

smarthomes

Buying or selling.
We're here to help!



welcome to the smarthomes experience



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I WOULD LIKE TO PERSONALLY WELCOME YOU TO SMARTHOMES, YOUR LOCAL ESTATE AGENT.

We are driven by extremely high standards of customer service, which we think is the most important factor when selling your home. It can be a quick and easy experience but more often than not it can be slow, time-consuming and frustrating, especially when you are involved in complex chains or when you have fallen in love with a particular property.

We are with you every step of the way, to hear your concerns, to keep you up-to-date and to advise you on what to do if things are not going to plan. Our staff are all highly experienced, well informed and motivated ensuring a sale effectively and as smoothly as possible.

I founded smarthomes in 1998 with the aim of creating a company

where personal service, care and attention to detail are all part of everyday life, that posses the vision and scale of a larger business, that is exactly what has been achieved – through hard work, a great team and a whole lot of enthusiasm for what we do!

I am immensely proud of my whole team for their commitment to our customers and I hope you allow us the opportunity to show you just how good we are!



Jamie Smart

our customer commitment

WE DON'T JUST TELL
OUR CUSTOMERS HOW
GOOD WE ARE, WE
SHOW THEM.

A business is only as good as its employees and ours have either been with us pretty much from the start or have been head-hunted by us. It takes a special kind of person to work at smarthomes.

We all firmly believe in providing excellent customer service - this is what sets us apart from our competitors and keeps our customers happy. We make the following commitments to our customers, and we keep them.

Always informed

We keep our customers informed every step of the way. Every single one of our customers receives a weekly phone call to update them, even if there is no news.

No more wondering what the feedback was from the last viewing. Or wondering why everything is quieter than you imagined. We are on top of the process from start to finish and will make sure you are too.

Open longer

We are open longer than other local estate agents, 7 days a week and until 5.30pm on weekdays. So you will always be able to contact us.

More than one named point of contact

We know how frustrating it is when you only deal with one person in a business and when they are out or in meetings for the day, which is why there will always be a team of people who will be well informed about your

property sale.

Viewings to suit potential purchasers

We are on hand to conduct viewings on your property when it suits you and potential buyers. So weekend and evening appointments are all part of the smarthomes service.

Only the best staff

We only recruit the best staff, who are knowledgeable, professional and exceptionally dedicated.

Our team will be able to answer all of your questions about the market and your property.



the best estate agent!

WE ARE SO PROUD TO
HAVE BEEN
AWARDED THE 'BEST
SALES BRANCH
OF THE YEAR IN
THE MIDLANDS' BY
ALLAGENTS.CO.UK

Allagents.co.uk is the UK's largest customer review website for the property industry where property sellers, purchasers, leave their completely honest feedback on how they think their estate agent handled the process.

We constantly review our feedback ensuring we evolve and improve with our clients needs.

We have received a rating of 5 out of 5 with 100% of customers saying they would recommend us.

We are really proud to have achieved what we set out to do – to provide the very highest standards in customer service.

“

Whilst we firmly believe we are the best estate agent around, and this is what drives us every single day, it's great to get this validated by our customers and the industry.

customer reviews

THE FOLLOWING REVIEWS HAVE ALL BEEN TAKEN FROM ALLAGENTS.CO.UK & GOOGLE



My son has just bought his **first home** through Smart Homes, and the whole process was **seamless** and took less than three months. We'd like to give Katie Wilson a special mention for her speed and **efficiency** in organising a viewing for the same day he enquired about the property. She also provided background and further information which was very useful. She recommended solicitors to use and the services of Smart Homes mortgage adviser. Thank you also to Gin who helped throughout the process. It was an **excellent**, hassle free experience and we would definitely use the services of Smart Homes again in the future. Thank you to everyone who helped my son achieve his dream 😊

ALL AGENTS REVIEW



Agents in Smart Homes are **professional** and **responsive** to all my questions during the whole process, including but not limited to my first enquiries about the property that I have interest, the negotiations with vendor after the offer acceptance and the following up till the end of the purchase. I would **recommend** Smart Homes to friends.

ALL AGENTS REVIEW



Smart Homes have been **incredibly supporting and professional** throughout the process of purchasing my property. I find them to be very straightforward and professional which has been a relief. Helen, from the Shirley branch was fantastic and had great customer service! **Communication and regular updates** about the property were a top notch! I would highly recommend this estate agents for any property purchase.

