

APPENDIX 2- Estate Agents

Proactive Properties

As a brand, new company what attracts me initially to the scheme is the accreditation of working alongside Wolverhampton council whilst incorporating a star rating on our business which I view as can only be beneficial.

As a business owner, my aim is to offer a service level in estate agency that surpasses the company's that I have worked for previously. As you can see in the attached picture we have created a professional high standard estate agent's office in line with how I wanted it to look.

Whilst the office hours are set, our answerphone has my personal mobile number on it so that I am contactable at all times and emails are picked up 24/7, both myself and my colleagues are available to do business at evenings and weekends.

All of our sellers, landlords, tenants will have my mobile number and I encourage communication all round.

Whilst our property stock levels are low the last 2 tenants that have moved in I have met them in Starbucks and Costa (bought them a coffee) rather than at the property to do contracts and discussed my desire that we have mutually beneficial communication and no problems where possible !!

(One of our tenants WhatsApp me if there are any problems or questions and I just call the landlord)

We have set up our fees to be attractive to landlords at 6% part managed and 8% fully managed plus vat and help us grow our portfolio.

Where the scheme would of real benefit to ourselves is if it is possible to be promoted to existing and new landlords that we can meet and discuss our standards, services and prices.

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