

mansbridge
& balment

Black & White

9 point customer
service promise

If you choose Mansbridge & Balment you will know exactly what service you are getting.

Why?

Because it's all here in Black and White - a 9 point, customer service promise you can really believe in.

And why should you believe in it?

Because if by chance we break our promise to you, **we will reduce our fee by £100 - not just once, but every time we break it.** You can't get any more Black and White than that!



There should be no grey areas when
it comes to selling your home...

..everything must be in Black and White





We are making this promise because it's our goal to be the most trusted estate agent in your area - your first choice when you want to sell your home.

We are making this promise because we think our willingness to always go 'above and beyond' for our clients really sets us apart from the estate agent crowd.

We are making this promise because, quite simply, we truly believe we are the best at what we do!

Our promise to you

- 1) Erect a For Sale board within one working day, following instruction.
- 2) Create a set of draft property details and make them available on internet portals within the first 48 hours (working days) of placing your property on the market.
- 3) Designate an NAEA qualified, full time member of staff as your personal point of contact at the time your property goes on the market. We will also contact you within two working days to introduce ourselves and arrange to visit your property.
- 4) Advertise your property in the Plymouth Property Paper twice in the first three publications, following instruction.
- 5) Accompany all viewings within working hours to enable our staff to successfully 'sell' the benefits of your home.
- 6) Give honest feedback from viewings by the following (working) day – informing you even if we have been unable to contact the client.
- 7) Supply you with marketing updates every two weeks, giving you a breakdown of enquiries, viewings, feedback and internet statistics, as well as constructive advice on the best course of action to achieve a sale.
- 8) Inform you of every offer made on your property, clarifying the purchaser's position to the best of our ability – giving you our unbiased recommendations and straight talking advice.
- 9) Give you weekly sales progress updates via email and fortnightly phone updates, after a sale has been agreed, as well as offering advice and assistance to help the sales process run smoothly.

Signed on behalf of Mansbridge & Balment (Plymouth) Ltd

Date

The draft details will, where possible include a floor plan and EPC. To achieve this our Energy Assessor must be granted access within 24 hours of our instruction. We will endeavour to coordinate the energy assessor's visit with our "put on market" appointment but this may not always be possible. Draft details will remain in draft format until agreed and approved by our client. 48 hours (working days) excludes weekends and Bank Holidays. Any claims must be logged with the Branch Manager within 48 hours of the promise being broken, failure to do so will invalidate the claim. The Branch Manager will decide on the validity of any claim and his decision will be final.

