

# Thank you for Selling or Buying, through Plaza Real Estate

Our journey continues...



Please read this comprehensive booklet carefully so there's no unexpected surprises. Past clients valued being fully informed of the many situations that may have arisen during the post sales and settlement process. We believe you'll find this of value to.

**Find More at [www.plazarealestate.com.au/under-contract/](http://www.plazarealestate.com.au/under-contract/)**

*It's intended as a working document not just as a theoretical exercise. Whilst everything may not apply to your situation, feel free to make lots of notes, underline, highlight or write questions in this booklet. There's extra space on the last page to write them down.*

## IMPORTANT... READ THIS DOCUMENT!

### For Buyers and Sellers:

- **CONGRATULATIONS!** Your property is now 'Under Contract'. ☺
- Please recheck the paperwork and **ensure you meet your obligations** regards inclusions, exclusions, subject-to-conditions and terms & conditions as appropriate.
- Remember 'Time is of the essence' in these matters. If you have any Questions, just ask.
- We will keep you fully informed of all developments and will be in touch regularly.
- The Contract, Form 1 and other Paperwork will be sent to your conveyancer (solicitor or legal representative) if not already done so.
- If for some reason you have not nominated a conveyancer (or legal representative) yet, **advise us immediately.**
- You can expect some correspondence and documentation requiring signatures of all parties involved, for transfer and other matters from the conveyancer in due course.
- These **must** be completed **and** returned as soon as possible.
- If appropriate, Start Packing.
- To make things easier for you, if you are moving, we may have enclosed with 'Our compliments' some helpful, additional checklists. (If and where appropriate).
- Once property sale is unconditional, we may place sale details in publications or on-line services.
- Settlement Date is the day the purchasers finalise payment to the vendors for the property and take possession and ownership. Your conveyancer arranges this and you do not need to attend settlement at the Land Titles Office.
- Settlement Date is the day the vendor must leave and hand over the property unless negotiations allow them to stay under licence or if they're renting-back (unless of course it's vacant or it's tenanted).
- Settlement Day must be a '*business*' day and cannot be on a weekend or a public holiday.
- Settlement usually takes place around the middle of the day.
- You must work around the settlement time, for sellers work on being *gone* by late morning and buyers work on *moving in*, in the early afternoon, so ensure removalists or helping friends are booked to be *finished or ready* on time.



- Purchasers may move in on the day or any-time after, but not before settlement.
- The Signboard with Sold sticker will be removed in the week following settlement to allow all parties to take photos in front of it. If it's still there after 7 days, please call us.
- Where applicable keys are usually available from 12.30pm onwards.
- We will make arrangements for keys, remote controls, alarm codes etc. usually making an appointment with the purchasers to meet at a suitable location, usually at the property, at a mutually convenient time to hand-over those above and any other relevant items.
- If you make any private arrangements or negotiate any personal goods and chattels with the sellers or purchasers, write them down and please keep us informed as it is easy for misunderstandings to occur.
- You can contact us by phone, text, SMS, Messenger, fax, email, post, Zoom, Skype or call to make an appointment if you would like another face-to-face meeting or have any questions.
- For your information and assistance our office hours are between 8:30am and 5:00pm Monday to Friday, though you can call at any reasonable time.
- Call us if any of your circumstances change.
- Call us if you will be 'out of town' any time and tell us how we can reach you quickly.
- Ensure we have ALL your contact details in case we need to get in touch with you in case of an emergency.

If the property is or has been tenanted:

- Some detail may not apply.
- We will communicate fully with the existing Property Manager.
- We will communicate fully with the current tenants.
- Check that you have adequate and appropriate insurance for building, contents, Landlord protection and such.
- If you are an investor either take out relevant insurance or cancel it when appropriate.

If the property is vacant or becomes vacant at anytime:

- Some detail may not apply.
- Ensure it is secure and appears lived in.
- Ensure where applicable, that electricity, gas and water are connected and turned on.
- Ensure that you arrange mail re-direction if you move out (if appropriate) as important documents will need to be sent later by the conveyancer and so on.
- Ensure you have adequate and appropriate insurance including buildings and contents.

If the property is Land Only:

- Some detail may not apply.

If the property is Commercial or Industrial:

- Some detail may not apply.

For Sellers:

- **\*It's very important you *re-read* the Listing Booklet previously supplied. If you can't find it, just ask and we'll send you another one.**
- We trust that you enjoy the next few weeks without the bother of preparations for open inspections and otherwise, and that life is a little more relaxing for you.



- We will advise you when deposit is paid, if not already done so.
- Where applicable, we will advise you of progress and when any and all subject-to-conditions are met.
- Your conveyancer amongst other things will arrange Transfer of Title and for payment (as applicable) of any outstanding amounts to the Council, SA Water, Land Tax, Emergency Service Levy, Strata/Community Levy, etc as well as our agreed Agents Commission, Marketing Levy and Administration Fee.
- If you purchase another property, we recommend you make your offer subject-to-sale of your current property unless you arrange suitable finance, otherwise talk to us first.
- If you purchase another property, we recommend you take out relevant insurance on the property. If renting ensure you have relevant cover, including contents.
- Do NOT cancel your insurance until after settlement if you are moving.
- If the property becomes vacant at anytime, make sure it is secure and appears lived in to prevent vandals or break-ins.
- Ensure any outdoor or play equipment including swimming or spa pool accessories, and such are also securely locked away, especially if property becomes vacant.
- Get all of your property details together such as manufacturers instructions and warranties, operating booklets or manuals to place into a folder to keep it together.
- That information is to be given to the purchasers or left in the property for them.
- Advise us if there are additional keys, access cards or remote controls or such to be picked up, or to be left at the property. This includes those as applicable, for the *property, doors, windows, roller door, sheds, letterbox, gates, pool fence, storage areas*, and so on.
- Ensure that ALL keys, security devices and such are available to hand over at settlement.

