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# Charles Living & Son

Chartered Surveyors, Estate & Letting Agents

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## About Our Company

Charles Living and Son were established in 1903 by Charles Living although there is strong evidence in the company being involved in property approximately 100 years prior to this date.

Although the Living family are no longer part of the company, their name lives on and their old fashioned values of a professional company offering services in all aspects of property has evolved into a modern day practice.

Ian Williams the senior partner in Charles Living & Son is a second generation Chartered Surveyor, his father being Chief Building Surveyor of the London Borough of Newham. Ian Williams joined the company in 1973 as a trainee surveyor, qualified as a Chartered Surveyor in 1983, became Associate Partner in 1986 and a full Partner in 1989.

Ian Williams is involved in Residential and Commercial Valuations in East London and the surrounding areas. He specialises in residential development for which he has established an extremely large client base.

Mr Mark Wade joined the practice in 1987 after spending three years with other Estate Agents and practices. With 20 years of service he is now a Partner with Ian Williams.

Mark Wade has been awarded specialist qualifications with both the National Association of Estate Agents and the Association of Residential Letting Agents. This together with his experience, provides a wealth of knowledge in both Sales and Lettings.

## Marketing Appraisal – What is the correct value of your property?

Marketing advice is not a precise science. We at Charles Living and Son will always where possible, provide a Vendor with evidence of recent sales of similar properties and evidence of similar properties available on the market. This together with our own view on the present value of your property means that the advice that we give, we consider to be realistic and to fully reflect the present market conditions. It is important that we strike a balance and ensure that we commence marketing at an asking price that but both encourages initial viewings, achieves an acceptable offer and above all achieves the best price for your property.

## Marketing Your Property

The fundamental part of finding you the right buyers will depend on the marketing exposure that we provide to your property. We use the following methods:-

- **Advertisements**

We will depending on the market conditions and what we think appropriate for your property, advertise locally in a publication such as the Newham Recorder and Nationally on the ever growing internet on such a site as [www.Rightmove.co.uk](http://www.Rightmove.co.uk).

❑ **Window Display**

It goes without saying that in attracting large amounts of office visitors, our window display offers first contact to potential purchasers. Every property that we are instructed to offer spends quality time in our display.

❑ **Property Signs**

Our eye-catching 'For Sale' and 'Sold It' signs are well known in the area and act as a 24 hour, 7 days a week advert that is hard to miss. One thing is for sure; enquiries received from property signs means that potential purchasers have already approved your property from the outside.

❑ **Applicant Database**

We always have a large number of registered applicants looking for properties in our catchment area. These applicants are contacted on a regular basis ensuring that they will be fully aware of our new instructions as soon as they are available.

❑ **Office Location**

We are extremely fortunate to be located on the 'Stratford Village', which has fast become one of the hotspots of Stratford and a location frequently requested by many of our registered applicants. We are located on a busy thoroughfare opposite the Ibis Hotel and experience a huge amount of 'walk by' enquiries particularly from people commuting to and from work.

After you have instructed us to market your home, there are a number of procedures we will follow:

- ❑ Sales Particulars will be drafted and sent to you for your approval in accordance with the Property Misdescriptions Act together with a letter confirming your instructions and enclosing terms of engagement. These particulars will need to be checked by yourselves, signed and returned to us together with the signed terms of engagement.
- ❑ A window sheet will be prepared and included in our prominent window display.
- ❑ A 'For Sale' sign will be ordered.
- ❑ Property details will be uploaded to a suitable internet website.
- ❑ Your property will be included in the next available advertisement.
- ❑ All registered applicants will be contacted to be made aware that the property is available.

## **Viewings**

We will receive enquiries from our advertisement, window display, internet advertising and For Sale signs on a regular basis during the marketing of your property and these will be either by telephone or to visitors from our office. These enquiries will be dealt with by our sales staff.

You will be contacted to arrange a suitable appointment for prospective purchasers to view your property, these will be recorded by us and they will be followed up the day following the viewing and you will be provided with any feedback from prospective purchasers.

When we are provided with keys if you have an empty property, all viewings will be carried out on an accompanied basis.

## **Offers**

All offers on your property will be recorded and we will telephone you in the first instance. Offers will then be forwarded to you in writing. Prior to an offer being discussed with you, we will take every step possible to ascertain the potential purchaser's financial position, therefore leaving any unnecessary delays in the sales process.

## **Sale Progressing**

If you are happy to proceed with an offer, we would normally recommend that the property is withdrawn from the market for a period of time until we have had a Survey booked, This provides a proposed purchaser with some exclusivity which they will expect, bearing in mind they will now be paying for a survey, however also puts some pressure on them to have the survey booked within a specified timescale. When the property is to be withdrawn from the market for a set period of time, the proposed purchaser will be made fully aware of the conditions under which the property has been withdrawn from the market.

