

Austin

Residential



RESIDENTIAL SALES · RESIDENTIAL LETTINGS · PROPERTY MANAGEMENT

Ickenham Office: 01895 631424 · Ruislip Office: 01895 61300 · Ruislip Manor: 01895 676444
sales@austinresidential.co.uk · www.austinresidential.co.uk

Introduction

Austin Residential is an independent West London-based estate agency group. We operate across the London Borough of Hillingdon.

Austin Residential offers dedicated divisions specialising in:

- Residential sales
- Residential lettings
- Property management
- Land and new homes
- Financial services

A key ingredient behind our success is our strong customer service ethos and our hunger to provide the best possible service.



Our core values are:

- In an industry where individuals do not need to take exams, 78% of our staff have and carry industry recognised **qualifications** making us one of the most **professional** estate agency groups in West London.
- We will always conduct our business with complete **honesty** and **integrity**.
- When instructing us to sell your home we will be your **trusted** partners throughout your moving process.
- Our staff are constantly trained to provide the most **dedicated** service within our industry.
- Being **independent** we can adjust to market conditions immediately to ensure no marketing opportunities are missed.
- Throughout our group we employ not only people starting their estate agency careers but also the most **experienced** property professionals in the area.
- Each and every one of us takes **pride** in our work.

Why us?

Customer Service

We work extremely hard at to ensure all our clients receive the highest level of service. We are committed as a company to keep you up to date with your properties progress throughout our partnership together.

Honest and Hardworking

It is imperative that you believe in us and trust in the full and frank conversations we are going to have. All of our staff are customer trained to put you first. We will always strive to give you honest, knowledgeable and friendly service. We will work tirelessly on your behalf to sell your home.

Always there

We will endeavour to be there for you. Either face to face at one of our offices or over the telephone, email, or at your home. You will receive market updates at least every 2 weeks, either by email or telephone, you choose.



We also give our buyers the option of receiving SMS texts or e-mails that inform them the very moment a new property comes to the market. This ensures your property is showcased in real time.

Membership of Professional Associations

We are proud that our qualified staff are members of either the National Association of Estate Agents and / or the association of regulated lettings agents.

Being Social

We've picked the best social networks that you can connect with us on, including Facebook, Twitter and Google+, so you won't miss out on regular Austin Residential updates and news.



Marvellous marketing

Using our experience we will tailor a marketing strategy that suits your property and your timescales. Here are some of the tools we use:

Market leading website – www.austinresidential.co.uk

One of the most up-to-date estate agency websites in the industry.

Internet advertising

Via all the major estate agency portals including, Rightmove, Zoopla, Globrix, and Find a Property, amongst others.

Arguably, the best estate agency software in the industry.

All branch locations are linked.



Modern branch offices with extensive window displays in prime High Street locations.

Each office offers an attractive and well planned environment to advertise your property and meet potential buyers

Extensive newspaper advertising budgets. Both nationally and locally.

We offer weekly, free-of-charge, full colour advertising schedules to our customer's. Your property will appear regularly with a colour photograph and imaginative dialogue. As a large scale advertiser we will also secure regular editorial features which will seek to highlight your home.




Zoopla

 rightmove.co.uk

 Finda
Property.com

globrix.com

 PrimeLocation.com

Fabulous brochures for every property

We will provide each and every property with a professionally prepared brochure. These brochures are high quality and include all the information needed to present your home at its glorious best.

Professional photography.

Every property that comes to the market will be visited by one of our professional photographers. Using state of the art equipment we will present your home with unique, market leading, high quality images.

3D Floor plans

By using the most up to date technology we can demonstrate the dimensions of your home visually with 3D images. This shows potential buyers each rooms space in a far more user friendly way.



Striking 'For Sale' boards.

A for sale board is a trusted and well proven marketing tool. But a smart board means a smart agent.



Low key marketing solutions

Your personal situation may mean looking to avoid main stream marketing. We will be more than happy to talk about your individual needs.

