



# THE COMPANY

Established in 2007, with over 35 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 35 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 two 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.
- 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.

#### STANDARD SERVICE



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.



Rent Collection Service,

9% plus VAT (10.8% inc VAT), subject to successfully placing a tenant, where we market your property, find you a suitable tenant, conduct the references, draw up the agreements and collect the rent.

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



Fully Managed Service,

5% plus VAT (6% inc VAT) in conjunction with Standard let only service.

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.

#### PREMIUM SERVICE

Tenant Introduction Service,

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

Note: Rent Indemnity Insurance included.

#### Let Only Service,

9% plus VAT (10.8% 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.

Note: Rent Indemnity Insurance included.

#### Rent Collection Service,

11.5% plus VAT (13.8% inc VAT). subject to successfully placing a tenant, where we market your property, find you a suitable tenant, conduct the references, draw up the agreement and collect the rent.

Note: Rent Guaranteed.

#### Fully Managed Service,

7.5% plus VAT (9% inc VAT) Only in conjunction with Standard Let only service
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: Rent Guaranteed.



### 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 passiona 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 AARON GARDENER

#### Senior Sales Consultant

Aaron started his career in Estate Agency at the age of 18 after completing college where he achieved a diploma in Business Studies and started an apprenticeship in Estate agency. He was offered the opportunity to become a Sales Negotiator within 3 months of his apprenticeship and never looked back. His skills that he has developed over the years, having worked for different estate agents mainly in the North London area has given him the passion, drive & winning mentality forming him into a great agent that he is today. Prior to joining Spencer & Sener Aaron worked as a Senior Property Broker in Canary Wharf dealing with high-end apartments and international clients. In his free time he enjoys a nice trip to Selfridges, going out to restaurants with family and friends along with going to the gym.



#### 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 cinema.



### INTRODUCING

### WINNER FOR NORTH LONDON



Spencer & Sener have just won The British Property Award for North London.

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.

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**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

## 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 demolishment 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.







"At Pembroke Grove Financial Services, we are passionate about mortgages and the service we provide our clients. Our advice is clear, straight forward and we are with you at every stage, until you get the keys to your new home"

#### Our Clients

Whether you are buying your first home, remortgaging your existing home, or thinking of buying an investment property to let, Pembroke Grove Financial Services can help you find a scheme suited to your circumstances.

#### Pembroke Grove Financial Services

Sener Halil will be your main contact from the outset, he understands that a property purchase is one of life's biggest expenses. His experience, professionalism and commitment to finding the right mortgage for you is second to none.

#### Convenience

Most mortgage advisers insist that you visit them at their offices which means you having to wait for the first available appointment, taking time off work, the inconvenience of travel and possibly organising child minders. At Pembroke Grove Financial Services, we put you first. Our process can be face to face or telephone based so you can call from the comfort of your own home at a time that suits you. Just sit back and relax and let us help you to find the most suitable product.

#### Choice of Mortgages

At Pembroke Grove Financial Services, we work with all the High Street lenders you know and trust together with smaller Building Societies and niche lenders. By building and adding to our product choice we know that we will be able to match the best product to suit your needs.

First Time Buyers | Remortgages | Buy to Let | Interest Only Mortgages | Equity Release Mortgages

Credit Repair Mortgages | Product Transfer Mortgages | Commercial Mortgages | Bridging Finance

#### Client Commitment

From the moment you call Pembroke Grove Financial Services, you will know that we are different! You will get straight through to Sener, a qualified mortgage Consultant who has been awarded a certificate in Mortgage Advice and Practice by The London Institute of Banking and Finance which is an FCA approved benchmark qualification for mortgage advisors, he will explain your options to you and once your application is underway his team of administrators will work hard to get your mortgage offer issued as quickly as possible.

#### Expertise

We understand that you are an individual with individual needs. Sener has the right level of expertise to find you the most suitable and competitive mortgage for your circumstances. Thereafter his team of experienced administrators will process your application to achieve the fastest turn around.

#### Choice of Insurances

Whether your looking for Building and Contents Insurance, Income Protection or Life and Critical illness insurance we are here to help at no charge whatsoever.

