



## Frequently Asked Questions

### Selling or letting your property privately

#### **I have already instructed an estate agent to sell my property, can I still use Flatfee.je?**

Because Flat Fee is a marketing portal it doesn't affect Estate Agent packages, so you can still engage an agent as a 'sole agent' and continue to use Flat Fee. You shouldn't have to pay the agent any fees if you find a buyer yourself. However, make sure you read the small print well, as some agents will try and get you to sign up to a "Sole Selling" contract. This means that it doesn't matter who sells your property, you will still have to pay the Estate Agent their fee.

#### **How can I tell if I'm on a sole agency or a sole selling contract?**

Many sole agency agreements/letters sent out by agents do not make it clear that it is a sole selling arrangement because those precise words and indeed their meaning are never included and explained in the agreement. If you are in any way unsure about the terms of the agreement with the agent, you should seek advice from your lawyer.

#### **Do I have to use an Estate Agent by law?**

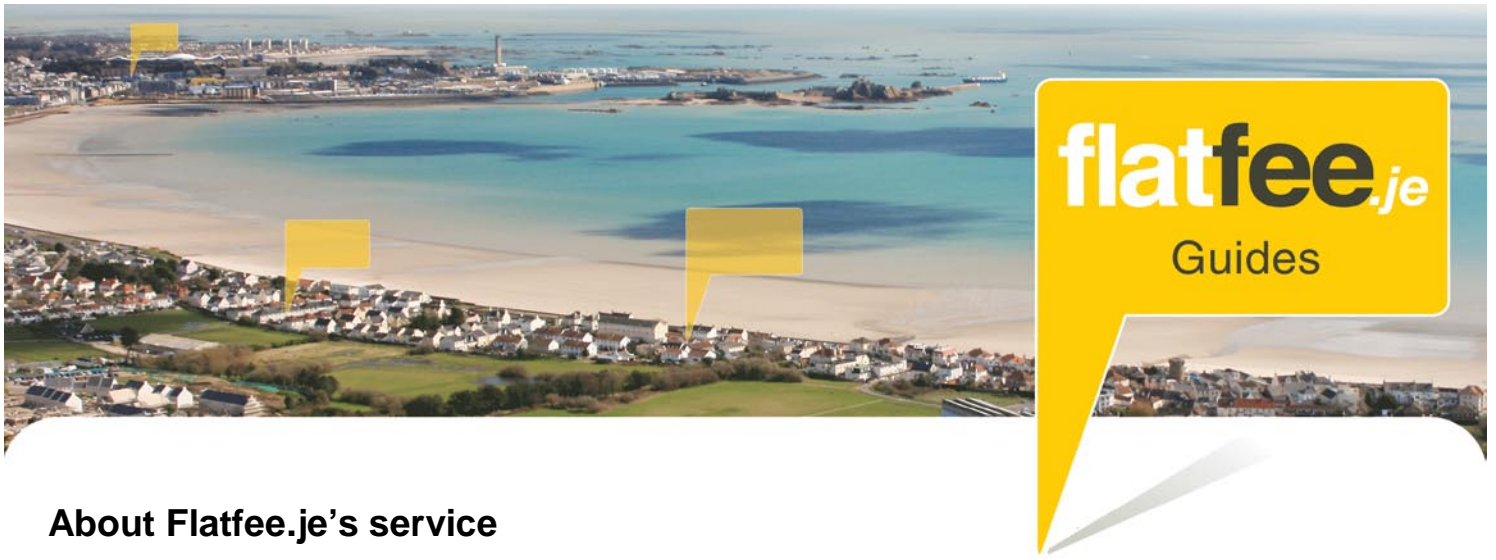
No. There is no law stating that you have to use an Estate Agent to sell your property. Many people are now selling their properties privately.

#### **Do I have to have to pay commission to sell my property?**

If you decide to use Flatfee.je to sell your property there is no commission. All you will pay is a one off fee to market your property on the website.

#### **How will you market our property?**

We are committed to ensuring that [www.flatfee.je](http://www.flatfee.je) has the highest possible profile in Jersey. To aid this we utilise all types of advertising including local newspaper and radio and advertising during even local events such as the boat show. This ensures that we maintain a large number of visitors to our sites which in turn provide the high visibility that our customers require to help sell their property.



## About Flatfee.je's service

### How does the service work?

It really is easy! Just create a listing on the website to either sell or let your property and it will be displayed on the Flatfee.je website. Buyers and renters will be able to contact you directly to arrange viewings or make offers. You can choose to either publish your contact details on the website or use our in built message system to protect your privacy.

### How long can I keep my property listed on the website?

You can list your property on the website until it is sold or let, or until you decide to remove it, with no additional ongoing charges.

