruction, especially if they also seek a long tie in period. Check online to see if the agent has a reputation for lowering their asking prices. The easiest way for an estate agent to win business is by giving an overinflated valuation. They may then seek a price reduction midway into a lengthy agency agreement. At best you sell after the price reduction kicks in; at worst you may end up selling for less having lost the impact a property has when it first comes to the market. Undervaluing can also be a problem so make sure you deal with experienced professionals with good local knowledge.

Know Who You are Dealing with

Putting your property on the market is the first step of what can be a lengthy process, ranging from several weeks to several months. Be sure to establish your main point of contact and understand who else will be involved in the various stages of the selling process. It is important that you feel comfortable with the person looking after you later in the process.



Seller's Checklist

Selling your property is a big step and, as with anything else, it's best to be prepared. Here is a short checklist to help you with this.

- ☐ Choose a reputable agent with a track record for success, don't feel pressured
- ☐ If you are moving home, research the area you are moving to, ask your selling agent to help with this
- ☐ Think carefully before signing an agency agreement and make sure you are comfortable with the terms
- ☐ Prepare your property for marketing to ensure it is viewed in the best possible light by your buying audience
- ☐ Secure the services of a local solicitor. Ask us to obtain quotations from our local approved panel. It's advisable to do this early on as they cannot act for both you and your buyer (so get in there first)
- ☐ Check your documents are in order, such as your lease and make sure any ground rent and service charges are paid up to date
- ☐ Speak to one of our independent mortgage advisers to see if your mortgage is portable and whether there are any charges, for example, early redemption penalties. They can also advise on your borrowing ability for your new purchase, shop around to find you the best products, give advice and put you in a position to purchase your next home
- ☐ Check the property details, making sure they are correct, as items listed will be perceived as being included in the sale price
- ☐ Don't leave your removal arrangements until the last minute. Do your homework and obtain quotes
- ☐ Once you have a completion date, make arrangements to transfer your utilities and take meter readings on the day
- ☐ Ensure all keys are ready to be handed over to the new owners, including window keys



The Cost Of Moving

Marketing price	£
Estate agent fees	£
Solicitors fees	£
Removals	£
Total cost of selling	£
Purchase price	£
Solicitors fees for buying	£
Survey fee	£
Stamp duty	£
Total fees for purchasing	£

All fees are approximate.
We recommend obtaining quotes from our approved panel of solicitors and obtain advice from our independent mortgage adviser to confirm exact cost.

The next steps...

Professional photographer appointment

Date:	
Time:	
Attending:	

Thinking of Letting?

Landlord Services & Fees

TENANT FIND ✓

FULLY MANAGED ✓



✓ Advice Before You Buy

✓ Our lettings manager can guide you in your property search. Whether it's your first step to becoming a landlord or you're looking to increase your portfolio, we can inform you on all aspects you will need to consider before your purchase. Advising on the type of property and area that are in most demand as well as the rent you are likely to achieve are all crucial pieces of information required before committing to your purchase.

✓ Fitness for Human Habitation Risk Assessment

All properties require a Fitness for Human Habitation Risk Assessment. These checks are vital in order to identify health and safety hazards and to ensure the necessary records are kept. Once the assessment is completed, we will advise you of any recommended or required works that need undertaking. Should a tenant come to harm in the property where the landlord has failed to undertake the required due diligence, both the landlord and their agent may face significant penalties or prosecution.

✓ Property Marketing

✓ Our aim is to put your property in front of the widest audience possible to secure the best tenant at the correct market value. We start by taking high quality photographs using professionally trained photographers, they will also create a floor plan and 3D Dolls House Walkthrough of the property. This will make your property stand out and receive more enquires. The property will be matched to suitable tenants who we have registered looking for their next home. We will also advertise your property on our own website as well as all the major property portals, which includes Rightmove, On The Market and Zoopla. Social media is a great place to showcase your property. Your property can be found on Facebook, Twitter, Instagram and LinkedIn.

✓ Accompanied Viewings and Open Houses

✓ Our property experts will conduct all viewings, allowing us to meet any future tenants face to face, which is crucial in deciding if the tenant is suitable for your property. We often organise an open house, to create a buzz about the property which often results in more applications. You can then decide with our guidance which applicant best suits your property.

