

## Exclusive Listings Estate Agency



*Award-winning Estate Agency in Paphos district*

## Our Terms of Business

We want you to be completely happy with the service that you receive from Cyprus Resales Real Estate Agency. We think that before you sign-up it's important to outline exactly the type of work we will do for you, so that you can enter into this agreement with your eyes wide open. This document aims to do just that.

## Our Mission Statement

*Cyprus Resales estate agency aims to provide the most effective, best value for money way to sell and buy property in Cyprus.*

## How does Cyprus Resales estate agency service differ from traditional estate agents?

### High-street offices like no other

Our modern **head office at 7 Tombs of the Kings Avenue** is the largest, most prominent estate agent's office in the whole of Paphos area. The unique location of our office, only 200 meters from Kings Avenue Mall on the beach side, guarantees your property unrivalled high-street exposure. Feature LED displays in our windows make every property stand out even at night.

Our new **Polis office at 1 Arsinois street** is also the largest and most prominent in the town. It is conveniently located opposite Bank of Cyprus and Hellenic Bank, only a few meters from Papantoniou Supermarket. This office brings the same ultra-high standards of professionalism to Polis / Latchi area as we are renowned for in Paphos.

Our associate offices in Moscow and St.Petersburg in the Russian Federation provide a reliable stream of clients from one of the largest group of overseas buyers in Cyprus.

## Innovation

We offer a modern, forward-thinking way of doing things: a breath of fresh air compared to the stuffy, old-fashioned service offered by many of our competitors. We set up at the end of 2009, so we've never been used to houses just 'selling themselves' (those must have been nice times!). We're used to having to go the extra mile to get a house sold and don't rest on our laurels or just do things the same old way. Every day we ask ourselves: "How can we make our service better?"

## Transparent service

'Great service' is rarely defined and yet everyone seems to promise it. We believe that 'great service' means making a promise to our clients about what we will do and how we will do it and then following through on that promise. This Agreement therefore details exactly what we will do and how we will do it, so that you know what to expect.

## Fair

We believe that we should charge our customers fairly for the work that we do for them and that we should also be paid fairly for the work that we do. That's why our fee structure is based around transparent 'no sale – no fee' criteria. Our estate agency fee is currently 5.00 % plus VAT (total of 5.95%, **including** all taxes).

## Sole/Exclusive Agents with 90% sales' success rate

When you sign with us you will have the full backing of our company with accurate maps, floor plans, virtual tours and the highest quality photography. Sole/exclusive agency shows the strength of our agency. Our vendors know that we will reach every possible client out there, thus neutralizing the need to choose multiagency. Total security for your property with one key given to one agency is also very important factor. And finally, by choosing us you avoid any squabbling with rival firms over who should be paid, which can result in paying double commission or losing the sale altogether. Cyprus Resales – is the only estate agent you will ever need. We give you 90% chance to sell your property in Cyprus.

## Effective advertising

We offer a market-beating range of advertising channels for your property. With Cyprus Resales you get ultimate exposure on all the major international property portals, such as Rightmove, Zoopla, Prime Location, Prian (Russia), Juwai (China). And most importantly we provide unique advertising via our own online platform that boasts some 10 websites in multiple languages, mobile site and Apps for Android and IOS.

## Premium Listings on RightMove Overseas, Zoopla and PrimeLocation

Premium Listings on international portals can increase the visibility of your property by up to **33%**. Cyprus Resales estate agency offers a Premium Listing Box for EVERY PROPERTY marketed by us regardless of price. Make your property stand out from the crowd by listing with us.

## Proactive

We proactively match your property to a database of several thousands of active overseas property buyers. Any buyer who contacts our offices here or in Russia is asked exactly what they are looking for and is added to our database. We then send them details of every property that we bring to the market that matches their criteria.

We believe that this is the single most proactive thing that an estate agent can do – our system combined with this human effort helps to find you a buyer even whilst we all sleep at night! We don't rely on occasionally picking up the phone and telling someone about your property: instead we make sure that thousands of people get an alert sent directly to them. What's more, you can see details of all the customers that have physically viewed your Cyprus property as well as your property's online performance via your own, unique online login area.

## Key services that we provide

- We provide a free of charge valuation of the property that is to be marketed under this Agreement (the 'Property'). The valuation will be carried out by our director using the latest available data for your property.
- We provide a free 3D virtual walkthrough for every listing, allowing potential buyers to "view" your property 24/7, 365 days a year from the comfort of their own home in their own country.
- We provide free of charge Energy Performance Certificate (EPC) for your property.
- We take photographs of the Property using a highly trained photographer who utilizes excellent equipment and techniques to ensure your property looks its best.
- We provide aerial stills and videos, giving a unique perspective on every property and its location.
- Accompanied viewings for all buyers, let us take the strain and show your property to the best. We perform our duties when we have to. Because buyers often come to Cyprus only for a few days we accommodate their needs even on weekends.
- Detailed feedback on every viewing. Good or bad we will let you know what clients think of your property after a viewing.
- We will receive offers both verbally and in writing from potential buyers. We work hard to negotiate an offer on your behalf.

## Essential facts about our Services

### Communication

Emails are best for leaving a record of correspondence between you and our agency, but text and phone calls also work. The key is that we will keep you updated every step of the way.

## Duration of Sole Estate Agency Service

We will have the sole/exclusive right to market and sell your property for ten months. You have the right to terminate this Agreement by giving at least 2 weeks' notice, not earlier than the end of the ten months of marketing. During your time with Cyprus Resales you have a 90% chance of selling your property.

## Energy Performance Certificate (EPC)

If you would like to sell your property in Cyprus you are required by law to order an energy performance certificate (EPC). Cyprus Resales will provide energy performance certificates for their properties FREE of charge. With EPC costing up to 500 Euro each the benefits of selling your property with Cyprus Resales are clearer than ever.

## Photographs

We always take our own professionally done photographs. All photographs, virtual tours and multilingual texts are intellectual property of our agency.

## 3D Virtual Walkthroughs - 24 /7 open house

Our 3D virtual tours are a truly immersive experience that is much like Google Street view for inside a property. We have these amazing walkthroughs for all our properties regardless of asking price and are one of the few estate agents in the world, never mind Cyprus, to use such advanced technology fresh from Silicon Valley and brought to your doorstep in Paphos!

## Drone Video and Aerial Photography

Our 3D camera gives amazing views of the inside, but we don't forget the outside. Properties listed with us benefit from amazing aerial stills and videos that present our properties to their very best. In our drone gallery we share with you a unique perspective on the areas - a bird's eye view of Cyprus.

## Floor Plans

Floor plans are one on the most important aspects of listings; they are augmenting photographs and virtual tours to give buyers the whole picture.

## Mapping

We place the exact location of your property on our maps.

## For Sale sign

A 'For Sale' sign helps to identify the property to buyers who are interested in scouting the area before they contact us. Thus we provide a 'For Sale' sign for every property, even if it is located in a quiet cul-de-sac.

## Accompanied Viewings

We will accompany the buyer to your property and conduct the viewing on your behalf. Viewings are much more successful without the owner being present. Feedback on the viewing will be provided by email afterwards.

## Items we require

- Property owner(s) passport(s)
- Contract of sale (first page)
- Title deed for the property
- Utility bill for the property (for any period within last 6 months)
- Floor plans (if available)
- Property key

Look forward to seeing you in our offices at:

Head Office - 7 Tombs of the Kings Avenues, 8045, Kato Paphos, Cyprus.

Polis / Latchi Office - 1 Arsinois str., Polis, Cyprus.

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