SALES GUIDE

A clear path to your next move

Practical support from valuation through to completion.

WPG brings local property knowledge and personal service to your sale. We agree a marketing approach around your property and goals, explain the costs before you commit, and keep you informed as the transaction progresses.

1. Agree your appointment

We discuss market value, your plans, timescale and any chain. The standard fixed fee is £1,500 + VAT (£1,800 including VAT). It is payable only on a completed sale meeting the agency terms. The standard appointment is sole agency for an initial six weeks, then continuing until notice is given.

Read the terms and instruction carefully, particularly buyer introductions, the two-month post-termination exchange period and possible dual fees if another agent is involved. If the appointment is a consumer distance/off-premises contract, you normally have 14-day cancellation rights. An early-start request is optional and separate.

2. Prepare the information early

Identify every owner and representative; supply identity and authority evidence securely. Tell us about previous agents and buyers. Gather title, tenure, lease costs, planning/building-control papers, guarantees, known defects, disputes and occupancy information. A seller conveyancer can help obtain reliable title and lease evidence.

Property type / feature	Useful evidence
Leasehold flat	Lease dates, ground-rent reviews, service charges, planned works, managing-agent contacts and relevant building-safety information.
Freehold / estate charges	Title restrictions, access/rights, parking, estate charges and management arrangements.
Altered / unusual property	Planning and building-control history, guarantees, construction, utilities, drainage, flood or subsidence information.
Tenanted property	Tenancy and occupation details, rent/deposit position and whether the sale is subject to the tenancy or requires lawful vacant possession.

3. Launch accurate marketing

Prepare the home, agree photography, a floorplan and the particulars, and confirm access. Material facts must be available when buyers need them, not delayed until conveyancing. Edited images must remain accurate; illustrative changes need clear labels.

Where required, an EPC must be commissioned before listing if none is valid. Use reasonable efforts to obtain it within seven days; only then may the further 21-day period apply. We can arrange it for £90 including VAT if authorised.

VIEWINGS AND OFFERS

Find the right buyer for your property

Consider the full position as well as the offered price.

4. Viewings and feedback

We arrange accompanied viewings and report feedback. Agree access and key instructions, including any tenant's rights. Keep appropriate insurance, secure personal items and tell us about hazards. A well-presented property helps buyers understand the accommodation; it must still be described honestly.

5. Evaluate offers

We report offers promptly and in writing up to exchange unless you have given appropriate written exclusions. We discuss the amount, funding, chain, conditions and preferred timing. A high offer is only one part of the decision; evidence of a mortgage in principle is not a guaranteed mortgage.

You decide whether to accept. Buyers remain free to choose their own conveyancer, mortgage broker and surveyor. Using a recommended service is not a condition of viewing or having an offer treated fairly; any referral payment is disclosed.

6. Accept subject to contract

Once you accept, we issue a memorandum of sale and liaise with both sides and their conveyancers. In an ordinary English sale, acceptance is not itself binding: that generally occurs at exchange. Do not make irreversible moving commitments before your conveyancer confirms the position.

7. Conveyancing and surveys

Your conveyancer handles legal title, enquiries, replies, exchange and completion. Respond to requests promptly and take advice on uncertain answers. Leasehold and estate-management information may need early ordering and has separate third-party charges.

The buyer may commission a survey. A lender valuation checks lending security and is not necessarily a buyer's condition survey. WPG supports communication and agreed access but does not carry out legal work or warrant the building's condition.

8. Identity and funding checks

WPG carries out required AML checks on sellers and buyers, including beneficial owners and representatives. We may need information about the purpose and funding of the transaction, including gifts, companies or overseas links. Checks are risk-based and do not mean an accusation. Conveyancers may need their own checks as well.

A sale with tenants needs careful planning. Selling does not itself end an assured tenancy. Seek legal advice before promising vacant possession, transferring a protected deposit or setting a move-out date.

EXCHANGE AND COMPLETION

Bring the sale to a successful finish

Let the conveyancers confirm when the transaction is binding and complete.

9. Exchange of contracts

At exchange, the signed sale contracts become binding and the completion date is fixed. The contract deposit is handled by the conveyancers; its amount is agreed in the sale contract and is not always 10%. Pulling out after exchange can have serious contractual consequences even though WPG's commission is completion-only.

10. Completion and keys

On completion the buyer's funds reach the seller's conveyancer, who settles the relevant mortgage and due costs. WPG releases keys only when the conveyancer confirms completion and authorises release. Leave the property and included items as the sale contract requires; arrange readings and hand over all agreed keys, fobs and permits.

Your fees and other costs

Item	WPG standard position
Sales fee	£1,500 + VAT = £1,800 total; qualifying completion only.
Standard marketing	Included: agreed photography, floorplan, particulars, viewings, negotiation and progression support.
EPC if ordered	£75 + VAT = £90 total, payable when supplied.
Other optional extras	Only with prior written price/scope approval.
Withdrawal after an accepted offer	Reasonable evidenced direct costs, capped at £300 total including any VAT; no automatic charge.
External costs	Conveyancer, searches, surveyor, lender and managing-agent bills are separate.

If your plans change

The six-week initial agency period is followed by a continuing appointment, terminable on 14 days' written notice. Notice may be served during the initial term to end at its expiry. Statutory cancellation rights take priority. Read the fee conditions before switching agents: qualifying introductions may still attract a fee if exchange is within two months after termination and the sale later completes.

Help and complaints

info@wpg-properties.co.uk | 0191 486 2414 | www.wpg-properties.co.uk
Heddon Banks Farm, Heddon Banks, Heddon-on-the-Wall, Newcastle upon Tyne, NE15 0BU
We acknowledge complaints within three working days and aim to reply substantively within 15 working days. Follow our internal procedure and allow up to eight weeks for resolution. Property Redress applies its current eligibility and time limits: www.propertyredress.co.uk/consumers.

This guide explains the service; the signed instruction and Sales Agency Terms govern the appointment. Announced reforms to sales packs and earlier binding contracts are not treated here as already mandatory for every ordinary sale.

WPG SALES & LETTINGS

COMPANY & CERTIFICATE INFORMATION | 17 OCTOBER 2026

Company and protection information

Watson Property Group Ltd, trading as **WPG Sales & Lettings**.
Registered in England and Wales. Company registration number: **09641317**.
Registered office: Heddon Banks Farm, Heddon Banks, Heddon-on-the-Wall, Newcastle upon Tyne, NE15 0BU.

Property Redress

Membership reference: **PRS051066**.
Certificate name: Watson Property Group.
Membership period shown: **21 March 2026 to 20 March 2027**.

Client Money Protection - Propertymark

Certificate reference: **C0140130**.
Certificate names Watson Property Group Ltd, trading as WPG Lettings.
Valid until: **31 October 2026**.
C0140130 is the Propertymark reference; the Companies House number is 09641317.

Tenancy deposit protection - mydeposits

The supplied membership certificate names Watson Property Group T/A WPG Lettings and states **"Ongoing Custodial Scheme"**. It shows no membership reference or fixed expiry date. This certificate relates to custodial membership only; it does not evidence insured-scheme membership or protection of an individual tenancy deposit.

Certificate access and tenancy-specific records

A copy of our current Client Money Protection certificate is available free of charge on request. The certificate must also be displayed on our website. Deposit protection details for an individual tenancy are provided separately in its scheme confirmation and prescribed information.

The dates and names above are transcribed from the supplied certificates. Check current scheme status and renewed certificates where relevant; this page does not extend any certificate's validity.