

After **four highly successful** years running four high street offices, we took the revolutionary step to offer our clients a unique service. A choice that puts the way we sell your property and the costs involved, **into your hands.**



The Munrolock Sales Services Guide -
Helping you to make your decision.

What if...
**you could choose the type of
service you want?**



What if...
**you could choose to pay as little
as £399 for that service?**



What if...
**you could still have a full estate
agency service?**



Now you can. With Munrolock.



Munrolock are not your average High Street Estate Agent.

Neither are we an internet based agency.

Helping you with your move, not just your sale - You choose the service you want.

Everyone's situation is different. So shouldn't you be able to choose a service that suits you? That's why at Munrolock we have produced different levels of service to choose from, giving you more choice.

Estate Agents usually have one fee that encompasses everything. But what if you only need part of the service or are happy to communicate mainly via email?

So we let you choose.

Whichever service you choose, you will find the savings are still considerable compared with other High Street agents.

Look at the services available and the savings you can make on the next page.

**It's all about choice, but all our choices have one aim -
To sell your property.**



The Munrolock Services Options -

Choose your service,
A, B, C or D

	£399 +vat Upfront fee	£999 +vat No sale no fee	£1699 +vat No sale no fee	Full Service % of sale fee
Enthusiastic, straight talking, friendly and knowledgeable staff	✓	✓	✓	✓
Free No Obligation Valuation	✓	✓	✓	✓
Full details taken and created by Munrolock	✓	✓	✓	✓
Floorplans on all particulars, print and website versions	✓	✓	✓	✓
List Properties with Rightmove.co.uk and Findaproperty	✓	✓	✓	✓
List Properties on Munrolock and other websites	✓	✓	✓	✓
For Sale Board	✓	✓	✓	Optional
Genuine networked offices - all properties available in all offices	✓	✓	✓	✓
Property rung out and mailed out to all buyers on our database	✓	✓	✓	✓
Viewings booked at convenient times for you	✓	✓	✓	✓
Viewing Reactions available online 24 hours a day		✓	✓	✓
All offers negotiated for you and put in writing		✓	✓	✓
Feedback emailed after every viewing		✓	✓	✓
Online members area to see viewings, webhits, sales progress		✓	✓	✓
Viewings accompanied during the day if needed			✓	✓
Priority window display				✓
Feedback discussed with you after viewings				✓
Regular contact regarding marketing				✓
Regular Sellers reports				✓
Sales Progression Updates				✓
Instruct our partner solicitors	Optional	✓	Optional	Optional
Order sellers pack through our providers	Optional	✓	Optional	Optional



With any of our options, pay an extra **£199+vat** upfront and we will design and publish a **full page advert** exclusively of your property in the **Bromley Times**.
Or for £49+vat you can have your property featured in Rightmove premium property section.

A £399 +vat Upfront fee

- One off fee
- Rightmove.co.uk
- Four offices
- For Sale Board

If you are thinking of instructing an Internet property site, this is the option for you. The difference is we will come and take all the details, photographs and floorplans. Unlike private property websites, your property will be advertised on the largest property site, **rightmove.co.uk** and **findaproerty.com**.

Even better is that as we have four offices, your property will be advertised with all four and to the thousands of buyers we have on our database.

You also have a for sale board and advertise with us for as long as you wish to. The viewings will be booked with you and you have complete control of this and there is **nothing else to pay to Munrolock**.

B £999 +vat No sale no fee

- Rightmove.co.uk
- Four offices
- For Sale Board
- Viewing feedback
- Offers negotiated

Professional brochures, floorplans, details mailed out and rung out to all potential buyers, website advertising etc. We will book the viewings and get the feedback for you. You will have your own online area and your viewing reactions will be posted there for you to see anytime you want. All offers are negotiated for you.

In fact the only real difference from our normal service is that generally we will not accompany viewings, but instead arrange them for convenient times for you.

Your commitment to us for this special price is you will have a for sale board, order the Home Information pack through us and instruct our conveyancing firm to sell your property.

C £1699 +vat No sale no fee

- Rightmove.co.uk
- Four offices
- For Sale Board
- Viewing feedback
- Offers negotiated

Still far cheaper than any other High street agency, this gives you the option to use your own conveyancing firm, order or use your own home information pack and choose whether you wish to have a for sale board.


We will also accompany viewings if you are unable to be there for some of them.

The main difference between this and a full service is most of the contact will be via email.

D Full Service % of sale fee

The traditional estate agency service. All our properties feature in our window displays but priority will be given to this service. Though we will still use emails, we will also ring you on regular occasions regarding marketing and progress your sale once we find a buyer.

This is the option to choose if you prefer the personal touch.



Internet Property websites may tell you that nobody walks through the doors of Estate Agents anymore, but this is far from the truth!

Over 40% of our buyers registered by visiting our offices first.

Members of the National Association of Estate Agents

The NAEA is dedicated to the goal of professionalism within high street estate agency.

Internet Advertising on top performing websites

80% of applicants search the Internet first for property. Rightmove is probably the most successful of all the websites and Findaproperty has a fantastic reputation in London.

Viewing Feedback available online 24 hours a day

All viewing reactions are recorded online, so with your own access code, you can visit our website and study the feedback for your property. Let us have your email address and we can send you the viewing reactions automatically after every viewing.

A Variety of Communication

All our staff are equipped with their own computer, giving instant access to emails, prospective buyers, sellers, solicitors and properties from all our offices.

