

Ridgewater

Sales & Lettings

Local • Independent • Experts



Sellers

Information

Why Use Ridgewater Sales and Lettings?

Meet the Sales Team at Ridgewater

Here to help make your property dreams come true

Daniel Hobbin
Sales Director



Neil Tozer
Managing Director



Leah Bellworthy
Branch Manager



Jan Powell
Sales Administrator



Helen Barter
Office Administrator



Adam Cliff
Sales Negotiator



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Our promise to you....


Ridgewater was founded by Neil Tozer in 2008, just a few days before his daughter was born. He has considered it to be his baby ever since!

Ridgewater was born out of love; love for all thing property and the love of giving great service and doing the right thing by our customer.

We believe in always giving our customer the best, it's our promise to you.

- We will always make you feel welcome.
- We will understand and meet your needs.
- We will build relationships through professionalism and trust.
- We will constantly strive for improvements.
- We take pride and enjoyment in what we do.





AT RIDGEWATER
WE BELIEVE WE
OFFER MORE
THAN ANY OTHER
AGENT IN TORBAY

HERE ARE A FEW
REASONS WHY WE
BELIEVE IT.....

We are your local, independent property experts.

Our high street offices are at the heart of the community. If you ever need us we are always on hand to help.

Our two local offices are highly visible and easily accessible and we always have a freshly ground cup of coffee ready to welcome you.

You will deal with a dedicated local property expert based in one of our offices, and being truly independent we are free to tailor our service to suit you.

Showing your property off to its best.

We do everything we can to present your home in the best possible way; from professional quality photography, floor plans and virtual tours, to our high street office window, and it's all included as standard.

Ridgewater are your online and local agent.

We offer everything you can get from a online agent plus so much more.

Companies that advertise as online are just estate agents without the local office, team and knowledge.

We are always available to help.

We get you seen in all the right places.

As well as our local offices we show your property off to the world!

Unlike many agents we are on ALL of the main property search sites such as Rightmove, Zoopla, On The Market, Primelocation and we can even create custom adverts on Facebook and get your property out to our 4500 followers plus millions more!

Ridgewater will only ever give honest advice.

The biggest reason why properties don't sell is that agents tell the vendor what they want to hear, and that usually means over pricing it to get the property listed.

We will never over price properties for ego.

We want to sell your property so will only ever give you an honest appraisal backed up by comparables.



MEET OUR GIRAFFE



Our state of the art camera that creates a 3D virtual tour of your home... and its included as standard.



Some agents charge extra if you want professional photographs...



At Ridgewater, excellence is included as standard



A Leading competitor's photo



Our photo of the same room

Your home deserves so much better

- We removed the personal belongings.
- Much more of the room is shown.
- The correct lighting is used to show off the room.
- There is no distortion, the uprights remain upright.

We include a floor plan for free, because people like them!

1 in 5 buyers would ignore a property listing completely if it didn't have a floorplan.

Over a third of buyers said that they were less likely to even enquire about a property without a floorplan.



Approximate net internal area: 814.75 ft² / 75.69 m²
While every attempt has been made to ensure accuracy, all measurements are approximate, not to scale. This floor plan is for illustrative purpose only and should be used as such by any prospective tenant or purchaser.

Powered by Giraffe360

Source - Rightmove



What will Ridgewater do for you and your property?

- ◆ Free no obligation market advice on the current value of your property.
It is important that your house is valued correctly.
- ◆ Advertising and marketing of your property, including a 'For Sale' board , where appropriate.
Being seen in all the right places is so important.
- ◆ Advise on presentation and furnishing of your property.
Helping you make a great first impression.
- ◆ Free 3D floor plans on all property detail and online.
Because people love a floor plan!
- ◆ Regular updates regarding interest levels and marketing.
We constantly monitor how your property is performing and let you know
- ◆ Accompanied viewings with prospective purchasers.
We can help demonstrate all the best features of your home
- ◆ Regular feedback after viewings.
Good or bad, it's so important to get some feedback.
- ◆ Negotiating on offers and offering advice on all prospective purchasers, including qualifying their ability to purchase.
We will ensure that you get the best offer for your home
- ◆ Chasing and regular updates during the sales process.
One of the most important jobs of a good agent is keeping your sale on track.
- ◆ Help and advice on purchasing a new property.
We are also here to help you find and even negotiate on your new home.
- ◆ Dealing with solicitors and all members of the chain to ensure a swift completion.
So you can relax in the knowledge that everything is happening as it should be.
- ◆ Advise of rental income for investment purchases.
So you know that your are making the right investment



The Sales Process

How much is my home worth?