Have you ever thought about how you would find the funds to repair or rebuild your home in the event of a flood or fire? How it would affect your family? Or the stress it would bring on from not being able to put it right?

Is it the taboo subjects of 'getting ill' or 'dying' or is it more about 'if I bury my head in the sand it absolutely will not happen to me'... the statistical reality may shock you! It could be anyone at any time of their life!

How would you cope if your partner became ill? Or died? If you have children how would you maintain the household income while finding time to devote to your children? Take a moment to really think about it.... how would you cope?

It is daunting... we know! Let's get you covered, call us for a brief chat, we will be more than happy to quote you, should we say protect you in the event of the unforeseen.

"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..."

"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

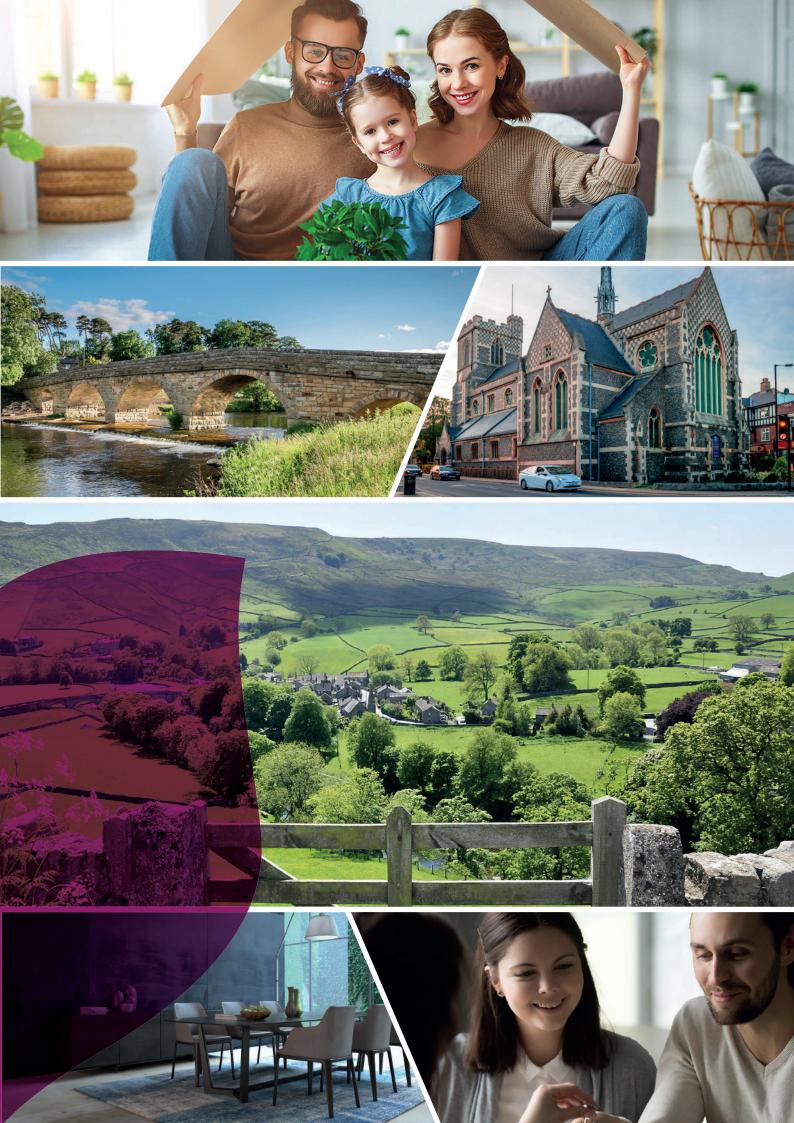
"We bought my mum's flat through Spencer and Sener. I have found every member of staff extremely helpful and if you had a question anyone was willing and able to help. I dealt with the exchange and completion through Spencer and I have to say he was organised, helpful at all times and always called you 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.."  $\bigstar \bigstar \bigstar Beth Tutors$ 

"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."

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