Once an offer has been accepted, it is our responsibility to run the sale on your behalf. This will involve:-

- Liasing with both solicitors
- Providing regular feedback to you and the purchaser
- Negotiating purchase prices at a later date if necessary
- Arranging for survey
- Arranging estimates if required as a result of survey
- Liasing with other Agents if the sale is part of a chain

## **Home Information Packs**

The Government has announced the suspension of Home Information Packs with immediate effect from 21 May 2010.

Homes marketed for sale on or after 21 May 2010 will no longer require a Home Information Pack (HIP).

The Energy Performance Certificate (EPC) will be retained. Sellers will still be required to commission, but wont need to have received an EPC before marketing their property.

## **Sole & Multiple Agency**

These are basically the type of instructions that you give us to act on your behalf. You will need to sign either our Sole or Multiple Agency terms of engagement and a copy of these can be provided for your perusal prior to signing. The basic definitions of Sole and Multi Agency Instructions are detailed below:-

### **SOLE AGENCY**

This applies to instructing just one agent to act on your behalf for the duration of the agency period you agreed. Our agency period is open ended; all we require is a least 1 weeks notice for cancellation of instructions however, we would normally expect a Vendor to allow us at least 4 weeks to effectively market a property. Some agents tie you to 6 or 8 week sole agreements; but what if after instructing you feel that you have gone with the wrong agent? In accordance with the Estate Agents Act 1979 we must make you aware that if you sign two sole agencies and a sale results, you may be liable to pay two commissions. Our agency terms clearly state this to avoid any confusion.

### **MULTI AGENCY**

Using two or more agents is less common now in a thriving market, because generally commission rates are higher (some nearly double sole agency) and there is no sound financial reason to spend more on commission for what one agent could do for you.

An advantage of multiple agency is that you can spread the advertising of your property over a wide audience. But this does not however necessarily mean that you will sell quicker.

In a market where there are few properties available in a bouyant market or, as (a seller's market) and an abundnce of purchasers there is normally no need to instruct agents on a Muliple Agency Basis.

## **National Association of Estate Agents - Brief Guide**

We at Charles Living and Son choose to belong to the regulatory body of Estate Agents the NAEA. We consider this an indication of our commitment to the industry. For more information see [www.naea.co.uk](http://www.naea.co.uk).

Estate Agency in the UK is not regulated which probably accounts for the bad image that relates to the profession.

## **Money Laundering Regulations - Can I See Your Passport Please?**

Not a normal question you are usually asked by Charles Living and Son, however in the future you should not be surprised by such a request as the recent European Money Laundering Regulations now specifically require all Estate Agents to verify the identity of their customer.

Worldwide, money laundering is big business and even in the United Kingdom it is estimated to account for some 2% of our gross domestic product amounting to some £18 billion!

As a result the European Parliament is making every effort to clamp down on this activity and along with other businesses such as Financial Institution, Accountancy and the Legal Profession, we also have to comply.

It is therefore highly likely that, in order that we can meet the requirements of the Money Laundering Regulations 2003, the Proceeds of Crime Act 2002 and the Terrorism Act 2000, you will be asked to produce documents that confirm who you are and your permanent address. These details will need to be kept on file for a minimum of six years. You will be asked to provide this information upon instructions.

#### IDENTITY DOCUMENTS

- Current signed passport.
- Current UK photo card driving licence.
- Current full UK driving licence (old version) a provision licence will not be accepted.
- Resident permit issued by the Home Office to EU Nationals.
- Inland Revenue Tax Notification.
- State Pension of benefits book.

#### ADDRESS DOCUMENTS

- Current signed passport.
- Current UK photo card driving licence.
- A utility bill issued within the last three months.
- Council Tax bill (current year).
- Bank, Building Society or Credit Union statement.
- Most recent mortgage statement from a UK Lender.
- Local Authority rent card or Tenancy Agreement.

NB: Please be assured that any such requests are perfectly normal, but if you have any further queries, please contact the National Association of Estate Agents on 01926 496 800 or by email to: [info@naea.co.uk](mailto:info@naea.co.uk)

## Conclusion

This pack has been drafted to provide an oversight of the services that Charles Living and Son can offer you and hopefully make the process of selling your home as worry and stress free as possible. Should there be any aspects of this pack that you would like further information on or you would merely like a without obligation chat to discuss your marketing requirements, then please feel free to contact a member of our sales team.

£325,000

East Road, Stratford, London E15 3QS



## Summary

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We are favoured with instructions to offer for sale this end terraced brick fronted period house in a sought after turning off Portway, situated between Stratford and Plaistow stations providing multiple transport links and close to West Ham Park The property offers well proportioned family sized accommodation and has retained a number of original features. Early viewing is recommended.

