



Our Commitment

At Strawberry we love property but we love looking after our customers even more. Many agents will make lots of promises in order to get your instruction but then deliver very little as soon as they get it.

We take our commitments *very* seriously - so seriously in fact that *we are happy to be held to it time after time*. We know we are the right choice; we just want you to find that out for yourself!

STRAWBERRY CUSTOMER PROMISE

- 1. Your valuation from us will be REALISTIC** -We won't mislead you with an inflated valuation just to gain your business or undervalue your home to simply sell it at record speed. We'll use our knowledge of the local market to get the price right in the first place and achieve a sale quickly, but at a value which you'll be pleased with.
- 2. Your property will be on the market just 24 HOURS after we take your photographs** -We take our time when we are taking your property's photographs (to make sure we show it off at it's very best) but we won't hang around in getting all those lovely images and accurate descriptions in front of those all-important buyers.
- 3. Your property will go live on our site, Rightmove and On the Market INSTANTLY** -We know the importance of good exposure on the web and on property portals such so we believe in utilising their power immediately. Some agents only have designated times for uploading details electronically -we see that as valuable time wasted so we have a system of real-time data feed.
- 4. You will only ever deal with PROFESSIONAL, EXPERIENCED, HIGHLY QUALIFIED staff** -We are active members of the National Association of Estate Agents and also the Association of Residential Lettings Agents. That means we are always up to date with the latest legislation, regulations and current thinking within our market - as far as we are concerned there's no room for complacency.
- 5. You will get the very best LOCAL ADVICE based on our genuine LOCAL KNOWLEDGE** -We live in the area we represent; we are part of the local high street and the local business community and support a number of local projects. If any of our clients need advice on the area or its amenities we're giving it first hand, not simply interpreting what we've read about it!
- 6. You will get FEEDBACK on every single viewing** -We think you should hear what potential buyers are saying about your property. The good things we can then emphasise on our particulars (as they get their regular 'freshening up'), the 'not so good' things we can work on together to make sure they don't stand in the way of a future sale. A good agent always listens to, and takes action from, buyer feedback.
- 7. You will receive a WEEKLY CALL to UPDATE you on everything that's happening** -We know how frustrating it can be during periods of silence so we like to be pro-active in letting you know what has been going on. We might not have an offer or a viewing to talk to you about but we can certainly let you know about any enquiries we've had and share our ideas on boosting your property's appeal.
- 8. You will hear about EVERY OFFER made, with full details of the buyers position** -We don't think we should be automatically excited about every offer that's made on your property as we know that sometimes they can be a bit 'cheeky' or less attractive due to the circumstances of the buyers. Our presentation to you will be factual, will put you in an informed position and allow *you* to decide.
- 9. You will get an EMAIL & PHONE CALL as soon as your sale has gone to COMPLETION** -We are obviously all delighted when a sale has been agreed but too often we then see agents believing that their job is done and they disappear into the ether. We'll stick with it and make sure you are made aware as soon as the sale reaches completion – time to take that huge sigh of relief and start to plan.....

This is my promise to every Strawberry Lettings & Sales client

Nicola Hickinbotham