✓ Tenant Referencing

✓ Having confidence in your tenant before they move in is a must. The gut feeling after meeting a tenant goes a long way, but we of course back this up with third-party referencing. They will obtain references which includes ID, employment, a landlord reference, proof of income and overall affordability. Landlords are responsible for ensuring a tenant has the right to rent in the United Kingdom and we take care of this on your behalf.

✓ Tenancy Agreements

✓ Our tenancy agreements are designed to protect your interests by complying with all the latest legislation. Our legal experts review and update our tenancy agreements to make sure you have the most robust tenancy agreement available.

✓ Holding Deposit

✓ In order to remove a property from the market, landlords and agents are permitted to charge a refundable holding deposit of no more than one week's rent. The holding deposit must be returned within 15 days if the landlord or agent decide not to take the tenancy forward.

✓ Deposit and Rent in Advance

✓ A tenant cannot move into your property until we have received the full deposit and the agreed level of rent on your behalf.

✓ Deposit Held in Accordance with DPS

✓ It's a legal requirement for landlords to protect the deposit by holding the monies within an approved scheme. We will do this on your behalf via the Deposit Protection Scheme (DPS). We will protect the deposit within the required timescale and provide your tenants with all the information they require on how their deposit is being protected.

✓ Arranging EPC's, Gas Safety Certificates, Electrical Checks and Legionella Risk Assessment

We will work with you to make sure your property is safe for your tenants and meets current legislation. The laws around these areas change regularly and we will of course keep you updated of any changes and your obligations as a landlord.

✓ Inventory and Schedule of Condition

An in-depth inventory is one of the most important documents in any tenancy. It provides crucial evidence of the condition of the property at the start of the tenancy and can be vital when resolving any disputes when the tenant vacates. Our inhouse experts use market leading technology to create a detailed inventory with photographs and schedule of condition.

✓ Contacting Utility Suppliers

We will contact utility providers on your behalf to pass on occupation dates and meter readings to ensure the transfer is as smooth as possible and the accounts are accurate.

✓ Selective Licence Application

For properties we fully manage that require a selective licence, we can for a fee apply for the selective licence on your behalf with the relevant council. If you wish to apply for the licence yourself, we can provide some guidance.

✓ Receiving and Promptly Remitting your Rent

We use market leading software to receive and remit your rent payments. As soon as we receive the rent, any relevant deductions are made and the balance is sent to you immediately. We remit rent to landlords every working day.

✓ Monthly and Annual Statements

Each time money is remitted to your account a text message will follow and an email with a detailed statement. We keep everything in the cloud, so when you are required to complete your annual tax return we can provide a detailed annual statement for you or your accountant.

✓ Notices, Renewals and Rental Increase Negotiation

When a tenancy comes to an end, you or your tenant may wish to renew the tenancy. If both parties wish to extend, we will negotiate new terms and a rent increase where applicable on your behalf. We will then draw up the new tenancy agreement. If required we can also serve appropriate notices should you wish to regain possession of the property.

✓ Full Check-Out Report

At the end of the tenancy, we will arrange to visit the property and carry out a thorough inspection of the property. This will be checked against the original inventory and emailed to you with our comments. It will also include final meter readings, keys returned and detailed photographs.

✓ Returning the Deposit

After the check-out we will discuss any deductions required from the deposit. Once agreed by all parties the balance will be paid to the tenant. In the event of a dispute we will handle this on your behalf via the DPS.

✓ Property Checks and Detailed Reports

Our property assessor will arrange regular visits of the property and we will send a report to you with photographs. This will inform you of how the property is being looked after. We will advise the tenants of their continuing obligations and suggest any action of maintenance or repairs to you.

✓ Maintenance and Repairs

Our experienced property managers have relationships with local, trusted contractors who can be relied upon to visit your property and carry out any maintenance or repairs. If you wish to use your own contractors that's fine with us, we will still arrange everything on your behalf. We use market leading technology to report any maintenance issues, this gives detailed information, including photographs, all from a tenant's smartphone. This enables us to assess the issue quickly and get the correct contractor to your property.

✓ 24 Hour Emergency Maintenance Line

All out of hours calls and emails are diverted to our senior property manager outside of working hours.

✓ *Legal Expenses and Rent Guarantee

At an additional charge, we can arrange legal protection and rent guarantee insurance. This will give you protection if the worst happens. Further details are available on request.

*Legal expenses and rent protection insurance incur additional charges, details available on request.

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& Photography



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