



Ashfield NSW 2131

Paul Wilcox  
EPS Property Search  
Level 2, 55 Grosvenor Street Neutral Bay

23 October 2010

Dear Paul,

We are writing to thank you for exercising your outstanding negotiating skills to secure the purchase of our dream home in Concord West.

Craig and I made the decision to move house in July of this year. It had taken a long time for us to reach that decision, but once it was made we were keen to move quickly. We knew that if we embarked on this journey alone, it would be protracted, with work and family commitments further hampering the process. In addition, we knew that we both lacked the property know-how and negotiating skills to successfully navigate through the world of selling agents. Craig had two colleagues who were happy to recommend EPS. We were immediately impressed by Patrick Bright, who quickly demonstrated his professionalism, focus on customer service and experience that we were looking for.

We saw a house that ticked all our boxes and more while our house was undergoing pre-sale renovations. The marketing campaign for this place was high profile, and you advised us that it would sell over our budget. Based on this, we decided to keep looking. However, as you started to do the search for us, it became clear that, in spite of the predicted spring rush of house sales, nothing of quality within our price range was coming onto the market.

As soon as our house went on the market, the pace picked up. We sold our house within a week, for more than we were expecting. This allowed us to increase our purchasing budget and gave us time to decide to attend the auction. We still felt the house was worth more than we could afford, but overall we felt that it was worth spending money on a building and pest inspection and attending the auction, just so we could say that at least we tried. As you know, we didn't even plan a celebration in the event that we were successful (we had to stop on the way home to buy some champagne!).

The house was passed in at \$1.41m, and you had not yet put in a bid, because it hadn't been announced that it was on the market yet. We hung back, as you indicated to the selling agents that you were interested in negotiating a price. The selling agents showed their devious true colours by revealing that the reserve was \$1.6m! This was swiftly reduced to \$1.5m, but the highest bidder at the auction was not able to match this, and walked away. On our behalf, you negotiated hard with the selling agents, in the end securing it for us for \$1.45m (in return for a very long settlement period).

I think in this instance the fact that you were able to secure the house for us is worth much more than any money you may have saved us. Certainly, if there had been bidders there who were prepared to match or exceed the reserve, we would not have stood a chance. We could have

stretched by another \$7,000, but we were almost at our limit, and as it is we will be eating bread and water for some time to come! There is absolutely no way we would have been able to negotiate the way you did. We were there for almost two hours, with the selling agent getting increasingly distressed and offering all sorts of "deals". Without you there, we would have either buckled and spent more than we could afford, or we would have walked away empty handed. You have secured us our forever home, and it is for this that we are so thankful.

We would definitely use the services of EPS again, and would gladly recommend you to others. This letter could be many more pages long, as Patrick also gave us valuable advice on how to increase the market value of our house, and introducing us to our selling agent, who was also great to work with.

Kind regards,



Aphra Robbins and Craig Feeney