Informative Property Brochures

We believe our property particulars are of an exceptionally high standard and have the most requested information available on them.

Progressing Sales, taking it one step further

Though our main role is to introduce a buyer or tenant to your property, our involvement does not stop there. Our staff are trained to continue offering advice and updates until exchange of contracts or move in.



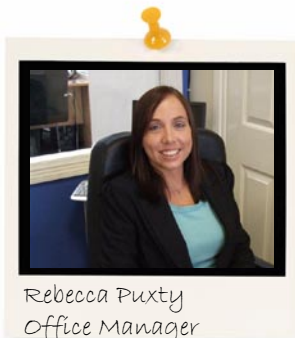
Richard Munro
Director



Darren Lock
Director



Emma Aitken
Customer Services Manager



Rebecca Puxty
Office Manager



John Picozzi
Branch Manager



Jonathan Southgate
Branch Manager

Our Internet Marketing

Photo slideshows, Location maps with route planners, satellite views, large floor plans, full details (not just measurements), printable brochures, email to a friend and save to portfolio are on the website brochures for every property.

Getting a Sellers Pack doesn't need to be confusing.

Instruct us to sell your property though and we will take care of everything for you. We have several options for you and because we have our own energy assessors, we can start marketing your property as soon as they have finished their report.

The true meaning of Networked Multi-Branches.

To Munrolock, the true meaning of networked is simple....register in one office and you are automatically registered in all our offices.....sell your property with one of our offices and you are automatically selling it with all our offices.

Selling needs preparation and consistency.

Preparation is the key. Behind the scenes it's an ongoing mixture of advertising, telephone calls, leaflets, emails and hard work. Without all of this, we would have no applicants to sell to. With no applicants to sell to, we would stop getting properties to sell.

We pride ourselves on being able to identify potential buyers for properties before we even start marketing a property. That's why we are successful in selling a number of properties within a few days.

Recommendations - The key to any agency's success

A Customer Service approach



Customer Services Award

We were finalists in the South London Business Awards 2007 in the Customer Services Category.

'Would like to compliment & thank John from Hayes & Helen from Beckenham on the expert way they handled the sale of our house. Thank you very much.'

'Your company has got to be one of the best I have ever used. I have found your staff to be extremely helpful and competent. I wish all estate agents were of the same quality. If I am buying or selling a property in the future I won't hesitate to contact your office again. Puts *r*****s in the shade!'

'Emma Aitken has been really helpful and is easy to talk to!'

'I have found the service very good..I would recommend that someone come to yourselves. Unlike other estate agents who are brash and make you feel unworthy. Excellent service'

I was particularly impressed by Rebecca who provided an amazing level of service. Thanks so much'

'I was selling our home by myself and found the staff extremely helpful - particularly Kate. When she wasn't around somebody else managed to answer any questions that I had.'

'I felt particularly fortunate to have the services of an estate agent with such professional standards of conduct and property knowledge.'

I was very impressed with the service provided by Munro Lock and all the staff, especially Rebecca, have been both professional but friendly and approachable. I have already, and will continue to recommend your agent to my friends and family!

'Your team has been quite exceptional and this survey does not do them justice as the single most important part of the service was the personal involvement of the various team members. You have an exceptional formula and working practices which will take you a long way. Thank you.'



How can we offer such low prices?

As we attract more sellers because of our low fees, we attract more buyers. Which in turn means even more sellers want to place their property with us. By also giving sellers discounts for accompanying their own viewings and making all information available online, we keep our fees low.



How much could you save?

(Other High Street Agent is based on a fee of 1.5% exc vat)

Other High Street Agents

£999 +vat

You save



Sell for	Other High Street Agents	Munrolock (£999 +vat)	You save
Sell for £200,000	£3000	£999	£2001
Sell for £300,000	£4500	£999	£3501
Sell for £400,000	£6000	£999	£5001
Sell for £600,000	£9000	£999	£8001
Sell for £800,000	£12000	£999	£11001

How helpful and friendly were our staff? **84% said above average**

How competent were our staff? **82% said above average**

What impressed you the most? **Communication & Staff knowledge**

We cover the whole of the Bromley Borough

Bromley Central Office

36 Widmore Road
Bromley, Kent, BR1 1RY
Tel: 020 8313 7777
Fax: 020 8462 5055

Beckenham Office

22 High Street
Beckenham, Kent, BR3 1AY
Tel: 020 8663 9000
Fax: 020 8462 5055

Hayes Office

31 Station Approach
Hayes, Kent, BR2 7EB
Tel: 020 8462 8080
Fax: 020 8462 5055

Bromley Head Office

139 Hastings Road
Bromley, Kent, BR2 8NQ
Tel: 020 8462 5577
Fax: 020 8462 5055

Our main email address is **admin@munrolock.co.uk**.

Alternatively, if you wish to send an email to someone in particular, type their first name in front of @munrolock.co.uk, eg: emma@munrolock.co.uk.

For a **free conveyancing quote** contact Emma Aitken 020 8315 4983

For **free mortgage advice** contact Mark Veness 020 8663 9000

Our managers direct lines are: Rebecca Puxty 020 8662 6783
John Picozzi 020 8315 8170
Jonathan Southgate 020 8313 7770

For **customer services** contact Emma Aitken 020 8315 4983

The above are direct lines, if there is no answer please call the office numbers.

Our website is **www.munrolock.co.uk** or our guide to the Bromley Borough is **www.munrolockhomeguide.co.uk**