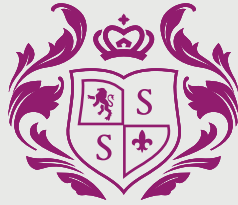




SPENCER & SENER

Integrity ♦ Honesty ♦ Trust



THE COMPANY



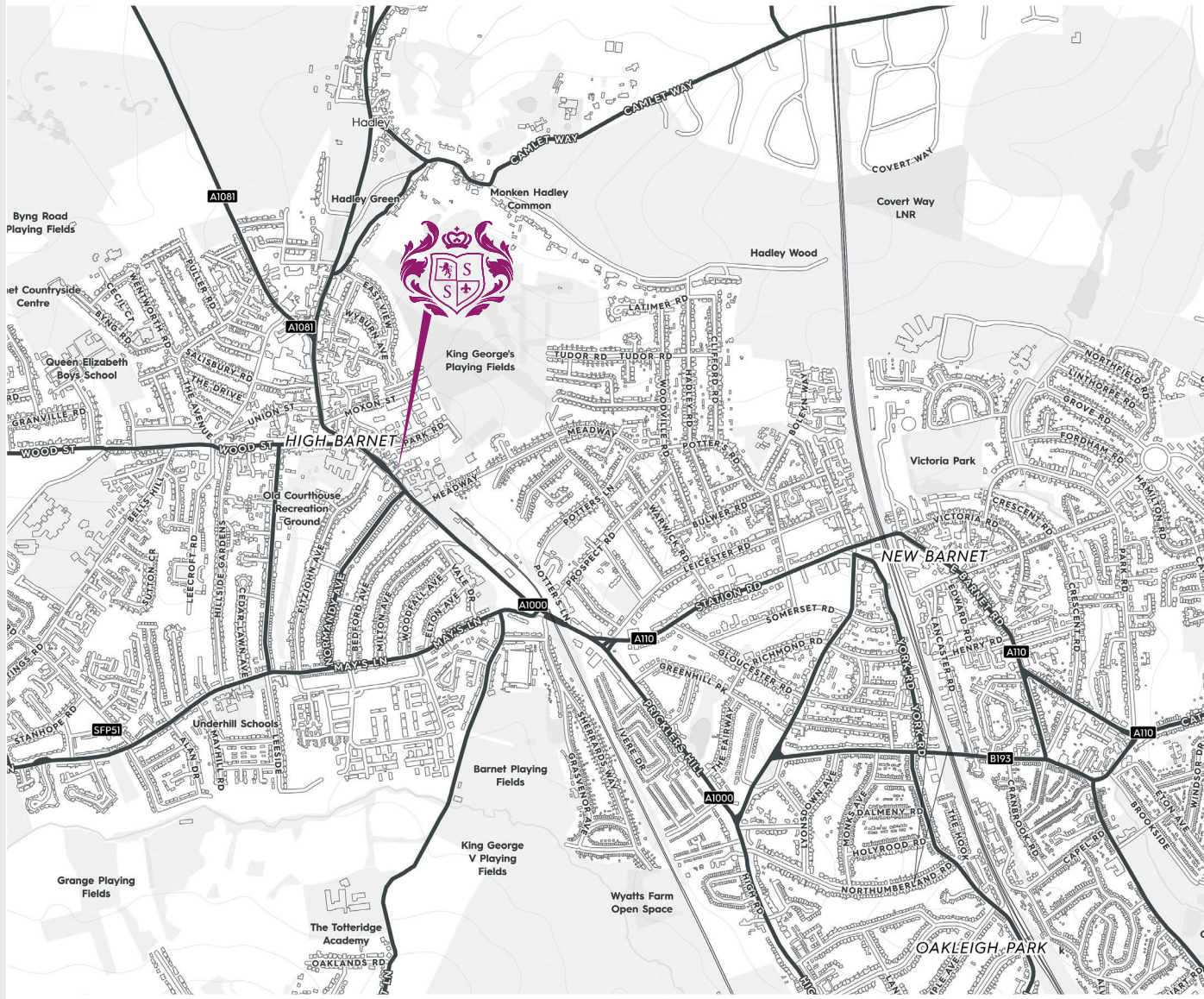
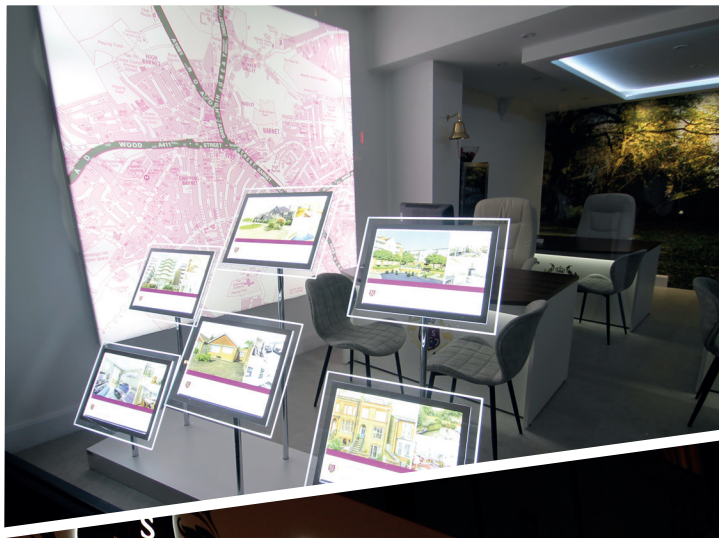
*Established in 2007, with over 50 years experience,
Spencer & Sener enjoys a great reputation for achieving results
and acting with **integrity, honesty and trust.***

