SALES TERMS OF BUSINESS

Residential sales agency terms

Seller and agent agreement | Property in England | 17 October 2026

Read with the Sales Instruction & Signature Agreement. These terms govern the estate agency appointment, not the sale contract between seller and buyer. Complete and agree the instruction before work starts.

1. Who we are and your appointment

1.1 Watson Property Group Ltd trading as WPG Sales & Lettings (company number 09641317), of Heddon Banks Farm, Heddon Banks, Heddon-on-the-Wall, Newcastle upon Tyne, NE15 0BU, is "WPG", "we" or "us". "You" means the seller(s) identified in the instruction; "property" means the property recorded there. Contact: info@wpg-properties.co.uk | 0191 486 2414 | www.wpg-properties.co.uk.

1.2 The agreement comprises these terms and the completed instruction, both versioned 17 October 2026. A signed special commercial condition takes priority where expressly identified; statutory requirements and consumer rights always apply. These documents do not retrospectively amend an existing signed appointment.

1.3 You confirm ownership or lawful authority to sell. All legal owners, or properly authorised representatives, must be identified and approve the appointment. Supply evidence of company, trustee, probate or power-of-attorney authority where relevant. Tell us about a previous/current agent, outstanding fees and buyers already introduced.

1.4 The standard appointment is sole agency, with an initial six-week period from the contract date recorded in the instruction. It then continues until terminated. You may give 14 days' written notice at any time, to expire no earlier than the end of the initial six weeks. Statutory cooling-off rights take priority; an early end may also be agreed.

2. Included service

2.1 We provide a market appraisal, photography, floorplan, property particulars, agreed online/offline marketing, accompanied viewings, feedback, offer negotiation and sales progression support. Portal use and any additional video or paid campaign are agreed in the instruction; there is no promise to list on every portal.

2.2 We exercise reasonable care and skill. A market appraisal is an opinion, not a formal survey or guaranteed sale price. You approve the asking price and particulars; we agree changes with you. There is no guarantee of a buyer, timescale, mortgage approval or completion.

2.3 We act for the seller in this appointment. We do not undertake conveyancing, structural or building-safety surveys, tax advice, mortgage advice or a regulated investment service. Appoint your own conveyancer and specialists when needed.

AGENCY AND REMUNERATION

Sole agency & fees

Understand the fee trigger and the risk of paying two agents before signing.

SOLE AGENCY
You will be liable to pay remuneration to us, in addition to any other costs or charges agreed, if a sale of the property completes:
- with a purchaser introduced by us during the period of our sole agency or with whom we had negotiations about the property during that period; or
- with a purchaser introduced by another agent during that period.
If unconditional contracts are exchanged after our sole agency ends, liability applies only if that exchange takes place within two months after termination and the sale subsequently completes. No commission is payable if the sale does not complete.

This explanation follows the prescribed sole-agency structure, adapted to the more limited completion-only fee and two-month post-termination exchange period in this agreement. It must be read as a whole with clauses 3 and 4.

3. What sole agency means

3.1 During the appointment you must not appoint another estate agent without our written agreement. If another agent introduces the eventual purchaser during our sole agency, WPG's fee can still be due. A buyer found entirely by you, without an introduction or negotiations by us or another agent during the period, does not trigger our commission. Identify any excluded existing buyers in the instruction before marketing.

3.2 An introduction means an effective introduction to the purchase; merely having a name in a database or sending a generic advert does not automatically establish entitlement. On termination we provide a written list of buyers for whom we may claim a later fee, with dates and the basis. The list does not expand the fee conditions.

3.3 If you appoint another agent, show them these terms and our buyer list. Tell WPG if a listed buyer returns. Overlapping appointments or introductions may expose you to two fees. We will investigate a competing claim fairly and provide supporting evidence; we do not assert an automatic fee merely because we first knew a buyer.

4. Commission and payment

4.1 The standard fixed sales fee is £1,500 + VAT (£1,800 including VAT), payable only on completion of a sale satisfying the sole-agency conditions above. It does not vary with the selling price. Any negotiated fixed or percentage alternative must be expressly written in the instruction with VAT-inclusive price/rate, calculation basis and any minimum.