Arrange for a realistic valuation on your property from a reputable and experienced estate agent.

How much will this move cost?

Calculate the estate agent fees, legal fees, removals and all other costs associated with your move. Do this now so that there are no nasty surprises further down the line.

Arrange an EPC.

It is a legal requirement that all properties in England and Wales are marketed with an Energy Performance Certificate (EPC) before marketing can commence. This will give your property an energy efficiency rating.

Put your house on the market.

It's time to get the property details just right. We will take photographs of your property, so stage your home to look its best. Next, work with us to pick the very best images.

Spread the word online.

Almost all buyers now start their property search online, so make sure you're making the most of the internet. You should expect your agent to list your property on Rightmove and Zoopla as a bare minimum.

Prepare for viewings.

You want potential buyers to be able to imagine themselves in your home. The three most common things that put off buyers are untidy kitchens, scruffy exteriors and dirty bathrooms. Think back to all the things that made you fall in love with the property and the area too. Make a list so you can be sure to point these out to potential buyers.

Potential buyers will visit your home.

You may choose to show them around yourself, or ask us to carry out the viewing. Potential buyers will want to see every part of your property, so be prepared to show them inside storage spaces like cupboards and lofts. We will make sure you receive feedback after every viewing.

Accept an offer.

You will be notified of offers by phone and in writing. Consider the amount you are being offered, the financial position of the buyers, their chain if they are selling another property, and your own timescales.

Find a solicitor.

'Conveyancing' sounds like boring legal stuff, but it's essential. It's the legal transfer of your property to the buyer. It can be a confusing process and you need a solicitor to deal with this for you. Ridgewater can introduce you to a solicitor if you would like us to.

Sale agreed.

The solicitors for both parties will confirm that the sale is agreed, subject to contract. You will receive a Memorandum of Sale, but at this stage either party can still withdraw without penalty.



The buyer will arrange a house survey.

Your buyer's surveyor will arrange an appointment and the results will be sent to your buyer. The five key things a surveyor will be looking for are problems with utilities, damp, cracking, roofs and timber defects.

Mortgage valuation.

In addition to the house survey, the buyer's mortgage lender will arrange a valuation to confirm that the property is worth what they are being loaned.

Your solicitor drafts the contract.

You will need to pass the title deeds for the property to your solicitor, along with a Property Information Form. Your solicitor will then draw up a contract. This will be sent to the buyer's solicitor.

The buyer's solicitor will confirm the details of the property.

The buyer's solicitor will contact your solicitor to confirm exactly what is included in the sale. The buyer's solicitor will be asking about things like the location of the boundaries, any disputes and any alterations that have been made.

The buyer's solicitor will perform searches.

The buyer's solicitor will perform searches of Land Registry and Local Authority information. They will be checking for planning history, and any potential developments around roads, drainage and mining near the property.

Sign the contract.

Your solicitor will advise you when it's time to sign on the dotted line.

Agree moving dates.

Your solicitor and the buyer's solicitor will agree a date for the exchange of contracts and for completion (ie move out day). It's a good time to start getting quotes for removals too as you can set a provisional moving day.

Exchange of contracts.

Your solicitor will receive the buyer's deposit along with the signed contract. Both parties are now legally bound to the purchase.

Removals.

It's time to contact your chosen removal company to confirm your move, which means it's time to start the dreaded packing!

Advise everyone of your change of address.

You'll need to inform all of your utility companies who will need to take meter readings and cancel contracts. Don't forget everyone else who needs to know – the bank, your employer, family and friends. If necessary, the Royal Mail can organise a mail redirection.

Completion.

Payment is made between each party's solicitors and the keys are exchanged. It's all over and the house is sold.



Frequently Asked Questions.

Everything you need to know!

Why do I need an Estate agent?