### Reception Room 1

12'3 (3.74m)(into recess) x 13'6 (4.13m)(into bay)

### Reception Room 2

10'1 (3.09m) x 11'5 (3.48m)

### Kitchen/Diner

9'4 (2.85m)(into bay) x 21'10 (6.67m)

### Bathroom/WC

7'6 (2.29m) x 5'5 (1.66m)

### Bedroom 1

15'11 (4.86m)(into recess) x 13'5 (4.13m)

### Bedroom 2

10'3 (3.13m) x 11'4 (3.47m)

### Bedroom 3

9'5 (2.87m) x 19'9 (6.02m)

### Cellar

15'4 (4.66m) x 23'11 (7.03m) Head Room  
6'2 (1.88m)

The above particulars are given on the understanding that all negotiations are to be conducted through Charles living and Son, and that the recipient will become liable to Charles living and son for any loss of commission or fees which they may sustain through a breach of this undertaking. Charles Living and Son for themselves and for the vendors or lessors of this property whose agents they are given notice that (i) the particulars are set out as a general outline only for the guidance of intending purchasers or lessees, and do not constitute, nor constitute part of, an offer or contract: (ii) all descriptions, dimensions, references to condition and necessary permissions for use and occupation, and other details are given in good faith and are believed to be correct but any intending purchasers or tenants should not rely on them as statements or representations of fact but must satisfy themselves by inspection or otherwise as to the correctness of each of them: (iii) no person in the employment of Charles Living and Son has any authority to make or give any representation or warranty whatever in relation to this property.

## **Accommodation Comprises**

### ***Entrance Hall***

Approached via hardwood and panelled frosted part glazed door, electric meter and consumer unit concealed in cupboard, dado rail, Victorian style radiator, burglar alarm control panel, original panelled and stripped doors, stairs to first floor, stripped and polished floorboards. Access to cellar.

### **Cellar 15'4 (4.66m) x 23'11 (7.03m) Head Room 6'2 (1.88m)**

Power and light laid on.

### **Reception Room 1 12'3 (3.74m)(into recess) x 13'6 (4.13m)(into bay)**

UPVC double glazed sash window to front, original fireplace and hearth, double radiator, power points, picture rail, ornate coving and ceiling rose, stripped and polished floorboards.

### **Reception Room 2 10'1 (3.09m) x 11'5 (3.48m)**

Sash window to rear, original fireplace and hearth, double radiator, power points, picture rail, stripped and polished floorboards.

### **Kitchen/Diner 9'4 (2.85m)(into bay) x 21'10 (6.67m)**

Sash bay window to flank, window to flank and UPVC double glazed window to rear, range of shaker style base and wall units, solid wood worksurfaces, 1½ bowl sink/drain, 'Bosch' stainless steel built in oven, gas hob and extractor fan, 'Bosch' integrated fridge/freezer, plumbing for washing machine and dishwasher, recessed lights, power points, two double radiators, electric under floor heating to tiled floor of kitchen area, tiled splashbacks to worksurfaces, original chimneybreast with recess tiled hearth, stripped and polished floorboards to dining area and ceramic tiled floor to kitchen area.

### ***Ground Floor Cloakroom***

UPVC frosted double glazed window to flank, low flush WC and wash basin with tiled splashbacks, stripped and polished floorboards.

### ***First Floor Landing***

UPVC frosted double glazed window to flank, access to loft, (we have been advised by the vendor that there is a loft ladder and the loft area is partly boarded), dado rail, power points, Victorian style radiator, stripped and polished floorboards.

### **Bathroom/WC 7'6 (2.29m) x 5'5 (1.66m)**

UPVC frosted double glazed window to flank, white suite comprising panelled bath, Victorian style pedestal hand basin and low flush WC (all with tiled splashbacks), mixer shower unit, recessed lights, extractor fan, Victorian style radiator, lino to floor.

### **Bedroom 1 15'11 (4.86m)(into recess) x 13'5 (4.13m)**

Sash window and sash bay window to front, double radiator, power points, original fireplace and hearth, picture rail, original coving and ceiling rose, two recessed wardrobes, stripped and polished floorboards.

### **Bedroom 2 10'3 (3.13m) x 11'4 (3.47m)**

Sash window to rear, single radiator, power points, telephone point, original fireplace, original recessed cupboard, fitted carpet.



### **Bedroom 3 9'5 (2.87m) x 19'9 (6.02m)**

UPVC double glazed window to rear and to flank, two double radiators, power points, wash hand basin with tiled splashbacks, fitted carpet.

