

# Lovellets Sourcing - Agent and Client Process



Lovellets Properties (Agent) Process	Client Process
<b>Agent and Client Meeting.</b> Agent arranges a follow-up call within 7 days. At least two dates/times provided	
Agent sends email to client: <ul style="list-style-type: none"> <li>• Sourcing Information Sheet</li> <li>• Exemplar Information Pack</li> <li>• Example of a potential property (PP) of client/customer's interest.</li> <li>• Agent advises £1000 up-front to disclose the full information pack. First come, first served</li> </ul>	Client Receives email from Agent
<b>1st Follow-Up Call. Does Client wish to proceed?</b> If first potential property not of interest, Agent emails/text messages/describes 2nd PP	
Letter of Engagement & Non-Disclosure Agreement emailed/posted Agent invoices Client <b>Initial Deposit Payment</b>	Letter of Engagement & Non-Disclosure Agreement signed and returned. Client pays <b>Initial Deposit Payment</b>
Agent sends Property Information Pack (PIP)	Client receives Property Information Pack (PIP)
<b>2nd Follow-Up Call. Does Client wish to proceed?</b> If 'No', Agent sends alternative/new PIP (repeatable up to x 2)	
Agent provides help, support and advice during conveyancing	Client instigates conveyancing process Client solicitors instigate searches and survey
Agent receives copy of survey.	Client receives and shares details of survey with Agent
<b>Searches and Survey Results</b> If satisfactory: Client proceeds. <b><i>If unsatisfactory: Agent provides new PIP or refund of Initial Deposit Payment</i></b>	
Agent receives Client's email or letter confirming completion	Client advises the Agent of the day of <b>completion</b> by email or letter
Agent invoice <b>Sourcing Fee. To be paid within 14 days</b> of completion date	Customer/Client pays Agent's <b>Sourcing Fee within 14 days</b> of completion date
<b>Purchase Complete</b>	

