

Inc.

HOMESEARCH SERVICE - FAQ'S

DISCOVER A NEW LEVEL OF HELP TO BUY







T: 01903 350350 M: 07860 381249 E: CS@CSINC.UK W: CSINC.UK



HomeSearch...

...questions and answers

How does it work?

What ever service you choose, the service has key fundamental purposes in mind, to find you a home, to reduce stress, to speed up the home buying process and to save you time and money. In practice, all we need is to know is your requirements, your situation and some further details to enable us to strengthen your position as a buyer. Dependant on which of the three levels of service you decide, will determine how much more we can do to assist you.

What are the charges?

Each level of service comes with a small upfront fee and in some cases a fee payable on completion, further details are available by request.

Why are there charges?

HomeSearch differs from what you might expect by registering with an estate agent or signing up to alerts, it is much, much more than that. A great deal of time will be taken to understand your requirements, to gain the necessary information to strengthen your position as a buyer and to hunt out your perfect property, hence the up front fee. For our Progress and Plus services we will continue to aid your move all the way to completion, acting as your personal agent throughout, which will mean a great deal of time spent on progressing the purchase and liaising with many other property professionals to ensure a seamless transaction.

Do I have to use HomeSearch?

No, not at all, we will be listing a number of properties for sale in the coming months and you are more then welcome to register with us at no charge at all.

Can I use other services?

Yes, this is one of the main reasons we have an upfront fee, you are free to use any other service similar to HomeSearch whenever you like.

What if I find a property myself?

That's great news! HomeSearch Provider is set up as a single one off fee, so no further fees will be payable, in regard to Plus and Progress it is totally up to you if you wish to continue use the service to progress the sale, all we ask is that you keep us in the loop!



What commitments are there to the service?

As a home buyer, absolutely none at all, if you no longer wish to use HomeSearch, just let us know, that's no problem at all.

CS inc, however, is committed to your move for a period of one year, which may seem like a while, but some searches can take some time and, in the unfortunate event of an abortive sale, we want to make sure we have the time to make your move happen. At the end of the 12 month period, you can either renew at a 10% discount of the previous years charge, or not.

If you are in the process of buying a property on the advent of the 12 month period, no further charge will be applicable unless the sale aborts.

What are the charges for attending viewings?

Attending a viewing on your behalf forms part of all levels of the service and we'll happily attend up to five viewings on your behalf if you are unable to attend in person. After the five viewings, if you still wish for us to attend any viewings we will do so at a one off charge of just £10.00, plus reasonable expenses.

How does viewing on our behalf work?

On occasion, you may not be able to attend a viewing, for instance, an open day at a time and date where work commitments rule you out. We will attend the viewing on your behalf, video and take images of the property and then provide these to you with our thoughts.

Please note, we encourage physical viewings at all times and cannot be held responsible for any decisions made to purchase a property from the information we provide, where possible, we will arrange for a second viewing of the property at the earliest convenience.

Do I get email alerts too?

Yes, where possible, when we register your details with an agent, we will ask that your email address is included in any matching and property alert emails, although where this is not possible we will forward all alerts to you as soon as possible with our comments and thoughts.

Is there any conflict of interest?

No, we have designed this service to avoid any situation where we might act on both the buyer and sellers behalf, from the outset agents and sellers will be made aware that we are acting on your behalf as a buyer.

What if I've signed up and then offer on a property marketed by CS inc.

That's a good question, with a simple answer! In the event that this happens, we will continue to assist you in every way possible, however, our selling client will become the client and we would look to negate any agreed fees on completion and reimburse any fees paid to date by you on completion also



How does HomeSearch work to find me off market opportunities?

In the most simple terms, we will find you an off market opportunity to purchase your dream home by deploying a number of methods. We will visit the property and provide a market valuation and then encourage the seller to gain at least one further opinion of value to safeguard their position. Once we have agreed a sales price with the seller we will arrange for you to view and take it from there!

If you do not wish to purchase the property, the sellers will be given the option to openly market the property with CS inc.

What information do I need to provide?

So that we can present you to an agent and seller in the best possible light, we will need to have the contact details of your selling agent, if applicable, identification for money laundering purposes, proof of funds, or deposit funds and information, details of your solicitor or conveyancer, financial advisor and surveyor, alongside evidence of funding, such as an agreement in principle, if applicable.

We can help with quotations in all instances and will ask you to speak to our in house financial advisor, if needed, to add a further layer to qualifying any offer that you make.

Do I have to use any of your recommendations?

No, you are not obliged to use any service that we recommend, we do not have any interest in conditional selling and offer these only to assist you with your move.

Does CS inc. benefit from recommendations?

In the interests of complete transparency, yes, on occasion CS inc. will earn additional income when referring you to another firm.

How does CS inc. handle my information?

We treat your privacy seriously and would only release your details, and details of your position with your expressed written confirmation, all information is held safely and securely at all times. We assume on instruction that you are happy for us to release your contact details and information about your search and position to other agents, however, if you are not happy to do so, please let us know.

We may also look to market the services of the firm by using case studies, when this is the case, we will always seek your permission prior to doing so.

Further questions...

You might still have come questions and queries and that's just fine. Just get in touch by phone on 01903 350350, or email cs@csinc.uk.

We're looking forward to helping you find your dream home...