We can save you a great deal of time, money and stress. Finding the right purchaser for your property can take a long time if you wait for responses from private adverts or rely on word of mouth locally. We have access to an enormous pool of purchasers via huge internet exposure, our two local prominent branches, the latest applicant matching software, or 4500 Facebook followers and our experienced and friendly team.

What sort of agreement is used?

There are a number of different types of agreement that should be used depending on the circumstances of the sale. In the majority of cases it will be what is called 'Sole agency' in which case we would have sole selling rights to the advertising and marketing of your property for a period of 8 weeks. Joint and multiple agencies can be arranged if you wish to do so. This can be discussed further with you at the point of instruction.

How is the commission paid?

Commission will be invoiced to you via your solicitors on exchange of contract and usually paid on or shortly after completion. This is usually by BACs

What happens if the buyer pulls out?

As part of our service we will launch a full re-marketing strategy and discuss any additional advertising required. We will also contact any potential purchasers who missed out or were interested in the property before. Full mail outs and colour particulars will be produced with any amendments if necessary.

What are my outgoings?

Our commission will only be charged on completion. We do not charge extra for floor plans or any marketing material produced.

At Ridgewater Excellence is included as standard!



What happens when my property is empty?

You must advise your insurance company in accordance with their requirements regarding empty property. Please check your insurance policy for the relevant details. We accompany all viewings so rest assured all potential buyers will have one of our agents present at all times.

ENERGY PERFORMANCE CERTIFICATES

The Energy Performance Certificate (EPC) gives home owners, tenants and buyers information on the energy efficiency of their property. It gives the building a standard energy and carbon emission efficiency grade from 'A' to 'G', where 'A' is the best and with the average to date being D

Does everyone need an EPC?

The EPC is required by law when a building is constructed, sold or put up for rent.

You will need to provide an EPC which will be valid for ten years, to prospective purchasers

We can arrange an EPC for your property. Please ask for a quote.



Glossary of terms

A

Advance

Mortgage Loan.

APR

Annual Percentage Rate, the total cost of a loan, including all costs, interest charges and arrangement fees, shown as a percentage rate and easily comparable with mortgage interest rates.

Auction

The sale of a property to the highest bidder.

B

Balance Outstanding

The amount of loan owed at a particular time

Bridging Loan

A temporary loan advanced to help buy a new property before the existing one has been sold.

Buildings Insurance

Insurance against the cost of repair or rebuilding a property from scratch following structural damage, for example by flood, fire or storm.

C

Chain

A number of linked property sales where exchange of contracts must take place simultaneously.

Closing Date

The date set for submission of offers when more than one party show interest in the property.

Completion Date

Completion of the legal transaction with all monies and documents having been distributed. This is also when the seller's solicitor will instruct the estate agent to release the keys.

Contents Insurance

Insurance against accidental damage or theft of all moveable contents, including furniture, appliances and soft furnishings.

Contract

A formal agreement between the buyer and the seller, usually prepared by a solicitor or licensed conveyancer, detailing the terms and conditions of the sale.

Conveyancer

Person other than a solicitor who may conduct the conveyancing.

Conveyancing

The legal work involved in buying and selling properties.

Covenant

A condition, contained within the Title Deeds or lease, that the buyer must comply with, which is usually applied to all future owners of the property. A restrictive covenant is one that prohibits the owner from doing something.

D

Deeds

Legal documents assigning ownership of a property and/or land.

Deposit

Sum of money that represents the personal capital that the buyer is putting toward the purchase of the property.

Disbursements

Fees, such as Stamp Duty, Land Registry and search fees on top of conveyancing which you normally pay via your solicitor.

Draft Contract

Unconfirmed version of the contract.

E

Early Repayment Charge

A charge made by the lender if the borrower terminates a mortgage in advance of the terms of the particular mortgage. Normally occurs when the borrower has benefited from reduced payments or cash back in the early period of a mortgage.

Equity

The difference between the value of a property and the amount of mortgage owed.

Exchange of Contracts

The point at which the sale becomes legally binding from which neither party can withdraw without financial penalties - In Scotland see 'Missives Concluded'.

F

Fixed Price

Offers are invited at the price shown

Fixtures and Fittings

All non-structural items included in the purchase of a property.