Open house marketing solutions

We may feel your property lends itself to open house marketing. To obtain the best possible price for your home we wait and invite potential buyers together, therefore encouraging a competitive buying environment. We will of course have trained staff at the property welcoming pre-registered visitors.

Customer testimonials

With 96% of our customers recommending us to friends and family, we understand that our effort and dedication put into each and every sale is worthwhile. We take the comments offered very seriously, as we are always looking at ways of improving what we do.

We have included a selection of comments from our customer satisfaction questionnaires.

Although being a very stressful sale at times we were made at ease by the professionalism and commitment of the team at Ickenham. We are so glad we got there in the end and look forward to moving into our new home!

Mr & Mrs James - Ickenham

Just wanted to thank Jaime for all his help, we are now completed and moved in. We had no hesitation in choosing Austin Residential as I knew you would provide the best service and were the kind of agent I wanted to deal with.

Suzanne & Eddy - Ruislip

This was our first move in 22 years and without Molly it would have been a disaster. She kept us informed and really took her time to make sure we had peace of mind. We have already recommended Austin's to our friends.

Mr & Mrs Peters – Ruislip

I've dealt with many estate agents over the years and can say I couldn't have asked for a more enthusiastic and helpful office. Nicola kept me in the loop throughout the sale and I could take a backseat knowing things were moving smoothly, a pleasure to deal with.

Mr King - Ickenham

Thank you to you and your staff for the professional way in which the sale of our property was dealt with, we were kept informed every step of the way and the whole process ran smoothly. We would have no hesitation in recommending Austin's.

Paul & Sandra – Ruislip

Everyone from the company were extremely helpful, particularly Ryan who introduced me to my new home, he answered all my questions and had a lot of knowledge about the local area. They really made the experience stress free!

Miss Patel – Ruislip

From first putting the property on the market to completing on our sale, we have been delighted by the service we have received. We had regular updates from Tony & Henry and any queries we had were easily answered!

Mr & Mrs Franks - Ickenham

Preparing for your move

Before marketing your home

Ensure that you have spoken with our financial advisor before you begin the move process. Understand your current mortgage, your future needs and the numerous options available to you.

Obtain a valuation

We suggest you obtain a number of valuations on your home. Most importantly this will expose the agents that deliberately overvalue your property, just to gain your business.

We would advise you to choose an agent you feel you can trust, that has experience in your area and is qualified. That way, your selling experience will be a lot smoother.

At Austin Residential we always involve our clients in the marketing plans of their property and will be delighted to share our ideas and offer you a free valuation.



Instruct Austin Residential to sell your property

Now you have made this important decision sit back and watch us go to work. We have the expertise and experience to get you the best possible price. We will of course be liaising with you at regular intervals.



During this process we will advise you in relation to all associated matters. These include recommending solicitors and financial advisors to you. We only recommend companies that we have used before, to make the process as simple as possible.

Obviously if you have your own solicitor or financial advisor that you have used before we will be delighted to liaise with them.

MOVING PLANNER

WHAT SHOULD I BE DOING? – MY PURCHASE

- Meet with financial advisor and sign mortgage application
- Book survey
- Pay solicitor monies and complete conveyance forms
- Solicitor now applies for searches in relation to your new home
- Searches received by solicitor
- Solicitor examines deeds and raises any enquires
- Solicitor receives enquires answered by sellers solicitor
- Mortgage offer received
- Solicitor now reports to you with documents for signature
- Arrange suitable move date with removal company
- Contracts exchanged with move completion date agreed.
- Confirm actual move date with removal company.
- Contact utility companies
- Contact Post Office for mail re direct
- Send out change of address notifications
- All documents and completion funds sent to solicitor by lender/bank.
- Money received by solicitor from lender/savings
- Move date

WHAT SHOULD I BE DOING? – MY SALE

- Your buyers Survey takes place
- Contact solicitor, send any monies required and fill in conveyancing forms
- Solicitor sends draft contract to buyer's solicitor
- Buyer's solicitor raising enquires and your solicitor answers them.
- Purchasers mortgage offer is received
- Contract and report on sale received
- Contract's exchange and completion date agreed

Then same process as above