



PREMIER CHARTER

The Premier Property Charter outlines the high level of service that you will receive from an ESPC solicitor estate agent when selling a premier property

Before the house goes on the market

- Conduct a no obligation and no fee marketing appraisal and valuation for seller.
- Provide a written report based on the appraisal with valuation and suggested marketing plan including costings.

Marketing the property

- Advertise the property with the ESPC.
- Produce property schedules that accurately reflect the qualities of the property to support the marketing. To fully profile a premier property a schedule should be at least 4 pages, include a floorplan and a location map.
- High quality photography.
- Home Report for the property available through espc.com.
- Provide a summary of the features of the property through the property's home page on espc.com.
- The detailed description for the property is available with one click from the property's home page on espc.com.

When the house is on the market

- Respond within one working day to all requests for property schedules and any other enquiries from potential buyers.
- Where possible, follow up every viewing to gather feedback from the potential buyer and report back to the seller.
- When requested, provide accompanied viewing service when seller is not available or does not wish to conduct viewings themselves. The staff conducting the viewing will be knowledgeable about the property and able to handle questions from potential buyers.
- Provide regular updates to the seller on progress on a weekly basis or on a frequency that has been agreed with the seller.
- All client facing staff are trained in customer service and estate agency skills.