

UK | HOMEBUYERS

Frequently Asked Questions



If you have any queries which have not been addressed, please do not hesitate to contact us at any time on 0800 051 7645



Q. How long is the offer valid for?

A. Our offer is valid for 28 days (subject to contract). Once 28 days has expired, we may have to carry out further due diligence regarding the local property market at which time we will confirm if our offer remains the same. It is unlikely the offer will change unless there has been some major movement in property prices in your local area.



Q. Will I need to instruct a solicitor to sell my property?

A. Yes, you will need a solicitor to act on your behalf in the sale of your property. If you use a firm of solicitors that we recommend to you, we will pay your legal fees.



Q. Do I have to pay any fees or costs?

A. UK Homebuyers Ltd pay all the related fees regarding your property sale, assuming you are happy working with a solicitor from our panel. Some companies will charge you for a valuation, sometimes as much as £300! Here at UK Homebuyers Ltd, we pay for our own valuation, legal fees and your legal fees too (if you use a solicitor we recommend). There are no hidden costs.



Q. How long does the whole process take?

A. Completion usually takes place within 7 – 28 days from receipt of our contract with you. The completion date will be arranged according to your time frame. If you require longer than 28 days, this is not a problem, just let us know and our team will co-ordinate this for you.

 **Freephone 0800 051 7645**



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Q. What is the process for you buying my house?

A. There are three key stages in the sales process;

1. Inspection / Survey – UK

Homebuyers Ltd will arrange and pay for an inspection of your property.

2. Instruct Solicitors – UK Homebuyers Ltd will instruct a firm of solicitors to act on your behalf should you so wish. The sales progression team will then take the sale to completion, keeping you updated at every stage.

3. Completion – UK Homebuyers Ltd will complete the purchase on the date requested by you. The solicitors will clear any charges you have on your title and bank transfer the surplus funds to you.



Q. I would like to accept your offer, what happens next?

A. The process couldn't be simpler. Just phone 0800 051 7645 and speak to one of property sales consultants. If you wish to proceed with one of our recommended solicitors, we will email a formal instruction at which time they will contact you and send out the relevant documentation for you to complete, sign and return. We will be happy to help you throughout this process.



Q. Some companies deliberately reduce their offer at the last minute. What assurances do I have that UK Homebuyers will not do this?

A. Some companies have been known to reduce the offer price at the last minute or to use unfair contracts and / or option agreements. Our sales process is fair and transparent and we would only suggest an alteration in our terms under the most extreme circumstances. For example, following completion of a structural survey which would be carried at the beginning of the process.



Q. Do UK Homebuyers Ltd have insurance and are they registered with The Property Ombudsman [TPO]?

A. Yes, UK Homebuyers Ltd have professional indemnity insurance and are registered with TPO redress scheme.



Q. Is the process confidential?

A. Rest assured the whole process is fully confidential. Working with UK Homebuyers Ltd removes the hassle

of continuous viewings and there is no need for an estate agents board outside your property. However, by law, certain facts about the sale remain in the public domain, such as sale price and the date of completion.



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