GOOGLE REVIEW



Smart Homes is a fabulous Estate Agent situated in the heart of Solihull. We sold our property through them and found the **team to be very professional** and thorough with their work. The team we worked with were amazing, **very friendly** and patient with the endless questions that were thrown at them. I would personally recommend Smart Homes to anyone looking at selling their property out or even buying as we had no problems at all and **everything went very smoothly**.

GOOGLE REVIEW

smarthomes support package

WHEN IT COMES TO SELLING YOUR PROPERTY EFFECTIVELY AND MAXIMISING ITS VALUE, WE ARE HERE TO HELP EVERY STEP OF THE WAY AND HAVE A COMPREHENSIVE SUPPORT PACKAGE IN PLACE TO DELIVER THIS.

Online Marketing

All of our properties are listed on the UK's largest property portals – Rightmove, and onthemarket.com which will put your property in front of the biggest home moving audience. Not all estate agents use all of these portals because of the fees involved but we believe online marketing on all of these platforms is one of the best ways to reach home buyers. smarthomes properties can also be found on our website smart-homes.co.uk and our own social media pages, Facebook, Instagram, Tik-Tok and YouTube to maximise the visibility of your home.

Exclusive database

We have generated an extensive database of prospective purchasers over the years because we specialise in specific areas meaning our

database is relevant to your home, so as soon as we have been given the task of selling your property we will issue email alerts to prospective buyers advising them of your property, in addition we will also call those prospective buyers who we believe are serious and are ready to buy to inform them that we have your property coming to the market before it goes live. Many agents will sit back and wait for the phones to ring, we do not – we are always one step ahead.

Presentation advice

Cluttered, crowded rooms really do put buyers off. Many people are unable to use their imagination and see what a room could look like, so we will work with you to advise you on how to best present your property to secure

a sale. Some advice on this can be found on the following page.

Photography, floor plans & videography

All of our sales directors are experienced in property photography and videography so you can avoid the expense of a professional photographer.

We can assure you that we will showcase your property in the best possible way and we will always send out our marketing material to you for your approval before your property goes live. Our floorplans help buyers to easily imagine the layout of your property as do the virtual tours which not all agents do as standard, some agents may charge additional for the floorplans and virtual tours, at smarthomes it is all part of our service.

Complimentary services

There is nothing worse than being given something, then receiving an unexpected bill for it. We do not work like that – we want to help our customers and we offer valuations, mortgage advice and Energy Performance Certificates all within our fixed package.

Mortgages & financial advice

Buying a property is the biggest financial investment most of us will ever make and we want our customers to have access to the best financial advice.

We have our own independent financial advisor who is on hand to help with any financial advice. We also have professional service providers to help with conveyancing and all of your legal requirements.

showcasing your home

TAKING A BIT OF TIME TO PRESENT YOUR HOME IN ITS BEST POSSIBLE LIGHT CAN ATTRACT MORE POTENTIAL PURCHASERS THROUGH THE DOOR AND CAN RESULT IN A HIGHER SALE PRICE.

IT'S NOT ABOUT SPENDING MONEY AND RE-DECORATING, IT'S JUST ABOUT PRESENTING A CLEAN AND TIDY HOME, MAXIMISING THE AVAILABLE SPACE AND LIGHT. HERE ARE SOME HELPFUL TIPS THAT ARE WORTH CONSIDERING BEFORE WE SEND OUR PHOTOGRAPHERS OUT TO YOUR HOME:



BEFORE LISTING

- Clear the driveway of cars and bins
- Ensure every room is clean and tidy and clutter-free – the more carpet/window sills/wall space people can see the larger the property will look
- Clean any mildew off the shower or window frames
- Remove rugs and mats so the room appears larger
- Takedown any clothing lines/airers
- Display garden furniture nicely from Spring to Autumn
- Clear away any pet bowls/toys/beds

BEFORE VIEWINGS *(follow the advice left, plus):*

- Bad smells are the biggest turn-off for potential buyers so use subtle air fresheners/fragranced diffusers to mask the smell of pets or cooking
- Keep your house warm during the winter months
- Replace any broken light bulbs
- Clean windows inside and out
- Make the beds
- Turn off TVs and computers
- Fully open all curtains/blinds to let as much natural light in as possible
- Fix any small snagging items



Estate Agent in Shirley & Solihull

and the surrounding areas



Since starting out in 1998, smarthomes has achieved a remarkable place within the property market, and has achieved an incredible level of sales success. We have become renowned for being the leading estate agents in our area thanks to our clients and highly knowledgeable and dedicated staff, who are all motivated to help customers sell their homes at a time scale to suit - and for the best price.

From customer feedback on the property review website Allagents.co.uk, smarthomes has received a rating of 5 out of 5 with 100% of customers saying they would recommend us.