#### For Buyers:

- The agreed deposit is required **immediately** after an auction purchase or **after** the statutory two clear business days from signing, if not already paid.
- Where appropriate make arrangements with your finance source, so that a formal loan application can be submitted as soon as possible.
- It is in your interests to request an early reply and to ensure a copy of the approval is forwarded to us as soon as possible.
- Where appropriate ensure any-and-all of your obligations such as subject-to-conditions are adhered to in a timely fashion and keep us informed.
- If you purchased as an 'and/ or nominee' or 'assign' the Contract, note that you are personally liable to ensure the sale proceeds to Settlement, as you cannot abdicate your obligations in this matter.
- It is advisable that relevant insurance cover, including building and contents is effected on the purchased property ASAP.
- It is advisable NOT to cancel insurance on your current property (if applicable) until after settlement.
- It is advisable to arrange telephone, electricity and gas and other services to be placed in your name from settlement or as appropriate.
- The seller will be asked to hand over all keys and such they have in their possession, it's possible some locks may or may not have keys, access cards or remote controls available.
- If some keys *aren't* available, one of the easiest ways is for you to remove the lock after settlement and take it to a locksmith or key shop as it will be cheaper than calling one out. You may also consider re-keying external doors to make a brand-new set for yourself.
- Ensure you install the correct Smoke Alarms within 6 months of purchase. (As applicable)



A quick reminder of other services we offer:

- A large range of FREE Real Estate information and resources are available on our website at [www.PlazaRealEstate.com.au](http://www.PlazaRealEstate.com.au)
- We can recommend an Interior Designer or Decorator.
- If you're having a clean out or garage sale, we have complimentary 'Garage Sale' signs available for **loan**. *Call us to now to book them so you don't miss out.*
- We would have recommended the services of a Conveyancer by now.
- Let us know if you or family and friends require Insurance Services.
- We can recommend Storage or Removalists services.
- We can offer Property Investment information.
- We can recommend the services of a Surveyor.
- We can refer you to Real Estate associates throughout Australia, should you know anyone looking to buy or sell interstate or in country areas.

After Settlement:

- We will stay in touch.
- We will answer any further questions you may have at any time.
- We aim to be Your Real estate Company for Life.
- We like to ask you to introduce us to family, friends, colleagues, club members and so on, who may want Real Estate assistance or information now or in the future
- Much of our business is from personal introductions and recommendations, which include referrals from caring past and current clients.
- We'd much rather use our resources to 'Thank' you or someone we know, rather than heartless advertisers.
- That's why we have a fabulous 'Rewards Program' where we'll **Gift You \$550.00 CASH** or your choice of the use of a luxury sports car for a day, or a weekend at a lavish hotel or a fabulous dinner package or something equally special for each new client you introduce, who **LISTS & SELLS** with us.
- For example, refer 2 x List & Sell = \$1.1k, 5x = \$2.75k, 10 x = \$5.5k+ and so on.
- *We'd rather reward you handsomely, our Friends and would be happy to do so regardless of how many times or how many people you entrust us to help.*

As you can see there's still a lot to be done, so if there are *any* questions regarding any of the above, please call now... remember we need to work together to achieve the best result.

*Please understand, this information is of a helpful and general nature only, it is not necessarily binding on either party depending on the circumstances and it is not intended to replace legal or authoritative advice.*

We recognize that selling or buying property is one of the most significant events in people's lives. Depending on your circumstances, it may sometimes become a very emotional experience. Therefore, talk *with us*, as open communication is the best way to keep moving forward to a great result.

We appreciate this opportunity to assist you and urge you to call us at any time between now and settlement if you need any information or special assistance... It will be our pleasure to do so.



We are delighted to have had this opportunity to help you. It's important that you know our purpose *'Is for you to be so outrageously happy with the help we provided that you'll gladly introduce at least two people you really care about. Not because you feel obligated, but because you truly believe they'll benefit'*. We look forward to helping you make your dreams come true.

So, if you're **happy** with our service along the way, please share your experience and tell your family and friends or business colleagues or add it to your Twitter, Facebook, You Tube or Linked-In account. (Of course, if you are **not**, tell us straight away so we can fix it.)  
If you are happy please also write a review at [www.Facebook.com/plazarealestate](http://www.Facebook.com/plazarealestate)

Thanks, from the Team at Plaza Real Estate.

**If you have any other questions, please write them here.  
We would be pleased to answer them for you:**

**"These are people we think might be considering selling. Let's talk to Eriks about them"**

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*\*Each one that Lists & Sells is worth \$550.00 Cash to you! If all 6 do so, that's \$3300.00!!*

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**PS** Settlement Day and handover usually goes very smoothly. Occasionally there are third party 'hiccups' like removalists packing or un-packing, running late, delays by the Bank or at the Lands Title Office and so on. If this happens, smile, ☺ take a big breath (or a few) ☺ and relax. **And remember, everyone involved... 'Wants to make it happen'.**

If you have any general questions or would like to leave a comment, please find our Facebook Link below or send us an email. ☺



[www.Facebook.com/PlazaRealEstate](http://www.Facebook.com/PlazaRealEstate)

