



Scriven & Co.

Est. 1937

All Buildings Great & Small

About Residential Sales

Why Choose Scriven & Co. to sell your Residential Property?

Your home is one of the most valuable assets you will ever own. So, when it comes to selling, it's natural to seek the right experts to guide you through the process. If you're reading this, you're likely shortlisting property professionals to sell your home. In a competitive and ever-expanding market across Birmingham, the Black Country, and Worcestershire, you have countless estate agents to choose from. But what makes Scriven & Co different from everyone else?

The truth is, a lot.

In today's market, anyone can become an estate agent, regardless of qualifications or experience. While all estate agents must be regulated under the Estate Agents Act 1979, there are no legal requirements for agents to hold a license. However, at Scriven & Co, we go above and beyond.

As proud members of the Royal Institution of Chartered Surveyors (RICS), we adhere to the highest global standards in the property industry. RICS members are bound by a strict code of practice that ensures best practice, transparency, ethics, and ongoing professional development. To join RICS, members must complete an accredited degree, gain relevant work experience, and undergo a structured training program. This means when you choose Scriven & Co, you're working with professionals who are not only qualified but committed to maintaining the highest standards in the industry.

A Family Business with Generational Expertise

Scriven & Co is a family-run business with over three generations of experience. Led by George Scriven, who heads up our residential department, we offer a blend of tradition, expertise, and personal service. George's journey into property began at an early age when his father, Martin Scriven (formerly FRICS), took him and his brothers on market appraisals. George was taught the trade from the ground up, starting by holding the measuring tape!

With a degree in Estate Management, George went on to become an Associate of RICS and a Fellow of the National Association of Estate Agents (Propertymark). With over two decades of experience, George has sold thousands of properties across your area since 2003, ensuring every sale is handled with precision and compliance at the forefront.

Local Expertise, Tailored Strategies

Not only does George have the knowledge and experience required to sell your home, but he also understands the nuances of your local area. His extensive experience means he can tailor a bespoke strategy to ensure your property is sold for the best possible price, regardless of market conditions.

Quality Control

We use our ISO (quality control) accreditation procedures in "estate agency and valuation" to minimise the risk of potential issues or misunderstandings at a later date. With tried and tested procedures under constant review, this not only ensures a high-quality service to our clients, but also minimises the risk of potential problems during the sale procedure.

Our staff undergo continued professional training to value, sell and manage any potential problems prior to the commencement of marketing.

Supporting You Every Step of the Way

We understand that selling a property - whether it's your own home or acting on behalf of an estate or a parent with power of attorney - can be a stressful, anxious, and time-consuming process. That's why, at Scriven & Co, we allocate a dedicated team member to be your primary point of contact. This ensures you have someone who will guide you through every stage of the sale, keeping you updated and informed along the way.

When it comes to selling your home, trust the experts at Scriven & Co. We combine experience, knowledge, and a commitment to service to deliver the best results for you.

I'm interested in selling my property, how can Scriven & Co help?

We would love to help! We can be reached via email: sales@scriven.co.uk, by telephone on 0121 422 4011 (option 1) or of course by simply visiting us in our office at 821-829 Hagley Road West B32 1AD.

We will ask you a few questions about the property in question, and make an appointment to conduct a free, no obligation market appraisal.

The first stage of selling a property, is a thorough, market appraisal. In doing this, we are able to give you the best advice we can, which in turn will enable you to consider all factors and make an informed decision about how to proceed. In order to determine the market

value for your property, we will often use different methods to provide to you with a realistic indication of value. We will also demonstrate how we have arrived at the value. In addition, we are also happy to discuss how we intend to market your property, any marketing campaigns or strategies which may vary depending on the property type, condition and your individual circumstances. If your property is occupied by a tenant, whether managed by Scriven & Co or not, we may still be able to offer your property for sale. Similarly, if your property is vacant and you are undecided whether to let or sell, we are able to market your property both "for sale" and "to let" simultaneously, if so required.

What happens during a market appraisal?

