



**Auctioneers, Estate Agents**

**& Property Managers**

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# *Residential Sales*

## *Our service*



We know that selling your home can be a stressful time.

When you sell with Christopher Whelan Estate Agents we take full control of the whole process and aim to reduce the stress to a minimum.

We are members of the Property Ombudsman Scheme and always try to exceed the Office of Fair Trading approved code of practice.

## ***Free Market Appraisal***

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Our initial free market appraisal is not a valuation. It is what we believe your home will sell for using our knowledge of the current local market conditions supported where possible with comparables of similar properties in similar locations. It will also take into account how quickly you want to sell your house.

Our appraisal will take approximately one hour. During this time we will take detailed notes of each room including dimensions and other information about services and council tax etc.

The asking price we agree will reflect our appraisal with a small margin for negotiation. We do not believe in inflating the asking price to an unrealistic and unattainable figure. A sensible asking price attracts prospective buyers and offers and can result in a sale above the asking price.

## ***Money Laundering Regulations 2007***

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When you have decided to instruct us to sell your house we are required to confirm your identity. In the case of jointly owned property we need to identify all of the owners. This is a requirement of the Money Laundering Regulations 2007.

A passport, photo driving licence, Council Tax bill, bank statement and utility bills can all be used.

## ***Agency Agreement & Fees***

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Two copies of our Agency Agreement need to be signed one copy you retain for your records the other you return to us. The Agreement sets out our agreed fees, asking price and the services we will provide.

Our fees are calculated on the sale price of the property plus VAT and will be agreed with you before you sign the Agency Agreement. This fee covers all charges and promotional costs including local advertising.

An administration charge of £100 + VAT plus advertising and any other charges or costs agreed will be payable in the event that the agreement is terminated or cancelled by you.

## ***For Sale Sign***

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We will arrange for a For Sale sign to be erected at or near your property as appropriate.

## ***Energy Performance Certificate***

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An EPC is required when a residential property is sold (a European Directive), which we can arrange at a cost of £85 + VAT in addition to any other fees. The EPC must be made available for any serious buyer.

## ***Full Colour Sales Brochure***

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We prepare full colour property details with plenty of photographs. These will be displayed in our window and in our office. You will be sent a draft copy to check and make any amendments after which you sign a "Misdescription Slip" in accordance with the Property Misdescriptions Act 1991 and return to us.

Details of your property will be sent to prospective buyers registered with us.

## ***Advertising on Websites, Property Portals & Property paper***

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Details of your property will be displayed on our website ([www.chriswhelan.co.uk](http://www.chriswhelan.co.uk)) and on the property portals Rightmove and Lake District Property.

Prospective purchasers will be able to see full details of your property, download and print the sales brochure or email a request to us to post them a copy.

The majority of enquiries are received via the internet.

We advertise a selection of our properties in the Lake District Property paper every two weeks.

## ***Viewings***

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Viewings are accompanied whenever possible.

It is our experience that on a first viewing, prospective buyers are more relaxed if the owner is not present and to this end it is helpful if you can provide us with a key which will be kept securely and a record of its use maintained. For subsequent viewings it is helpful if you are present to answer any questions that may arise.

We will always inform you of viewings and check that it is convenient. Whenever

possible we will obtain feedback from the viewing after a few days and pass this on to you.

You can of course contact us at any time to discuss your sale.

## ***Offers***

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All offers will be communicated to you as soon as possible by telephone, email or letter whichever is appropriate .We are happy to discuss offers received and advise on how we think you should proceed. Of course we conduct all the negotiations on your behalf which includes finding out as much as possible about the prospective purchaser

- Have they sold their own home? If not is their house on the market?
- Will they require a mortgage? If so do they have an agreement in principle?
- How quickly do they need to move?
- If they claim to have cash can they prove this?
- We will keep in close touch with all parties throughout this process and keep it as stress free as we possibly can.

## ***Sold***

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Once you have accepted an offer we will instruct your solicitor and the buyers solicitor and keep in touch with all parties until the sale is completed which is when we are paid.

Generally the property will remain on the market until we are advised that the buyer has received a mortgage offer and has carried out a survey when an “under offer” slip is attached to the sign and web details.

Any other buyer will be advised that there is an accepted offer and that they will be contacted should the first buyer pull out.

## ***Questions***

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Any questions, just telephone, email or fax, or you could just come into the office to talk to us.

We look forward to selling your property.