The company has built a solid reputation in the local area by offering the highest standards in customer service and unrivaled knowledge of the local market place.

Spencer & Sener are the leading independent estate agents specialising solely in Barnet and the surrounding area. Our office enjoys a prominent town centre location which maximises the exposure our properties receive.

The two working partners Spencer Smith & Sener Halil, have many years of estate agency experience between them and take on an extremely active, hands on approach and the company ethos is to provide an unparalleled level of service together with honesty integrity and trust.

There are many estate agents in the local area but we are confident whether you are buying, selling or renting you will be thoroughly impressed with us from start to finish.





SELLING YOUR PROPERTY

*Established in 2007, with over 50 years experience, Spencer & Sener enjoys a great reputation for achieving results and acting with **integrity**, **honesty** and **trust**.*

Our sales team takes pride in combining traditional values with modern techniques. The best example of this is the fact we are still passionate about telesales and believe speaking to our clients is still a hugely valuable method in selling property.

To ensure that all our buyers are fully committed we request that anyone who is interested in purchasing a property through us is vetted by Sener a partner of the firm and a qualified financial adviser, or alternatively provides confirmation of their financial position via their solicitor.

Our team have lived and worked in the area for many years becoming an integral part of the local community, building our reputation for integrity, honesty and trust combined with our exceptional personal attention means our clients receive an unrivalled professional service.

Our high quality, bespoke brochures and excellent web/social media coverage, combined with our extensive network of motivated buyers and negotiating skills, ensures we help sellers achieve the best possible price for their most prized asset. As members of the NAEA (National Association of Estate Agents), we are committed to providing you a true, fair and realistic valuation of your property. We will present you with properties on sale and/or recently sold that are comparable to yours, giving you guidance of what price you could achieve. All our valuations are free with absolutely no obligation, carried out by one of the partners.

Guide To Selling

*Our 10-stage plan to successfully selling your home with **Spencer & Sener***

1. A call to Spencer & Sener briefing us on the details of your property and agreeing a date and time for one of our partners to carry out a free, no obligation market appraisal.
2. We will visit your property to conduct an assessment, providing you with several comparable properties (properties on the market or recently sold that similar to yours) and advise you on the current supply and demand whilst reflecting on the market conditions.
3. Terms and Conditions will be discussed and agreed as well as the marketing price.
4. Spencer & Sener unlike many other agents will arrange at our cost for a professional photographer to attend your property who will also implement a floor plan and a mandatory EPC for marketing purposes.
5. We will revisit your property and take further details for marketing purposes.
6. Your property will be presented on all major portals and on the Spencer & Sener website. At our cost we will produce a stylish and professional brochure for prospective buyers as well as a Duratran Window Card that will be displayed in our front window ensuring your property is noticed by the thousands of people that walk past our office en route to High Barnet Tube Station. We will also place our distinctive board outside your home to make sure it catches the attention of anyone exploring the area for a new home.
7. With our state-of-the-art software we will inform the large database of buyers matching your property that a new property has come available, followed by calls for viewings to be arranged for those who have expressed an interest.
8. We will update you with constructive feedback within 24 hours of a viewing and keep you informed weekly of the activity on your property.
9. Once we have successfully agreed a sale on your property, we will write to all parties concerned.
10. We will guide you and assist you, progressing your sale to completion by keeping you and the buyer informed along the way, liaising with the surveyors that need access to your property on behalf of the lender and also the solicitors. We will try our best to make your move as quick, easy and stress free as we possibly can.