Our valuers will have already done their homework prior to visiting you. We have been selling properties in the region since 1937, and this experience puts us ahead of our competitors when it comes to knowledge and advice. As well as talking you through the current market conditions and comparable properties, we will listen to your preferences and requirements. We appreciate that circumstances surrounding a sale are often different, so we will tailor our approach to meet your needs.



Pre-marketing advice

This might be discussed during the initial appraisal, or afterwards, once the signed terms of business have been returned to our offices. You may have various queries including the best way to present the property or if there is anything extra you can do to help during the marketing process. We are happy to help and provide advice on as much as we can, including advice on pre-market considerations regarding the condition, presentation and also a viewing strategy.

What happens after the appointment?

After undertaking a marketing appraisal, we will provide you with our recommendations in writing. This correspondence will also contain and detail our terms of business (terms and conditions) for your prior approval. Subject to you being happy with the terms presented, you will simply need to return the signed documentation to our office along with the required documents, as detailed later on.

I would like to instruct Scriven & Co. what should I do now?

This is great news! Please let us know in whichever way is easiest for you. We will get straight to work in booking a follow up appointment where we will take photographs, measurements and prepare the draft brochure. At this stage you will be allocated a member of staff who will be your main point of contact throughout the entire process.

What is an Energy Performance Certificate, and why do I need one?

An EPC shows information on a property's energy use and typical energy costs plus makes recommendations on how to reduce energy usage and increase efficiency. If you are selling a property, it is a legal requirement there must be a valid EPC in place. There may already be one in place for your property as they are valid for ten years – we can carry out a quick check for you. If you do not have one in place, we are happy to assist. We are also happy to provide advice on any necessary/ potential upgrades, in order to improve the energy performance rating.

What documents do Scriven & Co. need from me in order to get my property on the market?

We will need you to sign and return your agency agreement, certify your property brochure once it has been sent to you, and in order to comply with money laundering regulations, we will require from you the following:



Government issued Photographic ID such as a passport or driving licence.



Proof of address in the form of a recent utility bill or bank statement.



In certain circumstances where we are required to identify a beneficial owner/s we will require additional information / documents from you. This will be detailed when we issue our agency agreement.



Marketing

To assist us in finding the most suitable purchaser and achieving the best possible price, we will organise the following:

- ◆ The installation of recognised "for-sale" board.
- ◆ Produce high quality sales particulars to include both floorplan and EPC.
- ◆ Produce quality photographs in house or alternatively we can arrange for professional photography at an additional cost.
- ◆ Internet listing on a selection of websites in order to provide a wide coverage. In addition to our own website www.scriven.co.uk all of our properties are also displayed on www.onthemarket.com and www.rightmove.co.uk
- ◆ Multi photographic display facilities Our in-house graphics department will produce individual property displays to feature in the head-office reception area, as well as in our illuminated office-windows. Our window display and reception area with ample seating is probably the largest of any estate agent in the region.
- ◆ Comprehensive Mailing List. We have a substantial categorised e-mailing list of people seeking to purchase property. Prospective purchasers are matched and contacted by telephone, email and post and encouraged to make an appointment to view.
- ◆ Virtual Tours can be viewed as part of the property information on the various internet sites, with some properties also featuring on our YouTube channel. These tours are made using a mobile phone and give prospective purchasers a taster of the property. The tours are essentially a walk-through video of the property. Alternatively, we can arrange professional videography at an additional cost.



What happens when my property is on the market?

As soon as all paperwork is in place, your property will go 'live' on the sales market. This means that it will be visible in our office window, on our website and via our property portals. We will also run a software 'match' which will send a notification to all of our registered applicants who are looking for a property like yours. We will have already spoken about viewing arrangements and the best way to work around you, so we will keep you updated on interest in accordance with that. We are of course happy to arrange for our

in-house viewings clerk to conduct viewings on your behalf, free of charge, and understand that you might like to be involved too. However, if you prefer, leave it all to us and we will be in touch with feedback just as soon as we can obtain it. When an applicant makes an offer on your property, we will attempt to report it to you verbally in the first instance, and then follow up in writing, outlining the key terms of the offer. We will remain on hand to discuss offers and support you as you select your eventual purchaser. We can offer advice on legal representation if so required, and also endeavour to assist you should a problem arise with a property you might be acquiring. We are here to help you, and provide support, through each step of the process.

