

FREQUENTLY ASKED QUESTIONS

Can I see all my viewings, feedback and offers?

You will be able to see all viewings, feedback and offers through our website. We will automatically obtain feedback from anyone who has viewed the property. You will be first to receive the feedback and advice. The offers you can accept or reject these or pass them on for us to deal with at no extra cost.

How long does an Energy Performance Certificate (EPC) last?

An EPC is valid on a property for 10 years, if you already have an EPC on a property then you don't need to order another. If you carry out any works on your property to improve the energy rating, then we advise you to get a new EPC.

What is an EPC Rating?

An EPC tells you how energy efficient a building is and will give it a rating from A to G. (A is very efficient to G which is inefficient). This will let the potential buyer or rent know how much it could cost them heat and light the property.

Do I need an EPC?

It is a legal requirement to have a valid Energy Performance Certificate (EPC) when a property is sold, rent or constructed. This needs to be available as soon as you start marketing your property for sale or rent.

You don't need an Energy Performance Certificate (EPC) if you can demonstrate that the building is any of these:

- listed or officially protected and the minimum energy performance requirements would unacceptably alter it
- a temporary building only going to be used for 2 years or less
- used as a place of worship or for other religious activities
- an industrial site, workshop or non-residential agricultural building that doesn't use much energy
- a detached building with a total floor space under 50 square metres
- due to be demolished by the seller or landlord and they have all the relevant planning and conservation consents

Are there any additional marketing costs?

You only pay for what you need with Paramount Sales And Lettings and there are no hidden costs. But if you would like to carry out additional marketing, there is that cost element:

- EPC (Energy Performance Certificate) - £85
- Rightmove Premium Listing: £95
- Zoopla Premium listing: £95
- Premium listings (Zoopla and Rightmove): £150

Please see our terms and conditions for full details of our fees that might apply.

What is included in my letting fees?

We offer a detailed service including professional advice and support from our property expert who will visit your property and do everything to get your property live on the market.

What is included in my selling fees?

- Your home on Rightmove, Zoopla, Primelocation and more
- Professional photography
- Detailed floorplans
- Paramount account
- Viewer vetting
- For Sale Board

When do I pay my fees and how do I make a payment?

All customers have the choice to an upfront fee of £795 incl. VAT or a No Sale, No Fee on completion of £1,495 incl. VAT When the property sells, and the legal process is complete.

Are there any hidden costs?

There are no hidden costs, all costs are clearly displayed to you upon instruction and completion.

How do your packages differ?

Our available packages are either pay upfront or No Sales No Fee

Do I need to sell my property first before I can purchase another?

No, but selling your home before you purchase another is risky, but it can come alongside some benefits. It can put you in a stronger position when buying and you will not be pushed into a cheap sale of your own property. You will know exactly what it is you can afford and may get a better price if you find a seller who is keen to move promptly.

My property is already on the market. Can I use Paramount?

Yes, you can still use us and can choose to instruct us straight away. You can then set a date for your marketing to start as the day for your current agreement comes to an end. However, there will be checks in place to see whether there is a contradiction between us and the other estate agent.

What are your opening hours?

Our opening hours are Monday to Friday – 8am to 6pm and Saturdays – 9am to 4pm and Sundays we are closed. But we have a 24/7 live chat service available to assist you any time, any day.

What happens if I do not sell my property?

If your property is on the market longer than expected, we will help you review your options and conduct a full marketing review of your property every 28 days. We look at your previous viewings, feedback, ways to boost your viewings and we will re-evaluate the local market including details of what is selling in the area. If you decided to pay later and your property still hasn't sold after ten months, you will, at this point, need to pay the total fee but we will still market the property for you until it has sold.

What is the difference between Paramount and High Street estate agents?

We are a Hybrid estate agent located in the heart of Medway. Hybrid estate agents are the combination of an online and the traditional estate agency, allowing us to be competitive in the market. As we don't have storefronts scattered across Medway we can keep our overheads down, giving you the best competitive rate.

What is the refer a friend scheme?

Our refer a friend scheme is in place to reward you for every customer you refer to us. If your referral instructs with us, we will give you a £50 Bluewater voucher for each friend you refer.

What should I do if I wish to complain?

If you have any complaints, please contact our team at resolutions@paramountsal.co.uk or simply call 01634 629888 to speak to an expert.

What's the average timescale from the sale to completion?

The timescale can vary accordingly due to the price of a property to the demand of the market and your competition. Once a sale is agreed pinpointing a timescale for the completion is difficult due to the conveyancing process. On average this would range from 8 to 16 weeks, with an average of 12 weeks. Each property has its own unique journey and other property sales involved in the chain.