Our local property expert

Jamie Smart focuses on marketing, valuing and selling properties within the Solihull and surrounding area, and has extensive knowledge in this location.

“

When I started smarthomes in 1998, it was with the ambition of having a company that I, and my staff, could be proud of. To offer the very best in customer service so that our customers felt appreciated and could trust that they were receiving the very best care and advice. I am very proud of what we have and will continue to accomplish.”

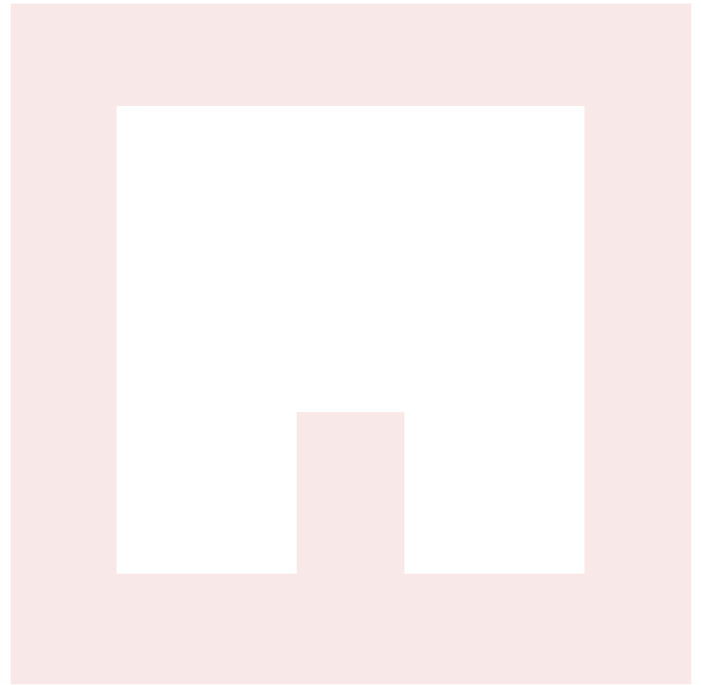


We will always give you honest advice and keep you updated throughout the process.

We are with you every step of the way!

Meet our valuers

valuing in Solihull &
surrounding areas
7 days a week



Jamie Smart
Director



Simon Burchell
Sales Director



Warren Matthews
Sales and Commercial



Josh Field NAEA
Sales Director



Rory Powell
Sales Advisor / Valuer



Tom Smart NAEA
Sales Advisor / Valuer



meet our sales team



At smarthomes, we believe good quality customer service to be of the upmost value. We thrive on our reputable, quality team of staff and continue to be recognised and recommended for our services, having collectively over 250 years of experience between us.



Helen Cole
Sales Progression Manager



Adam Cox NAEA
Sales Manager



David McLoughlin
Senior Sales Negotiator



Jeremy Thornton
Sales Negotiator



Philip Light
Sales Advisor



Gin Kaur
Sales Progressor



Debbie Guest
Sales Progressor



Sue Danter
Sales Progressor



Melissa Rodgers
Sales Administrator



Rob Morgan
Senior Sales Administrator



Jason Abrahams
Viewing Representative



Denise Richards
Viewing Representative



John Reidy
Viewing Representative



Robert Williams
Viewing Representative



Lynne Harrison
Viewing Representative



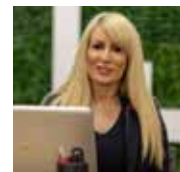
Laura Wintle
Property Presenter



Maddi Rose
Property Presenter /
Social Media Manager



Julia Evans
New Homes Director



Dawn Froud
New Homes Sales Manager



Trish Cresswell
New Homes Sales Advisor



Linda Green
New Homes Administrator



Jazmine Kaur
Trainee Sales Advisor



Beena Mistry
Accounts



Phil Roberts
Brookvale Director

frequently asked questions

Q. Should I look for a property before I market my house?

It is important that you know the kind of property that you are looking for before you market yours. However, you will not be able to secure a property until you have a buyer unless you have the funds to purchase independently.

Q. What happens if I do not find a property?

Within reason, many buyers will wait for you to find a property. In the unlikely event that you cannot find a suitable home you do not have to pay our fee.

Q. How do I know I've instructed the right agent?

The most important thing is that you feel comfortable and confident with the agent you instruct. In this market it is not only about selling your property but facilitating a move, so look at which agents has the most sold

boards in your area, who has the most available properties for your next home and read reviews on that agent before making a decision – the best website for this is allagents.co.uk.

