

## Commonly Asked Questions

### 1. When should I instruct you?

As soon as you decide to move, we would advise you to arrange an initial meeting with us. This means we can, from day one, put you in touch with Independent Financial Advisors and reliable solicitors.

### 2. Why should I use you and not my estate agent?

Estate Agents provide an invaluable service marketing houses and finding buyers. However, due the volume of properties they are selling at any one time; it is difficult to give their clients the level of progress chasing needed to get a sale through speedily and without unnecessary delays. In addition, unlike Estate Agents, we limit our client base in order to provide superior service levels.

### 3. What if my sale falls through?

We will do everything we can to keep the sale together, however where chains are involved, there are occasionally problems that cannot be overcome i.e. couples splitting up, job loss etc. In these cases, as we are keen to work with you again, Lets Move House will only charge the initial holding fee

### 4. What does my fee not include?

Any costs in relation to Estate Agents, Solicitors, Mortgage arrangements or Moving costs, we can though get you excellent rates for all of the above.

### 5. How much do I pay initially?

We only ask for a deposit of 50% of your fees as a retainer.

### 6. I am already proceeding with a purchase and am having problems, can you assist me?

Yes we are always happy to step in and help where we can. Fees for this service would be on a case by case basis

### 7. I need to move quickly, can you help me move faster?

Yes! With our proven track record we can ensure that your move will, with our help, proceed to a smoother and quicker contract exchange

### 8. I am moving into a new area, can you help me?

Yes, we can, within reason, cover most of England; fees for this service are available on request

### 9. I am having difficulty selling my house, can you help?

Yes, through our extensive network of associates, we can put you in touch with professionals who will help you.