Would I get more money for my property with a high-street estate agent?

Absolutely not – we are in the business of achieving the very best for our clients – happy clients means referrals which is the great compliment for us. Added to that, you could be saving thousands up front on your fees.

Can I speak to somebody on the telephone?

Yes, please call 01634 629888 to talk to someone on the telephone.

Can you find me a buyer quickly?

With our expert marketing team and sales team, we ensure that we can find you a buyer as quickly as we can. We continuously re-evaluate our approach to marketing your property to make an impact on the market to guarantee that we will sell your property.

Do I need to redecorate before I put my property on the market?

There is no obligation for you to redecorate your property however, it can add more value to your home and could potentially sell your property faster. If we all agree that certain works will help you sell your home faster, and for more money, Paramount have in-house teams to quote for and carry out the work for you. Easy!

How are you able to charge a low fee to advertise our properties unlike traditional agents?

Because we are hybrid estate agents, we don't have multiple branches scattered across the country, therefore we can have low overheads therefore passing that saving onto our customers.

How do I know you will get the maximum possible for my property?

Using our market research, we will evaluate your property to what we believe is the best price for you and your property. Looking at other surround properties and connected attributes. Our marketing team will use their expertise to market your property to get your property in front of potential buyers. Handing over to the sales team, they will use their experience to negotiate the best price for you and your property.

Should I put my house on the market before I start looking for a new property?

No, but selling your home before you purchase another is risky, but it can come alongside some benefits. It can put you in a stronger position when buying and you will not be pushed into a cheap sale of your own property. You will know exactly what it is you can afford and may get a better price if you find a seller who is keen to move promptly.

You are a hybrid estate agent – will that mean less personal service for me?

Just because we are a hybrid agent and not a traditional estate agent, it doesn't mean that you will slack personal service. We have people on the phones ready to speak to you as well as 24/7 live chat available to you.

You mention on your website you have recommend solicitors and mortgage advisors, why should I use them?

Our Sales Progressors work very closely with our recommended solicitors to make your transaction quicker, smoother and easier, making the process as stress free as possible.

Do you ever release my personal contact details or information?

No, we will not share your personal information or details with a third party when you send us your details. We will provide our name and contact number to the opposing party when viewing a property, for daily communication before the viewing takes place.

Do you follow a code of practice?

Yes, we follow a code of practice, please see our terms of use here, we are also a Ombudsmen member.

Do you hold my credit card or debit card details?

Any debit card or credit card information that you provide us will not be stored by us but by WorldPay (our payment provider) and only if you purchase another service or product you will get the choice to use the same card details.

How can I protect myself from property fraud?

You can take relevant steps to protect yourself from property fraud, head over to www.gov.uk/protect-land-property-from-fraud to find out more.

If I choose to pay later, will this have an impact on my credit ratings?

No, there will not be an impact on your credit history.

Do I have to pay Stamp Duty?

You will have to pay stamp duty on any residential property over £125,000 and because of mounting house prices over the last few years, it is likely you'll pay it. However, if you are a first-time buyer you will not pay stamp duty on a property over £300,000 or a shared ownership property of £500,000. Head over to www.gov.uk/stamp-duty-land-tax to find out more.

For more information on stamp duty and bands please head over to our blog section.

What are searches?

Property searches (conveyancing searches) are further research to find out more information on a property that will be purchased. Property searches are part of the conveyancing process and will be carried out with the local authority and other parties.

The main searches carried out on a property are; local authority, water and property and environmental. These searches can take between 48 hours to several weeks to complete.

What are your Terms and Conditions if I agree to sell or let through you?

You can view our Terms of Use and Privacy Policy & Notice by clicking here.

What is a Land Registry check?

A land registry check will confirm the legal owner of the property.

What is anti-money laundering?

Anti-money laundering is a set of procedures, laws, and regulations put in place to stop the practice of generating income through illegal actions. With Paramount Sales And Lettings ensures that we are compliant with these regulations and therefore carry out checks AML checks on your customers. (Need to address the third party here).

Where are my title deeds?

Your title deeds are paper documents showing the ownership of the property or land, including; conveyances, contracts for sale, wills, mortgages, and leases. All HM Land Registry records are now digital, to get access to your deeds, please contact your conveyancer or solicitor.

How is a completion date chosen?

A completion date is chosen closer to exchange between the seller, buyer, solicitors and the possible chain.

If I choose to pay later, do I need to enter a separate agreement?

No, there is no separate agreement if you choose to pay later.

Is there a minimum contract period?

The minimum contract period is 16 months.

What is conveyancing?

Conveyancing is the legal transfer between two properties from one owner to the other. A conveyancer will look over this legal transaction

When do I have to move out?