### How long will it take for my property to be listed on the website?

As soon as you as make your payment the listing will appear on the Flatfee.je website.

### Can I amend my listing once I have uploaded it to the website?

Yes. Simply log in and you will be able to amend any details relating to your listings.

### Can I create multiple listings on the website?

Yes. You can create as many listings as you require. You will be charged for each listing that is made live on the website.

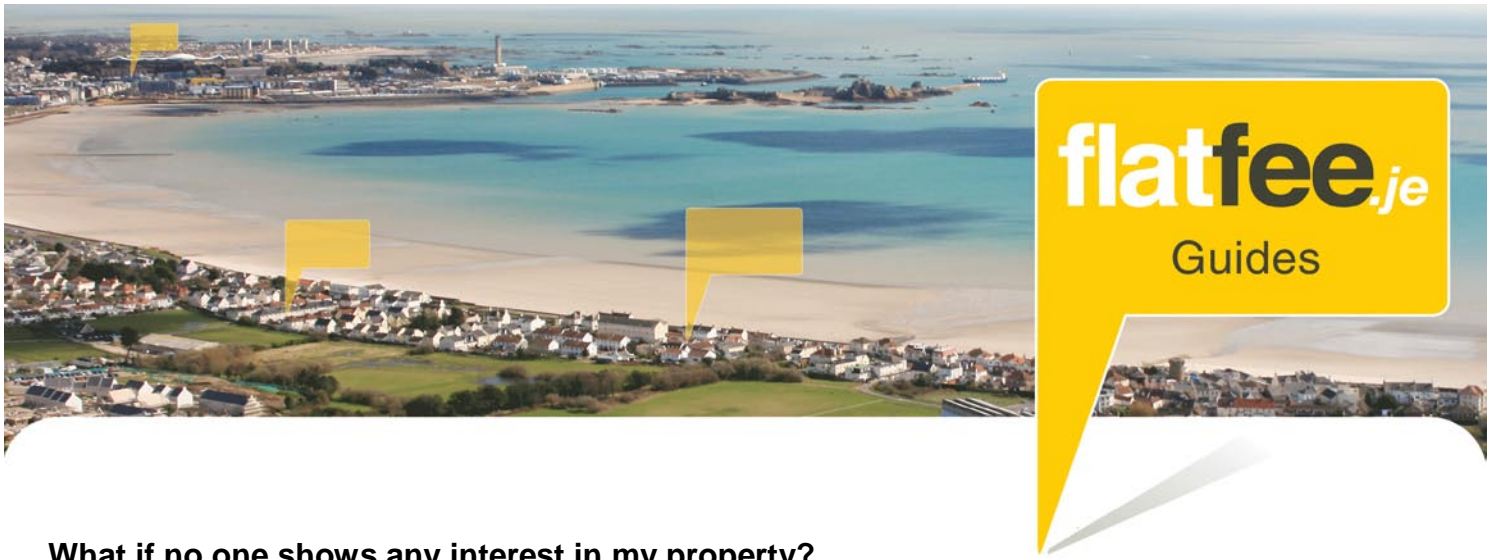
### Who will see my listing?

Flatfee actively market our site on both the internet and via traditional methods including local radio and the Jersey Evening Post. This will drive high numbers of prospective buyers and renters through our site.

You will also be able to email your property to all of our registered buyers with search criteria that match your listing.

### How will potential buyers or renters contact me?

Potential buyers or renters can contact you either by phone or email. Your telephone number and email will only be published if you decide to do so. Alternatively, you can rely on our built in message system for buyers or renters to contact you, to help maintain your privacy.



### **What if no one shows any interest in my property?**

You can login and amend any details including price, photographs, description etc. And don't forget to be patient, selling property can take time and your listing will remain on the website until sold.

### **What is your refund policy?**

We do not generally provide refunds. Please see our terms & conditions.

## **Using our service**

### **I don't own a digital camera, how can I put images on the website?**

You really have two options available. You can either borrow a camera or ask someone who does own one to take the pictures for you. Or you can ask Flatfee to come to your property and take the pictures for you. Please see our products page for further information.

### **Can you send me emails when new properties are listed?**

Yes. If you are registered you can opt to receive automatic emails from vendors who are selling properties that match your search criteria.

## **Security & payment**

### **Are my personal details secure?**

Flatfee.je is committed to ensuring the highest standard of security for the protection of your personal details. Please see our privacy policy for further information.

### **What types of payments do you accept?**

VISA, Mastercard, Delta, Maestro, VISA Electron, Switch

### **When is my credit/debit card charged?**

Your credit/debit card will be charged once you make your property listing "Live" on our website.