Guide To Letting

*Our 10-stage plan to successfully letting your home with **Spencer & Sener***

1. A call to Spencer and Sener briefing us on the details of your property and agreeing a date and time for one of our partners to carry out a free no obligation market appraisal.
2. We will visit your property to conduct an assessment, providing you with several comparable properties (that is properties on the market or recently sold that are similar to yours) and advise you on the current supply and demand whilst reflecting on the market conditions.
3. Terms and Conditions will be discussed and agreed as well as the marketing price.
4. We will present you with three types of service to choose from depending on your requirements.
5. We will revisit your property and take further details for marketing purposes.
6. Your property will be presented on all major portals and on the Spencer and Sener website. We will produce a stylish and professional brochure for the prospective viewers which can be sent or presented as and when it is needed. We will also place our distinctive board outside your home to make sure it catches the attention of anyone exploring the area for a new home to rent.
7. With our state-of-the-art software we will inform the large database of renters matching your property that a new property has come available, followed by calls for viewings to be arranged for those who have expressed interest.
8. We will update you with constructive feedback within 24 hours of a viewing and keep you informed weekly of the activity on your property.
9. Once we have successfully agreed a let on your property, we will request a holding deposit from the tenants and commence with referencing them.
10. We will orchestrate a number of tasks that need to be completed by both the tenant and the landlord prior the tenants moving in, such as transfer of funds, signing of agreements, smoke alarm checks, Gas Safety Checks, right to rent checks and inventories.

LANDLORDS

*At Spencer & Sener, our deep knowledge and strong market presence means that we can **price rents accurately**, **minimise void periods** and find you **quality tenants**.*

Our approach protects the value of your asset and ensures consistent income, so that you can relax in the knowledge that your home is in good hands.



Tenant Introduction Service,

5% plus VAT (6% inc VAT) subject to successfully placing a tenant, where we market your property and find you a suitable tenant.



Let Only Service,

7% plus VAT (8.4% inc VAT) subject to successfully placing a tenant, where we market your property, find you a suitable tenant, conduct the references and draw up the agreement.



Fully Managed Service,

12% plus VAT (14.4% inc VAT) **(Includes Renewal service)** in conjunction with standard let only service and is ongoing. Subject to successfully placing a tenant, where we market your property, find you a suitable tenant, conduct the references, draw up the agreement, collect the rent and manage the property.

Note: Our fee is charged monthly and the rent is NOT guaranteed/insured.



Renewal Service,

3.5% plus VAT (4.2% inc. VAT) Available with the Let only service, where we renew the compliance documents, review the rent, and draw up a new agreement for another 12 months.

(3rd party costs are covered by the landlord)



Rent Indemnity Policy,

Rent less than £2,500 PCM, fee of £360 per annum Inc VAT.

Rent between £2,501 PCM & £5,000 PCM, fee of £500 per annum Inc VAT.

RENT PROTECTION AND LEGAL EXPENSES WITH A DIFFERENCE

Even when you've taken all the right measures to look after your property, sometimes things can go wrong.

This Rent Protection and Legal Expenses service means that, should the unexpected happen, you'll always get the income you expect from your tenants, and it will also support you if you need legal representation to recover your property.

*WHAT ARE THE BENEFITS?**

- *Nil excess on claims made within the first 45 days: you'll receive 100% of the monthly rent until vacant possession, there is no cap on the number of months covered*
- *Up to £100,000 legal expenses cover, including appeals and legal representation*
- *Rent recovery*
- *Property damage cover, for civil dispute expenses on damages over £1,000*
- *90% of rent after vacant possession for up to six weeks*
- *Eviction of squatters and assistance with the costs involved*
- *Contract dispute protection, covering costs in disputes of over £100*
- *90-day claim window, from the date of first missed rental payment*
- *Auto renewal process, so you have continuous coverage*

**Terms and conditions apply, available on request.*





Sometimes your tenant’s security deposit isn’t enough to cover significant damage or rent arrears. A comprehensive and rigorous coverage could mean the difference between regaining your property or defaulting on your buy-to-let mortgage.

With this Rent Protection and Legal Expenses service, you’ll get the income you’re owed and any costs you may have in recovering it, so you’ll not be out of pocket.

We have access to a unique and automated claims process, reducing our admin and allowing us to work on getting your property back to you as quickly as possible. We’ll ensure you remain up to date on the progression of any claim and will help with any questions you may have.

The criteria for this service are closely linked to tenant referencing criteria. We already work with Goodlord to offer you the best lettings experience, including tenant referencing, so this Rent Protection service is aligned with the information we have on your tenants - simplifying the application for you.