Q. Why should I choose a high street agent over an internet agent?

Case studies suggest that, due to the local knowledge from high street agents and their extensive database, high street estate agents achieve higher sale prices and shorter transaction periods.

Q. How will I know I am asking the right price?

Valuing a home isn't an exact science and there are many things to consider. The location, style, school catchment area and size of the accommodation are usually the most important factors, together with the condition of the property and any improvements

that may have been carried out. With our vast local knowledge, we research recent sales in the area and take current demand into account.

Q. Will I still have to pay your fees if my property does not sell or I take it off the market?

NO! You only pay our fee if contracts are exchanged.

Q. Will I receive feedback following viewings?

Definitely! We pride ourselves on excellent communication and provide an update on your property viewings within 24/48 hours.

Q. Should I take my property off the market once I have accepted an offer?

Your buyers will usually expect you to remove the property from the market whilst they arrange for their survey and mortgage valuation.

In certain circumstances it may be better to continue marketing the property, for example if the buyer's chain is incomplete - as long as the buyer is kept informed of your intentions.

Q. Can I market my property immediately?

An Energy Performance Certificate (EPC) must have been commissioned before commencing marketing. We can prepare this for you and it can be secured within a couple of days.

Q. Do I have to pay Stamp Duty?

No, the Buyer is responsible for paying Stamp Duty, you only have to pay Stamp Duty on a property purchase.

Q. When do I have to move out?

On the completion date, which is mutually agreed by yourself and the buyer.

other smarthomes departments

NEW HOMES
PORTFOLIO COLLECTION
LAND
COMMERCIAL



smarthomes
NEW HOMES



smarthomes
PORTFOLIO COLLECTION



NEW BUILD AND OFF-PLAN PROPERTIES

Smart New Homes is the perfect property partner for developers and landowners who want an enthusiastic, hard-working and proactive team to market and sell their assets effectively.

We offer a unique tailor-made service to maximise profit and exposure for developments of new build homes.

Our committed team of experienced staff focus exclusively on selling new homes and have been responsible for selling many developments with local property developers.

0121 744 4144 opt 3
newhomes@smart-homes.co.uk

WHAT IS THE PORTFOLIO COLLECTION?

Elegant.
Luxurious.
Exclusive.
Unique.

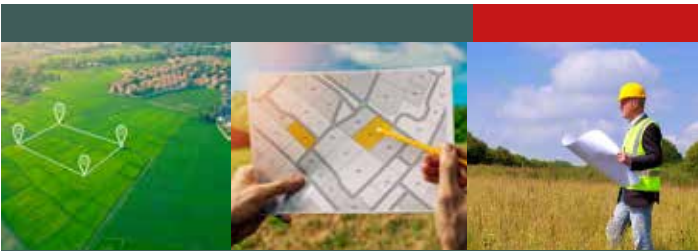
Smarthomes Portfolio Collection is your specialist department committed to the sales and marketing of distinctive properties within the Midlands area, providing a bespoke package for each individual home.

0121 824 5133
portfolio@smart-homes.co.uk
portfolio.collection.smart-homes.co.uk



At Brookvale we work with land owners to help maximise the value of their opportunities and assist with disposal from start to finish

At smarthomes, we believe good quality customer service to be of the upmost value. We thrive on our reputable team of staff, and continue to be recognised and recommended for all our services



LAND DEVELOPMENT OPPORTUNITIES

Smarthomes Land is part of our New Homes division and will operate as a leading business transfer agent specialising in the finding of investment opportunities for landowners and developers.

0121 820 4113
land@smart-homes.co.uk

working in partnership with :



SALE OF COMMERCIAL PROPERTIES

Smarthomes Commercial is part of our New Homes division. We strive to provide agency services to both the specialist leisure, hospitality, and retail sector. We pride ourselves as being able to offer a high degree of personal and professional services to all of our clients.

0121 820 4113
commercial@smart-homes.co.uk

For the most exclusive of properties.

The most exclusive, luxurious and bespoke homes require a different approach to marketing. That's why we have designed **smarthomes Portfolio Collection** – for those homes that stand out and require a little extra attention.

Maximum value

A Portfolio home is not your usual property, it has something special or distinctive about it, whether it is the character, styling, location or the individuality of the property. Comparing local sold prices may not tell you how much your property is worth. That is where we come in – we have extensive knowledge of the value of distinct properties within the local area and we are well informed of buyers requirements. So, to achieve the maximum value for your individual home then please talk to our portfolio team.

