

# Guarentee of Service

My mission is to provide the highest level of customer service and a high level of professionalism. Achieving the maximum value for your property in the shortest possible time, making it easy for you and removing risks from the process to provide a pleasant and successful experience.

To fulfill this commitment, I outline the following guarantee of service:

1. 24 hour direct communication with me via any method of your choice.
2. I am your agent, no part of the process will be outsourced or passed down to anyone else.
3. Assistance with getting you legally prepared for the sale.
4. Our existing database of buyers who are looking to purchase within your property's price range and location will be contacted.
5. A professional photography shoot, virtual video tour, introduction video and video preview narrated by me will be produced.
6. A for sale board will be erected to provide 24 hour free advertising for your home.
7. Your property will be advertised on Rightmove, Zoopla and Social Media channels with paid advertising.
8. Every Monday at a time to suit you we will hold a progress meeting to discuss how we both feel the sale is going and make any necessary changes.
9. All viewings will be accompanied by myself, my working hours allow for flexibility.
10. Immediately after a viewing, I will be providing feedback to you via your chosen method of communication.
11. All offers received are fully qualified through my 14 step qualification process.
12. Offer negotiations are taken care of by me, using my experience to achieve you the best result.
13. Once you have accepted an offer you are happy with, I will assist with your onward purchase. (if applicable) Attending second viewings with you to help in making decisions and negotiating on your behalf with the selling agent if necessary.
14. Once the chain is complete, I will progress the sale with all buyers, sellers and solicitors, keeping you up to date with the progress and advising you of your next steps.
15. I am on hand throughout the entire process, giving you access to valuable experience and advice. Including hints, tips and checklists to ensure a smooth process.

Should you feel that I am unsatisfactory in performing in any of the above areas, I invite you to register any complaint to me as soon as possible.

SIGNED