Once you have purchased the property, contacts have been exchanged and the money has been received by your solicitor, the house is no longer legally yours. Once you have handed over the keys the property is no longer in your possession.

When do I sign the contract?

You will sign the contract once you have instructed with us at with Paramount Sales And Lettings. .

Why do I need to show you my ID before you can market my property?

We ask to see your ID when we market your property for legislation purposes, to make sure that you are the legal and rightful owner of the property.

Do I need a Home Information Pack? (HIP)

No, you no longer need a HIP as these were suspended in May 2010 and formally abolished by the Coalition.

How do I make changes to my listing?

You can make any changes you would like at any time. Simply contact our estate agents on 01634 629888 to specify the changes, provided the information is accurate and representative of your property. Before any changes are published live, these will be inspected by our property experts.

How do I review my advert?

Once we have uploaded your photographs, description, floorplan, and measurements, you will receive a call from our property experts to approve and confirm. Once your advert has been approved, you will go live instantly on Rightmove, Zoopla, and our website.

How long does it take for my property to be online?

As soon as you have made an appointment with our estate agent they will confirm an appointment within 24 hours. Once we have visited the property we will then collate all the information, photos and floorplans for you to finalise before we then publish the property online.

What are the benefits of having a premium listing on Rightmove?

A Premium Listing is highlighted and is more prominent than any regular Rightmove listing, usually with a vibrant colour and more photos are displayed rather than the usual single photo.

A Rightmove premium listing is guaranteed to appear at the top of a search results page, with a larger photo to get

more attention. It will also appear on regular search results too.

Rightmove are continuously monitoring behaviour, tracking detail views rather than the click-through rate. This will make it easier for the vendors and landlords to show why you are the best at marketing their property.

Where do you cover?

We cover the majority of North Kent.

Will I be charged if I want to change the pictures, price or descriptions?

No, there will be no additional fees if you choose to change or retake the pictures of your property and description. You can edit your advert at any time, to do so, you will need to contact your estate agent with the amends you prefer to make. We will then take care and update everything our end.

Apart from advertising and the internet, how else would you market my property?

We don't just rely on online advertising, we also resort to other offline methods such as leaflets, open house events, exhibitions, outside advertising and door to door mailers. We like to utilise every possibility to maximise your property's marketing to find you a buyer.

Are your Trust Pilot reviews real?

Yes, Trust pilot reviews are real comments and feedback left by real customers who we have dealt with.

How do I arrange a valuation?

You can arrange a valuation directly with our property expert on 01634 629888 or email theteam@paramountsal.co.uk or fill in our form [here](#).

What happens in a valuation?

Our property expert will visit your property and will give you a valuation based on your property's features and local market trends. You will also be sent a detailed report with their valuation of the property, insights into the local market trends with the cost breakdown with Paramount Sales And Lettings.

How do I register without booking a valuation?

Simply register with us by clicking [here](#). You will be asked to enter some basic information about yourself and what it is you are looking to do, whether you want to buy, sell, let or rent. There is no charge to register with us here at with Paramount Sales And Lettings.

How do I know if I am asking the right price?

Our estate agents will have conducted a throughout evaluation of the local property within the area to gauge the selling price best suited to your property.

Will you value my property for me?

Yes, when you have booked your free valuations we will give you your property value which we believe is correct for the market.

Can I suggest/recommend an alternative date for a viewing that is marked as not available?

Yes, you will need to select an alternative date and time with our property experts and this will be confirmed or declined.

Do I need to conduct viewings?

You can conduct viewings yourself, but we do provide a service where our property experts can conduct the viewings for you, at an additional cost.

Will there be more viewings once I've accepted an offer?

There can be more viewings on your property even if you have accepted an offer, depending on the offer and position of the buyer.

If I give you a key to my home will you accompany buyers to view?

Yes, we can accompany buyers to view the property, but this will be an additional cost. Please see our terms and conditions.

How do you vet people interested in my property?

We carry out internal checks on potential buyers to make sure that they can potentially afford the house they're

viewing and whether they have applied for a mortgage.

Once someone has viewed the property what is the next step?

Once someone has viewed your property we will ask them for immediate feedback and to determine whether they would make an offer. We will then pass on this feedback next to you and arrange a second viewing if requested or negotiate an offer if made.

Will I receive feedback following viewings?

Yes, you will receive feedback on all viewings you receive on your property from your local property expert.

How does it work when somebody wants to view my property?

We will confirm the potential buyer's availability for a viewing and then we will confirm the date and time for the viewing. If you cannot make the viewing or would like your estate agent to carry out the viewing, then we will arrange this for you.