

Service	The Agent	Other Online/Hybrid Agencies	Traditional Estate Agency
Who Conducts The Valuation?	Your Dedicated Partner Agent	Their Local Property Agent	Agency Valuer
Who Do I Speak To When My Property Is On The Market?	Your Dedicated Partner Agent	Central Call Centre or Nobody	Whoever Picks Up The Call
Who Do Prospective Buyers Speak To?	Your Dedicated Partner Agent	Central Call Centre or Do It Yourself	Whoever Picks Up The Call
Who organises & conducts my viewings?	Your Dedicated Partner Agent	Central Call Centre, Viewings Assistant or Do It Yourself	Viewings Assistant or Do It Yourself
Who takes & negotiates offers on my property?	Your Dedicated Partner Agent	Central Call Centre or Do It Yourself	Whoever Picks Up The Call
Who Do I Speak To After My Property Sells?	Your Dedicated Partner Agent	Central Call Centre or Nobody (all online)	Whoever Picks Up The Call
Do I have to use/speak to certain solicitors or mortgage advisors?	No	Yes to get the lowest fee	Yes, there is pressure to do so in most cases
When Do I Have To Pay?	When Your Property Sale Completes	Upfront if you want the cheapest service.	When Your Property Sale Completes
How Long Am I Tied Into An Agency Contract?	No Tie In	You are usually tied in for your entire ownership of the property	Usually 8 – 12 weeks
What Does It Cost To End My Contract?	No charge	You'll need to pay a big fee to get out of the contract	Usually around £125 or 4 weeks notice required
Interactive Virtual Viewings Available?	Yes	Sometimes	Sometimes
Floorplans included?	Yes	Sometimes	Sometimes
Photography included?	Yes	Yes	Yes
All staff have a minimum of 5 years experience?	Yes	No	No
Cost for a Premium Rightmove Listing	£65	Usually £125	Usually £125
Out Of Hours Availability 7 days a week?	Yes	No	No