How this service stacks up:

	<div>goodlord</div> <div>Arranged by Spencer and Sener</div>	Other providers		
Max payout	Until vacant possession	15 months	15 months	15 months
Legal cover	£100,000	£100,000	£100,000	£100,000
Payment after vacant posession	90% for 6 weeks	75% for 3 months	75% for 3 months	None
Claims window (days)	90	37	31	30
Excess	Nil	Nil	Nil	Nil
Claim process	Automated	Manual	Manual	Manual
Free mediation process	✓	✗	✗	✗
Property damage legal expenses cover	✓	✗	✗	✗
Contract dispute cover	✓	✗	✗	✗
Auto-renewal	✓	✓	✓	✗
Standalone legal cover	✓	✓	✓	✓

Based on coverage of select alternative providers, accurate as of 1 December 2023

LAND & NEW HOMES

Our Land and New Homes departments at Spencer & Sener was established in in 2014.

This department mainly attends to locating potential development opportunities for our database of international investors. Development opportunities arise from several sources, either from a basic valuation where we establish an opportunity to develop a residential unit or an opportunity presented to us by one of our associates which may be a property that requires demolition or a plot of land with scope to build.

Over the years we have established a network of associates who have worked closely with us, by bringing us development sites or properties which have development potential.



Meet the Team



MR SENER HALIL

Partner

Sener began his career in Estate Agency at the age of 23 after graduating from University where he achieved a diploma in Mathematics and Computing and a degree in Multimedia Computing, his career went from strength to strength, progressing from trainee to senior negotiator in a short space of time, eventually moving on to a firm in London where he managed several branches. Age 25, he was confident that he had the skills, passion and drive to achieve for himself what he has achieved for his previous employers. He shared his passion and ideas with his friend and colleague Spencer, and in April 2007 they established Spencer & Sener Ltd, to date the business is still growing and attended with the same passion they had in 2007. In 2018 Sener was awarded a certificate in Mortgage Advice and Practice by The London Institute of Banking and Finance. He lives in Essex with his wife and two daughters, he enjoys going to the gym and watching Spurs win as they often do these days!



MR SPENCER SMITH

Partner

Spencer began his career in property at just 16 years of age and by the age of 20 he had worked his way up to becoming branch manager. Working with large national corporate estate agencies has given Spencer the skills needed in the industry, whilst working with independent market leaders has given him the passion, drive and winning mentality that has helped him succeed in today's market. Spencer is a member of both the NAEA & ARLA giving peace of mind to anyone dealing with Spencer & Sener that they will be safeguarded by receiving the highest level of integrity, professionalism and service for all property matters. Spencer lives with his wife and two children, he enjoys football, keeping fit, socialising and being a dad!

MR GRAHAM LAIKIN

Senior Sales Consultant

Graham brings with him over 25 years of estate agency experience and is a member of the NAEA. He has worked for several prominent and well-established Estate Agents in London and the home counties. He's proud to have helped countless buyers and sellers to successfully move. Graham lives with his wife, son and toy poodle, he enjoys bike riding, long walks, eating out and playing squash. Graham is a passionate Crystal Palace fan and has been since he was a young boy, who grew up near the Crystal Palace's home ground.



MRS MARIA GUGU

Office Administrator/Lettings Coordinator

Maria started her career in Estate Agency in October 2021. In 2009 she graduated from the University of New York, achieving a BA in International Relations & Diplomacy. Her enthusiasm and interest in the property market motivated her to change her career and pursue her dream of working in a real estate agency. Gaining extensive experience in customer service and hospitality during her career in previous jobs enabled her to fulfil the position with ease, as her way with customers coupled with her way of thinking outside the box is second to none. Today she enjoys being the office administrator & Letting's coordinator, assisting the partners in the running of the company and affiliated companies. Her hobbies are reading, skiing, listening to music and going to the cinema.



INTRODUCING WINNER OF SEVERAL AWARDS



Spencer & Sener are a multi award winning estate agency.

Their team performed outstandingly throughout the extensive judging period, which focused on customer service levels.

Spencer & Sener have now been shortlisted for a number of national awards which will be announced shortly.

The British Property Awards provide agents throughout the UK with an invaluable opportunity to compare the service that they provide against the service provided by their local, regional and national competition.

Agents who go that extra mile and provide outstanding levels of customer service are rewarded with our accolade, which acts as a beacon to highlight these attributes to their local marketplace.

