

... looking for

RESIDENTIAL SALES & LETTINGS

COMMERCIAL SALES LETTINGS

PROPERTY MANAGEMENT

MORTGAGE ADVICE

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ESTATE AGENTS

Finding your dream



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What Can We Do ...for you?

Seeking a New Property?

Whether you are looking to **buy, rent** or have your property **managed** - residential or commercial premises - B11 Estates is a 'one-stop shop' for all of our customers' property needs.

For **landlords** and **investors** we provide:

- Investment and Mortgage support on where to buy, how much to borrow, the best rates and advice on refurbishment.
- Comprehensive marketing of a property to help find the best tenant at the right price.
- Managing the day-to-day running of the property.

For **tenants** we offer advice to new tenants at every stage of the process including:

- Detailed searches of suitable properties to match specific requirements.
- Pre-arranged viewings conducted by us with detailed knowledge of the property and its surrounding area.
- Rapid processing of applications once the tenant is happy with a property.

Find your **Home!**
right **How!**

The estate agent industry has long been derided for appalling customer service and unethical practices. Most customers end the experience feeling disgruntled and unsatisfied by the level of service provided by their estate agency.

The primary objective of B11 Estates is to break this mould by offering a truly excellent service, based on local knowledge, ethical standards and real value for money.

The B11 Estates strategy is to focus on three key areas where estate agents usually fail to offer good service in the eyes of their customers:

- **Viewings:** most people find the viewing process to be drawn-out and amateurish. B11 Estates will address this problem by ensuring all staff has excellent knowledge of each property and the locality, arranging viewings well in advance and ensuring adequate time is available.
- **Property Search:** a major issue with estate agents when suggested properties digress wildly from the specifications. B11 Estates will tackle this problem by ensuring that searches are made from a wide range of property listings and only those that match the set criteria are passed to clients.
- **Valuations:** a major source of bad practice in the estate agents' industry, B11 Estates will ensure complete honesty and openness when valuing a property.