

STAGES OF THE SALE AND THE SERVICE WE PROVIDE

Initial instructions - we will generally meet you in person to review your identity documents, advise you on the completion of property information forms and check through any property deeds and papers you hold

Confirming instructions to the buyer's solicitors and estate agent - we will confirm that we act on your behalf and whether you have any related purchase and if you require a mortgage for that purchase

Requesting title deeds and redemption statement from your mortgage lender - some mortgage lenders still hold deeds for a property. We request any deeds to pass them to the buyer's solicitors as this can reduce the enquiries raised. We request a statement so you can check the amount owing is roughly what you expected

Requesting a management pack from landlord and/or management company or their respective agents - it is typically the case particularly with commercial landlords or management companies that they will produce a pack of documents that includes buildings insurance, service charge accounts, a statement of account and replies to questions including whether you have complied with the lease. They will charge a fee for this pack

Checking the lease to see whether consent is needed from your landlord for the sale of the property - if consent is required, we would write to your landlord to check their requirements for giving consent

Issuing draft contract and supporting papers to the buyer's solicitors - we will request an up to date land registry title for your property from the Land Registry and also the up to date title for the whole building. We will then draft the sale contract and send the contract, land registry titles, the lease for your property and any property information forms and pertinent property papers you have supplied to the buyer's solicitors

Enquiries from the buyer's solicitors - we will respond to the buyer's solicitor's enquiries that we are able to deal with without your input. We will contact the landlord or the management company if further information is required from them in the enquiries. We will contact you requesting replies to the remaining enquiries and supply pertinent advice to assist with those enquiries

Amending the sale contract - we will make amendments to the contract requested by the buyer's solicitor that do not unduly prejudice your interests. Once the contract is agreed with the buyer's solicitor, we will send the buyer's solicitor a contract for the buyer to sign and at the same time send you the contract to sign offering any necessary advice on signing the contract

Responding to enquiries - we will provide replies to enquiries to the buyer's solicitors based on any replies you have given but with any necessary qualification to those answers to protect your interest. We will provide further replies to enquiries once we have any necessary responses from your landlord and/or management company

Exchanging contracts - we will speak to you and get your instructions on the proposed completion date and any proposed additional terms of the contract the buyer wants inserted. We will further get your instructions on the proposed deposit the buyer is offering. We will then exchange contracts if you agree the terms the buyer offers or offer a revised proposal if you do not agree the terms. We will then exchange contracts once the terms are agreed with the buyer's solicitors

After exchange of contracts - we will confirm to you and any estate agent involved in the sale that exchange of contracts has occurred

Approval and signature of transfer deed - we will check the terms of a transfer deed prepared by the buyer's solicitor. If it is incorrect, we will make necessary amendments and agree the terms of the final transfer deed with the buyer's solicitor. Once the terms of the transfer deed are agreed, we will send it to you for signing including any necessary advice on signing. We will then hold the signed and witnessed transfer deed from you pending completion of the sale

Before completion of your sale - we will request a final redemption statement from your mortgage lender and any estate agent's commission account. We will also seek confirmation from your landlord and/or management company what date the rent and service charge has been paid up to

Drafting and sending a Completion Statement to the buyer's solicitors - once we receive confirmation from the landlord and/or management company what date the rent and service charge has been paid up to, we will prepare and send a Completion Statement. The Statement will either add to or deduct from the remaining sale price any sum you have either paid already beyond the completion date or if there is a sum owing to the landlord or management company then there will be a deduction for the period up to the completion date

Sending you a final statement - we will send you a statement giving a breakdown of our charges, any disbursements (third party costs we have incurred on your behalf), any deductions or additions relating to rent and service charge, your final mortgage redemption statement and any estate agent's commission confirming the final sum due to you. We will take your instructions on where the net sale proceeds are to be sent

Replies to requisitions - we will respond to questions from the buyer's solicitors that include confirmation of our firm's bank details and that we will hand over a signed transfer deed on completion of the sale

Completion of the sale - when we receive the expected sale proceeds from the buyer's solicitor, we will confirm to you and any estate agent that the sale has been completed. We will confirm to any estate agent they can release any keys they hold for the property to the buyer's solicitor. We will then use the sale proceeds to pay off your mortgage, pay the estate agent's commission, deduct our charges and disbursements and then account to you for the remaining sale proceeds. We will date the Transfer deed you signed and then send this and any title deeds to the buyer's solicitors