



GET MOVING



What if my sign falls down?

- or a buyer walks in off the street?
- or my ad is wrong?
- or I've changed my mind about the price?

Roberts
real estate

What if a buyer walks in off the street?

If a buyer should walk in off the street, ring your consultant first. If the buyer is adamant that they want to look at your property there and then, it's your decision whether to do so. However, bear in mind a genuine buyer would normally be happy to make an appointment. It would be advisable to get their name and phone number and, as soon as you can, pass these details on to your consultant so that he or she can follow them up.

This rarely happens, but if it does, your option is simply to say "Roberts Real Estate is handling the sale", and hand them the sales consultant's business card.

What if a sign blows down?

If the sign blows down or is damaged or crooked, then please ring for your consultant or ask to speak with our receptionist or manager, and they will arrange to either replace the sign or have it fixed immediately.

What if I feel the price might not be set correctly as the marketing progresses?

Again, you have two options. Either call your consultant, or ring our office and talk with our manager. It is quite common for vendors to "have a go" at a higher price. If you have changed the way you feel on the price, then ring your consultant.

Please pay particular notice to our advertising deadlines as the change of price may influence the number of people through an open home. For example, if you reduce your price, you would want to advertise this reduction in your Thursday or Friday advertisement, but the deadline is the Monday prior.

What if I don't feel confident in negotiating when I get an offer?

Your consultant has been trained to help you through the negotiation process. Feedback from our clients tells us that it is the stage where most people need some assistance. If you feel at any stage that you want a second opinion or want some help with this, don't hesitate to call our office or our management team.

What if I can't get hold of my consultant?

If for some reason you want your consultant urgently and you cannot find them, please ring the office and speak with either the receptionist or management. They will do everything in their power to either contact your consultant or put your problem right.

What if my advert is wrong?

Again, this occurs infrequently. However, sometimes mistakes with the newspapers are beyond our control. If your advertisement is incorrect, please tell your consultant or call the office as soon as possible so that arrangements can be made to remedy the situation.

What if my consultant turns up late?

If your consultant is delayed for an open home (this is unlikely to occur), and you are concerned because there are people waiting to get through, then use your own judgement. If you feel confident, please show the people through your home. If not, then you have the option of

telling them that Roberts Real Estate is handling the sale, and their representative will be arriving shortly.

What if I feel that there are not enough people coming through my home?

The consultant should have explained the situation with your home. The number of people inspecting varies from home to home, but it is not the number of people that is the key, it is finding the buyer. We are paid to find that buyer, not attract a crowd.

Tasmania's system of sales is geared towards open homes, and this may mean you do not get a lot of activity during the week. This is positive from the point of view that you usually know when someone is coming through, and the bulk of that should be during the weekend at open homes.

If you are unhappy with the numbers of buyers inspecting, you can re-open discussion with your consultant as to price and presentation of your property. Alternatively, you can review the marketing with our management team by simply arranging that with your consultant or ringing directly at the office.

What if I am not completely happy with my consultant?

Thankfully, this situation rarely occurs as we believe our salespeople are the best and they are there to help you. But, if for any reason you have any negative feelings toward your consultant you have two options. Either call our office and talk to the manager or ring the Help Desk. If necessary we will introduce you to a new salesperson. You are not obligated to work with someone that you are not happy with.

Any other "what if" that arises

It is our intention to work with you to get your home sold in the quickest possible time for the maximum amount of money. If there is anything else that is concerning you at any stage of the marketing, you must not hesitate to call your consultant in the first instance, the management team or the Help Desk.

For any information or assistance please contact the Roberts Help Desk
helpdesk@robertsre.com.au
1800 063 311

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