Extra touches

Every property we sell benefits from our effective marketing campaigns. Our Portfolio properties will have the added benefit of aerial photography to highlight the position and location, professional

videography to emphasise the scale of the property which improves the conversion from viewer to sale to 1 in 3, drone videography, premium listings on the most popular property portals such as Rightmove, and On the Market and bespoke social media campaigns dedicated to individual properties.

Bespoke service

We are proud that every single customer receives the very highest standards of communication and service from our team. A Portfolio customer will also receive their very own dedicated sales team who know everything about the property and the status of the marketing campaign, they are committed to keeping their customers informed every step of the way. Our founder and Managing Director Jamie Smart possess over 32 years of experience and will personally oversee your move and stay in regular contact with you throughout the sales process.

Helping you make a smarter move.

The Portfolio Collection is the premium property service from smarthomes, designed to put your property on a pedestal.

What is the Portfolio Collection?

smarthomes Portfolio Collection helps market individual and exclusive homes by using bespoke targeted and innovative marketing techniques to showcase the property in its very best light to discerning prospects.



Aerial photography still images to highlight the extent of the plot and its positioning



Drone videos to provide buyers a real feeling of its location and surroundings



Professional videography of the property's interior and exterior to emphasise the size and proportions of the space to ensure buyers are well informed of the overall property



Skilful photography to create maximum impact highlighting specific features of your home



Bespoke social media marketing campaigns to maximise the exposure of the property using platforms such as YouTube, Facebook, Instagram and Tik Tok.



Premium listings on high traffic property portals such as Rightmove, and On the Market



A dedicated Portfolio sales team to advise on the progress of your sale every step of the way ensuring consistency



Tailored brochure design incorporating floorplans, in-depth description and professional photography

Our approach is to offer our clients a professional service that focuses on understanding and delivering the very best presentation and promotional material when marketing your home.



Aerial Photography.

When it comes to marketing your property, nothing has more impact than professional drone photography and videography.



Aerial Photograph Example No.2



Aerial Photograph Example No.1



Aerial Photograph Example No.3



Aerial Photograph Example No.4

Helping you make a smarter move

Aerial photography highlights the position of your property and size of its plot, a definite must for any home of distinction.



Aerial Photograph Example No.5



Aerial Photograph Example No.6

T: 0121 824 5133

To view our collection
portfolio-collection.smart-homes.co.uk



smarthomes
PORTFOLIO COLLECTION

smarthomes Portfolio Collection is your specialist agent committed to the sales and marketing of distinctive properties within the Midlands area.

Our selected team of specialists bring a wealth of experience of dealing with homes that stand out, whether its due to their size, location or uniqueness.

Those customers who market their property through the Porffolio Collection receive the same levels of customer service that every single customer of smarthomes benefits from.

The Portolio Collection is the most effective way to attract the right audience to your property, and highlights it's full potential. It's just one of the service that makes smarthomes the best estate agent in the West Midlands.

Why the Portfolio Collection?

Our approach is to offer our clients a professional service that focuses on understanding and delivering the very best presentation and promotional material when marketing your home by using bespoke targeted and innovative marketing techniques to showcase the property in its best light to discerning prospects, including:

- Aerial photography to highlight the extent of the plot and its positioning
- Drone videos
- Professional videography of the property's interior to emphasise the size and proportions of the space
- Skilful photography to create maximum impact
- Tailored brochure design
- Bespoke signage
- Bespoke social media marketing campaigns to maximise the exposure of the property
- Premium listings on high traffic property portals
- Your own dedicated Portfolio sales consultant who will advise on the progress of your sale every step of the way
- Custom property website address

Working Together

Brookvale Development specialists is our partnering land and development specialists, they work with landowners and help maximise the value of their land and development opportunities and assist with the disposal to a proven developer client base.

This is all done on a off market basis and they take their fee from the purchaser, so they come at no cost to you the vendor.

**Land Sourcing,
Sustainable Acquisition,
& Disposal**

**Development &
Planning Consultancy**

**Networks &
Partnerships**



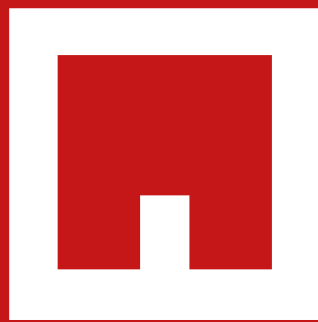


Bid. Win. Own.

Brookvale Auctions is a modern on line only auction platform for properties that require a quick sale, require work or have tenants in situ as well as standard property sales.

As with the land agency side of their business they request their fee from the purchaser (with the exception of initial legal pack) and partner with us so you get the maximum service.





smarthomes

Unparalleled
expertise from an
award winning agent.

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smart-homes.co.uk

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