

HELPING US TO HELP YOU

We will keep you informed of the progress in your matter. If you are in touch with your buyer and/or seller, and acquire any useful information then please do let us know.

In addition, the following tips may be helpful:-

GENERALLY

- To deal with any letter sent to you promptly and, in particular, our initial letter to you enclosing our terms of business.
- Respond quickly to any telephone calls or messages left for you.
- Come into the office for your identity check (to comply with money laundering regulations) as soon as practicable.
- Let us know as early as possible if there are any dates when you cannot complete/move such as holiday, hospital appointments or work commitments. Please do not agree completion dates too early on without discussing with us beforehand.
- Provide us with as many contact details as possible i.e. home, work, mobile, email etc.
- Specify which method of communication you prefer and we will endeavour to use this wherever possible.

IF YOU ARE BUYING

- Let us know of any items that you expect to be included in the sale price such as carpets, white goods, or the garden shed and any items that have been negotiated separately for which an additional payment may need to be made.
- Let us know if you are in rented accommodation and you need to give notice to your Landlord. You should not give notice until exchange of contracts.

- Ensure that your mortgage application is submitted as early as possible and let us know the name of your mortgage lender and the amount to be advanced as soon as possible.
- Enquire of your mortgage lender as to when your offer will be issued as we cannot exchange contracts until we have your mortgage offer to hand.
- Enquire of your mortgage lender as to when the survey will be carried out. If you do not need a mortgage and intend having a private survey, please instruct your surveyor as soon as possible.
- Follow up on any recommendations from your surveyor promptly and let us know the outcome (particularly if this involves a price reduction). If the price is reduced then your mortgage offer may have to be reissued.
- Let us know as early as possible if there are any particular queries on the property or plans regarding matters such as alterations, covenants, boundaries or similar.
- If you need to give notice on a deposit account for funds for use as your deposit or for completion then please do so in plenty of time.
- If you wish to provide us with a personal cheque for your deposit or for completion, then please bear in mind that this will need to be cleared and will take a minimum of five working days.
- Ensure that your arrangements for Buildings Insurance, Contents Insurance, Life Cover and other such policies are in place.

IF YOU ARE SELLING

- Let us know of any items that you will be including in the sale price or any items that have been negotiated separately.
- Ensure that your Estate Agents sends the Memorandum of Sale and Sales Particulars to us (and the other parties) promptly. You should check that your Estate Agents have established the extent of the chain, if any, and verified the parties' ability to proceed.
- Check figures and statements sent to you promptly to ensure that they are accurate, e.g. mortgage redemption statements and Estate Agents accounts.
- If you are moving into temporary accommodation following your sale, then please ensure that you let us have a forwarding address for you.

- If you require the proceeds of sale to be sent direct to your bank account upon completion, then please let us have your account name, account number, sort code and bank details as soon as possible.

We consider buying and selling homes to be a "team effort" and, hopefully, the above will assist in making your experience as smooth and stress free as possible.