How do we agree a sale?

Once you are comfortable with an acceptable offer, we will notify the relevant party. We will also ensure all checks in respect of identification; money laundering and proof and availability of funds are undertaken. We will then require details of your chosen legal representative and once all paperwork has been received, we will create the Memorandum of Sale, this is the legal document which is sent to both parties solicitors outlining the terms of the sale. The solicitors will take over from this point as it becomes a legal process.

Is that everything?

No, we aren't going anywhere! We will remain on hand through to completion of the sale, providing regular progress reports from your purchaser, their solicitors and other parties involved in your chain to answer any questions you may have as the process evolves. Sometimes unforeseen issues can arise but should they do so you can rest assured knowing we have the knowledge and experience to assist. We will be your sounding board and your go between – whatever you need, just give us a call.



Legal Advice

We are happy to work in conjunction with your own solicitor or we can provide conveyancing quotes through our contacts within the legal profession. We can also give you guidance about your individual requirements if necessary.





Probate & Estate

We specialise in the administration of Probate and Estate, and fully appreciate how both difficult and emotional these situations can be. We recognise this and ensure that the required care and compassion is applied during all communication so that our clients feel comfortable, in what can be a very emotional time for them,



Financial Advice

Upon receiving new enquiries about any properties that we have for sale, in order to be able to provide to a client, a prospective purchasers situation, we will enquire whether they have funding in place. If no funding is in place, we are happy to recommend a financial advisor who will be able to assist and provide the necessary advice. If you are looking to purchase a property and would like some financial advice, please do not hesitate to get in touch for their details.



Removals & Property Cleaning

Should you require, we can recommend and assist with organising the professional removal of house contents and house clearing, should you require.



Surveys

We are able to carry out a range of valuations in respect of any purchases including RICS home surveys or formal valuations if necessary in respect of a sale. If there is a conflict of interest, through our contacts in the profession we can recommend alternative surveying companies.



Some Words From Our Clients

I've known George longer than I care to admit, but never used him as my Estate Agent, due to not wanting to mix work and pleasure. However, having had some truly shocking experiences with other estate agents and not really knowing where to turn, George offered his assistance. And I am so glad he did. It was to sell my late mothers bungalow, so I was in a pretty rough place and to have a friendly face guide me through the sale, was everything. Ella was my main point of contact and at times, due to a challenging sales chain, there were days when I spoke to her, more than I'd speak to my wife! Between the two of them, they kept me in order, kept the chain moving and I honestly don't think I could have coped without them. Whether they like it or not, they have a client in me, for life. They were by far the best, most competent and friendly Estate Agents I've ever worked with and most importantly, got the sale done. Thank you.

★★★★★

Giles Senter

Scriven and Co Listed and successfully sold our home in October 2024.

The whole process from start to finish was as smooth and stress free as it possibly could be. George and Ella were incredibly professional and nothing was ever too much trouble, often calling to update us out of hours if needed. They also assisted us in our forward move and offered us valuable advice that we so gratefully received. We would encourage anyone to use Scriven and Co. Thank you

★★★★★

Leanne Street

Brilliant estate agents and very smooth professional service from the start. George was very helpful with his friendliness, valuation, experience, advice, and photography, and was entirely non-pressuring. The quote was very reasonable and was paid on completion of sale. Ella took care of our solicitor and buyer liaison and was supportive, courteous and professional - we even received a Merry Christmas call on their last office day! Ella was ultimately responsible for stopping our buyer from pulling out during chain-related delays, which we are very grateful for. Our sincere thanks for selling our house in as stress-free a way as was possible, and a genuine recommendation from us to anyone to use Scriven's!

★★★★★

Sam Molyneux

Scriven & Co.

Chartered Valuation Surveyors and Estate Agents

About Residential Sales

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