Freehold

Ownership of the property and land upon which the property is situated.

Full Structural Survey

A full structural survey looks at all the main features of the property, including walls, roof, foundations, plumbing, joinery, electrical wiring, drains, and garden.

G

Gazumping

The practice by a seller accepting a higher price than that previously agreed with someone else.

Gazundering

The practice by a buyer lowering his offer just before exchange of contracts.

Ground rent

The annual fee which a leaseholder pays to a freeholder.

H

Home Buyers Report

The homebuyer's report comments on the structural condition of most parts of the property that are readily accessible, but does not involve in-depth investigation or the testing of water, drainage or heating systems.

Housing Association

A non-profit making body which lets you buy a percentage of the property and pay rent on the rest.

Instruction

When a seller instructs an estate agent to market a property.

J

Joint Agency

Where two estate agents work together to market a property.

Joint Mortgage

A mortgage where there is more than one individual named responsible for the mortgage.



L

Land Certificate

A Land Registry certificate proving ownership of property.

Land Registry

The Government organisation that holds records of all registered properties in England and Wales.

Leasehold

To be given ownership of a property but not the land it is built on. This normally requires payment of ground rent to the landlord. A leasehold is normally offered for either 999 years, 99 years or shorter terms.

Local Authority Search

An application made to the appropriate Local Authority requesting details of any planning or other matters which might affect the property being sold.

M

Maintenance Charge

A charge made towards the upkeep of a leasehold property.

Mortgage Deed

A legal document relating to the mortgage lenders interest in the property.

Mortgage Offer

A formal written offer made by a bank or building society to lend an approved amount to purchase a property.

Multi-Agency

The selection of two or more estate agents to act on the seller's behalf, usually incurring a higher fee than if the sale is completed by a sole agency.

N

Negative Equity

When the value of a property is less than the outstanding sum owed on a mortgage.

O

Offer

A bid made by a prospective buyer, this is not legally binding.

Offers Over

Offers are invited above the price shown.

Ombudsman

Independent professional bodies who investigate complaints on behalf of customers against estate agents, solicitors and insurance companies.

P

Part-possession

The term used when a property is being sold, where a tenant has legal right of occupation.

Private Treaty

The way in which most house sales are completed in England and Wales.

Property

Your home or the property you wish to sell or buy.

R

Repayment Mortgage

Your monthly repayment includes part interest and part capital repayment. So long as you meet all of the payments required by the lender on time, your mortgage will gradually reduce until it is repaid in full at the end of the mortgage term.

Repossession

When loans are in default the mortgage lender can repossess the property and sell it so they can repay the debt.

Retention

Holding back part of a mortgage loan until repairs to the property are satisfactorily completed.

S

Sale Agreed

A verbal agreement from the seller.

Searches

Checks of local council records for planning applications and restrictions, etc.

Sole Agency

The seller chooses a single estate agent to act on their behalf, incurring a lower fee than multi-agency.

Solicitor

Legal expert handling all documentation for the sale and purchase of a property.

Stamp Duty

A tax paid to the Government by the buyer upon completion.

Subject to Contract

Words used to indicate that an agreement is not yet legally Binding.

Survey

An inspection made by a qualified surveyor. There are three main types of survey. Valuation report (for mortgage purposes), Homebuyers report (also comments on general condition) and Full Structural survey (examines structural detail).

T

Tenants

People living in a property owned by someone else.

Tender

The process whereby the seller asks for written offers on a property usually with a set closing date. When a property is sold by tender, the buyer pays the fees.

Title

The ultimate record of ownership of a property, the evidence of which is found in the title deeds.

Transfer Deeds

The Land Registry document that transfers legal ownership from seller to buyer.

U

Under Offer

When the seller has accepted an offer on the property but contracts have not yet been exchanged.

V

Variable Interest Rate

Rate of interest payment that fluctuates over time inline with general interest rates.

Vendor

The legal name sometimes used to describe the seller of the property.

Verbal Offer

Offer from prospective purchaser, not legally binding on either party.

W

Writ

Mode of commencing legal proceedings.

Ridgewater

**‘Striving to be the most dedicated,
honest and professional sales and
lettings agent in Torbay’**

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