### ***Exterior***

There is a small front garden that is block paved and laid to a flowerbed. There is a side gate allowing pedestrian access to the rear garden. The rear garden is approximately 65' in length. The area immediately outside the back door is laid to concrete and this leads to a raised block paved patio area under a pagoda. The remainder of the garden is laid to lawn with well stocked flower borders.



Energy Efficiency Rating		Current	Potential	Environmental Impact (CO <sub>2</sub> ) Rating		Current	Potential
Very energy efficient - lower running costs				Very environmentally friendly - lower CO <sub>2</sub> emissions			
(92 plus) A				(92 plus) A			
(81-91) B				(81-91) B			
(69-80) C				(69-80) C			
(55-68) D		63	70	(55-68) D		57	66
(39-54) E				(39-54) E			
(21-38) F				(21-38) F			
(1-20) G				(1-20) G			
Not energy efficient - higher running costs				Not environmentally friendly - higher CO <sub>2</sub> emissions			
<b>England &amp; Wales</b>		EU Directive 2002/91/EC 		<b>England &amp; Wales</b>		EU Directive 2002/91/EC 	

### Viewings

By appointment through Charles Living & Son

Telephone: 020 8534 1163

[enquiries@charlesliving.com](mailto:enquiries@charlesliving.com)

# Residential Sales

## Terms of Business

### *SOLE & MULTI AGENCY*

You will be liable to pay remuneration to us, in addition to any other costs or charges agreed, if at any time unconditional contracts for the sale of the property are exchanged:

- ❑ with a purchaser introduced by us during the period of our sole agency, or;
- ❑ with whom we had negotiations about the property during that period, or;
- ❑ with a purchaser introduced by another agent during that period.

Our Sole Agency sales commission is calculated as a percentage of the agreed sale price plus VAT. In some instances, a fixed or set fee can be agreed. Multi Agency sales commission is a fixed 2.5% plus VAT unless otherwise stated. All options are subject to a minimum fee of £950.00 plus VAT.

Instructions are accepted on a 'No sale - No fee' basis. The commission fee charge, as mentioned above, is inclusive of all fees and expenses including advertising, unless otherwise disclosed and agreed to in writing and may include payment to any sub-agents.

Commission becomes payable once a sale reaches final completion of sale to a purchaser who was introduced to the property directly or indirectly as a result of the sale efforts of Charles Living & Son.

The commission entitlement will revert to the full multiple agency level if one or more additional agents are instructed at any stage, though the sole agency rate is not affected if Charles Living & Son appoint these other agents themselves on a normal sub-agency basis.

The specific right is reserved to instruct one or more sub-agents, at the sole discretion of Charles Living & Son, if it is considered that this step might help secure a firm sale more quickly. In this event you will be notified of the name of the agencies involved.

The standard sales procedure involves preparing sales particulars, as we feel appropriate, circulating these particulars to applicants actively in the market, the erection of a 'For Sale' board if required and advertising, as we consider appropriate for the property.

The right is specifically reserved to decline instructions or to terminate the engagement at any time, where in our opinion, the asking price is unrealistic in the light of prevailing market conditions to the extent that there is little or no likelihood of a sale being arranged at or near the price in the immediate foreseeable future, or the vendor later raises any additional point which is unacceptable to Charles Living & Son or we are asked to perform actions which would contravene current legislation.

Unless instructed otherwise, Charles Living & Son would normally offer all applicants and prospective purchasers its full range of Estate Agency services including the valuation and sale of their present property and introduction to any necessary contractors for estimates that may be requested.

I understand that these terms of engagement are subject to the standard agency terms above. I am the owner, or one of the joint owners of this property, which I/We wish to sell with full vacant possession on completion. Should this be a Sole Agency instruction, then I will notify Charles Living & Son immediately if any other agents have been instructed to assist in the marketing the property and understand that at this time the Multi Agency fee becomes applicable. I/we also understand that in accordance with The Money Laundering Regulations 2004 I will be asked to provide identification and proof of my/our existing address and providing the information as soon as possible.

I understand that I am free to cancel these instructions subject to a notice period of 2 weeks unless I have agreed to a fixed agency period.

Members of the OEA

Our commission will be higher or lower depending on the eventual selling price achieved.

Please Note:- Charles Living & Son operate a complaints handling procedure, a copy of which is available upon request.

PROPERTY ADDRESS (INCLUDING POSTCODE)
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**Commission Agreed (subject to VAT)**

DATE
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SOLE AGENCY:
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LENGTH OF AGENCY PERIOD AGREED
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MULTI AGENCY
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SPECIAL RATE
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INITIAL ASKING PRICE
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SIGNED BY VENDOR OR ON BEHALF OF THE VENDOR
---

SIGNED BY CHARLES LIVING & SON REPRESENTATIVE
---

PRINT NAME
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PRINT NAME
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