

# Selling with Gateway

Everything you need to know about selling your home with Gateway's excellent, cost-effective sales packages.



## How much will it cost to sell my home?

Choose from our excellent, cost-effective range of fixed price packages. Sole Agency (1% + VAT, minimum £1,500.00 fee) and Multi Agency (1.5% + VAT, minimum £3,000.00 fee). The only charges we haven't included in our packages are for costs (disbursements) that vary between properties and locations. These are fees for an Energy Performance Certificate (EPC), rating your home's energy efficiency. If you're selling a leasehold property, there may be a landlord fee. Disbursements are charged at cost, when required in the sales process.

## Do I need to pay extra for your conveyancing and mortgage advice services?

Yes, legal and financial services from Gateway would be at an additional cost. Please contact us today for more information.

## When will I have to pay?

You only pay Gateway when your home is sold. Some agents will charge upfront, but we don't think that's fair. So if there's no sale, there's no Gateway fee. Disbursements, for activities such as searches, are payable at the relevant point in the sale's process. For more on this, see How much will it cost to sell my home?

## Can I accept multiple agencies?

Yes, we accept multiple agencies. For more on this, see How much will it cost to sell my home?

## Where will you advertise my property?

In all the usual places, including on Rightmove, Zoopla and PrimeLocation. We'll also place a 'For sale' board outside your home to catch buyers' eyes as they pass by. In addition, we'll market your home on our website and through our social media channels.

## What if I change my mind about selling?

That's fine. We understand that plans change. If you're moving to another estate agent, we'll be sorry to see you go and would just ask for 14 days notice, as standard. There are no abortive fees to pay us, but depending on where you are in the conveyancing process, you may have paid some disbursements. For more on this, see How much will it cost to sell my home?

## Do you cover my area?

Our estate agency currently serves London and the South East of England, with plans to expand later down the line. Our legal and financial services are nationwide.

## Who deals with the legal side?

Our associated law firm, Gateway Conveyancing Limited, can join up your property sale. This means a better service, improved efficiency all-round and greater savings.

## Who will create the floorplans?

We will do all of this, we take professional photographs of your property and create an attractive listing, professionally and efficiently.

## Will I need an Energy Performance Certificate (EPC)?

Yes, this is a legal requirement. An EPC lasts 10 years and will rate your home's energy efficiency from A (highly efficient) to G (inefficient). If you've had an EPC before, it may still be valid. You can check here: [www.epcregister.com](http://www.epcregister.com)

## Who will negotiate and look after my sale?

We will. You'll have a dedicated, single point of contact – your Customer Manager – throughout your sale.

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## Who can I contact if I have any questions?

Your Customer Manager is on hand to help throughout the working day. We pride ourselves on a level of proactive service that's rare.

## Do you check the suitability of buyers?

Yes, we will check if finances or a mortgage are in place. Once you've accepted an offer, we'll also carry out full money-laundering checks to ensure the buyer is the actual buyer.

## Will I get a 'For sale' sign?

You will, and an eye-catching one that's been carefully designed.

## How quickly will you list my property?

We get to work straight away to not waste any time or opportunity. As soon as you are happy with our marketing strategy for your property, we will launch it immediately!

## Am I able to change the sale price?

Property values can fluctuate. We're always open to discussion and will advise you accordingly to realise the best market price.

## Do I still have to pay Gateway if my home doesn't sell?

No, you only pay our fee when your home is sold by us. Depending on where you are in the sale's process, you may have paid disbursements for activities such as searches. For more on this, see How much will it cost to sell my home?

## What advice can you give on conducting viewings?

Our listing will do much of the work in selling your home, so prospective buyers are genuinely interested in your property before they turn up.

Doing a few simple things will help with successful viewings.

### These include:

- Making sure the outside of the property looks spic and span; a tidy up and lick of paint can work wonders in creating the right first impression.
- Open the windows and let some fresh air into your home ahead of the viewing.
- Check your home is a comfortable temperature for the appointment.
- Make sure the interiors are as clutter-free as possible and, if you can, limit the number of people about.
- If you have a pet dog, it's a good idea to ask a friend or family member to look after it during viewings.
- Start with the best room and point out the features; our listing will be your guide.
- Just be honest with any answers to questions.
- Whether you put the coffee on is up to you. Aromas won't make the deal, but you can strike up a good rapport if your gut feel about the buyer is a positive one.

## Who does the viewings?

We will arrange viewings on your behalf at a time that's convenient for you to show the potential buyers around.