Spencer & Sener
14 High Street, High Barnet,
Hertfordshire, EN5 5RU
0208 441 7499
www.spencerandsener.com



BRITISH PROPERTY AWARDS

2021 - 2022



GOLD WINNER

**ESTATE AGENT
NORTH LONDON**

THE BRITISH PROPERTY AWARDS are one of the most inclusive estate agency awards providers as they do not charge to enter. This has enabled their award to be structured in a manner that ensures maximum participation, on average judging over 90% of agents that meet their minimum criteria on a local level.

The team personally mystery shops every estate agent against a set of 25 criteria to obtain a balanced overview of their customer service levels. The judging criteria is both comprehensive and detailed exploring different mediums, scenarios and time periods to ensure that agents have been rigorously and fairly judged.

Robert McLean from The British Property Awards said "Our awards have been specifically designed to be attainable to all agents, removing common barriers to entry, such as cost, to ensure that we have the most inclusive awards. Our awards have also been designed to remove any opportunity for bias or manipulation. If an agent has been attributed with one of our awards, it is simply down to the fantastic customer service levels that they have demonstrated across a prolonged period of time. Winning agents should be proud that their customer service levels provide a benchmark for their local, regional and national competition".



**INDEPENDENTLY
JUDGED**



OVER 25 CRITERIA



**JUDGING YOUR
LOCAL MARKET**

FOR MORE INFORMATION ABOUT THE BRITISH PROPERTY AWARDS
PLEASE CONTACT US ON 0800 987 11 22

"We had a great introduction from Spencer and Sener when we began the process of selling our property. Spencer got the property to market very quickly and professionally then was able to advise us through the offers. Spencer was incredibly helpful in successfully supporting the sale through a tremendously difficult period in the housing market..."

★★★★★ **Ldn HK**

"Spencer and Sener were so helpful and professional when I sold my house through them. They kept me informed at every stage and went above and beyond with advise and help to me - I would recommend them to anyone."

★★★★★ **Jo Marshall**

"Excellent! I cannot recommend Spencer and Sener highly enough. Spencer and the whole team have been so professional and very supportive every step of the way. Their service is outstanding and they make the process seamless, exceeding our expectations. Thank you so much."

★★★★★ **Karen Mawson**

"Now I see why they won the best agent in Barnet Award 2022! We just completed a house purchase that was listed with Spencer & Senner - they provided an impeccable service from start to finish. We completed a leasehold purchase in 3.5 months (yes possible with determination) and Spencer and the team (both Maria's) were efficient and professional throughout..."

★★★★★ **Rosabel Ng**



"Excellent service from Spencer and his team. Very professional, knowledgeable of the market and friendly. Very prompt - keeping in touch and updating on the progress without me chasing. We would definitely recommend!"

★★★★★ **Nataliya Garip**

"We bought my mum's flat through Spencer and Sener. I have found every member of staff extremely helpful and if you had a question anyone was willing and able to help. I dealt with the exchange and completion through Spencer and I have to say he was organised, helpful at all times and always called you back. If it wasn't for Spencer helping me push my mum's sale of her house through I think we would still be waiting for mum's sale of her property to exchange - I would definitely recommend this estate agent"

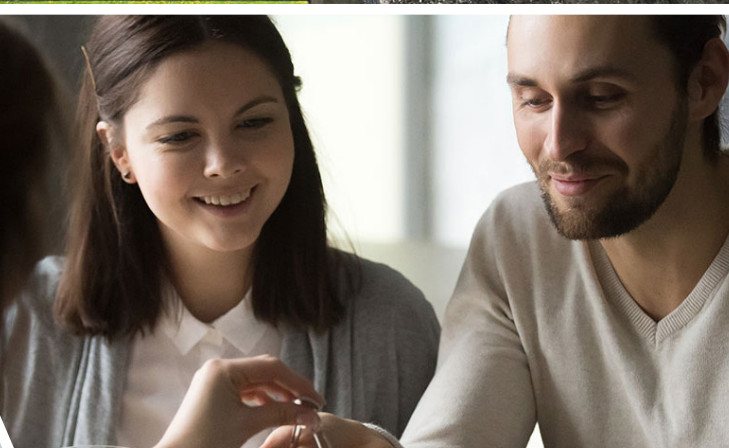
★★★★★ **Elizabeth Perry**

"The service we received from Spencer and Sener went above and beyond. Their professionalism and personal approach was very much appreciated and I would highly recommend them to anyone who wishes to sell their property or who is currently searching..."

★★★★★ **Beth Tutors**

"Having just let out my property through Spencer and sener, I can't recommend them highly enough. Sener is professional, polite, always responsive and has been extremely helpful at all times throughout the whole process."

★★★★★ **Dee flood**





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