



Our Commitment

At Strawberry we love property but we love looking after our customers even more. Many agents will make lots of promises in order to get your business but then deliver very little as soon as they get it.

We take our commitments *very* seriously - so seriously in fact that *we are happy to be held to it time after time*. We know we are the right choice; we just want you to find that out for yourself!

STRAWBERRY CUSTOMER PROMISE

1. **Your rental valuation from us will be REALISTIC** -We won't mislead you with an inflated valuation just to gain your business or undervalue your property to simply let it at record speed. We'll use our knowledge of the local market to get our figures right in the first place and achieve a let quickly, but at a value which you'll be pleased with.
2. **Your property will be advertised just 24 HOURS after we take your photographs** -We take our time when we are taking your property's photographs (to make sure we show it off at it's very best) but we won't hang around in getting all those lovely images and accurate descriptions in front of those all-important tenants. In addition we'll make sure your details go live on our website instantly.
3. **You will only ever deal with PROFESSIONAL, EXPERIENCED, HIGHLY QUALIFIED staff** -We are active members of the National Association of Estate Agents and also the Association of Residential Lettings Agents. That means we are always up to date with the latest legislation, regulations and current thinking within our market - as far as we are concerned there's no room for complacency.
4. **You will get the very best LOCAL ADVICE based on our genuine LOCAL KNOWLEDGE** -We live in the area we represent; we are part of the local high street and the local business community and support a number of local projects. If any of our clients need advice on the area or its amenities we're giving it first hand, not simply interpreting what we've read about it!
5. **You will get FEEDBACK on every single viewing** -We think you should hear what potential tenants are saying about your property. The good things we can then emphasise on your details (as they get their regular 'freshening up'), the 'not so good' things we can work on together to make sure they don't stand in the way of a future let. A good agent always listens to, and takes action from, constructive feedback.
6. **You will receive a WEEKLY CALL to UPDATE you on everything that's happening** -We know how frustrating it can be during periods of silence so we like to be pro-active in letting you know what has been going on. We might not always have a successful let to talk to you about but we can certainly tell you about any enquiries we've had and share our ideas on boosting your property's appeal.
7. **Your tenants will have been thoroughly checked** -We carry out comprehensive checks on every tenant reference and won't allow a let to commence if we find any issues unless you specifically ask us to.
8. **You will always be in safe hands when Strawberry are managing your property** -Within our property management contract we not only provide a concise inventory (with a very useful photographic record) before your tenants move in but we'll also carry out a full and thorough check-out and report everything back to you accordingly. We'll even assist you in handling the issues of any damage caused in a fair and effective manner.
9. **Your property will be checked by us at least 3 times during any 12 month period** -Once let, if we are contracted to manage your property, we will carry out checks within your property at least every 4 months. In addition we will keep an eye on your finances by giving you weekly updates if there have been any issues with rent collection.

This is my promise to every Strawberry Lettings & Sales client

Nicola Hickinbotham