4.2 No commission is payable merely because an offer is accepted, contracts exchange, a buyer is prepared to buy or the buyer later withdraws and completion fails. The separate, limited costs in section 5 may apply. An exchanged contract is nevertheless legally binding between seller and buyer; take conveyancing advice before withdrawing.

4.3 You authorise your conveyancer to pay the due invoice from sale proceeds on completion. You remain responsible if the conveyancer does not pay. No interest or unspecified administration fee is added. We do not hold the purchase deposit or conveyancing monies.

COSTS AND PROPERTY INFORMATION

Clear costs. Accurate marketing.

Disclose the facts buyers need before they make decisions.

5. Extra work and withdrawal

5.1 Standard marketing is included in the sales fee. An EPC is optional at the attached quote of £75 + VAT (£90 total), payable when supplied if you authorise it. Any other chargeable extra requires your written approval of scope, price including VAT and payment date before the cost is incurred. External conveyancer, surveyor and managing-agent fees are outside our fee.

5.2 If you withdraw after accepting an offer but before completion, the withdrawal charge is limited to reasonable, evidenced direct marketing/administrative costs caused by that withdrawal, up to £300 total including any VAT. Deduct savings, avoided work and amounts already paid for the same costs. No automatic £300 charge or full sales commission applies. It is invoiced on termination and payable within 14 days.

5.3 Before an offer is accepted, there is no standard withdrawal charge. Separately authorised extras already supplied may remain payable. Statutory cancellation under section 9 has its own rules and is not treated as ordinary withdrawal; there is no duplicate recovery.

6. Property details and disclosures

6.1 Give accurate information and evidence to the best of your knowledge, update changes promptly and do not conceal issues. We use reasonable care to verify material facts rather than treating your approval as a waiver of our duties. Unverified or missing material information must be resolved or properly disclosed; a generic "buyer to verify" disclaimer does not cure misleading omissions.

6.2 Relevant information may include price, tenure/title, council-tax band, lease length, ground rent and review terms, service/estate charges and planned major works, restrictions, rights/access, parking, utilities, construction, flood risk, subsidence, unsafe cladding/building-safety issues, planning/building-control history, disputes and actual occupancy. This list is not exhaustive; significance depends on the property.

6.3 Marketing must comply with the Digital Markets, Competition and Consumers Act 2024 unfair-trading provisions and other applicable law. Measurements/floorplans are approximate and not surveys. Photographs and edited or virtually staged images must not misrepresent actual condition or features; identify illustrative changes clearly and retain accurate evidence.

6.4 Where an EPC is required, commission it before marketing if none is valid. Use all reasonable efforts to obtain it within seven days; a further 21 days applies only where those efforts failed. Supply it free of charge to prospective buyers at the required stage and to the buyer, and show the rating in adverts where available. Exemptions require a proper case-specific assessment.

6.5 Selling with tenants is different from selling with vacant possession. Disclose occupation and relevant tenancy details and obtain specialist advice on transfer of landlord duties, deposits and any lawful possession process. Do not promise vacant possession without a lawful, achievable plan.

OFFERS AND TRANSACTION

From offer to completion

Written reporting, fair treatment and a clear division of roles.

7. Viewings, offers and progression

7.1 Agree access and key arrangements. Obtain occupier agreement and respect existing tenancy rights. You retain appropriate property insurance and tell us about hazards and access limits. We keep keys securely and release them only under agreed authority.

7.2 We pass offers promptly and in writing, including conditional offers, until exchange, unless you have given lawful written instructions excluding a particular description of offer. We report known buyer position, funding, chain and conditions accurately without promising their ability to complete. You alone accept or reject an offer.

7.3 Buyers may choose their own mortgage broker, solicitor and surveyor. Access to viewings, offers or fair treatment is not conditional on using a recommended service. We disclose referral remuneration and relevant service applications as required before commitment.

7.4 An accepted offer is subject to contract and normally not binding until exchange in England. A separately agreed reservation or other binding agreement requires its own advice and documentation. We issue a memorandum of sale and liaise with the parties and conveyancers; your conveyancer undertakes title checks, legal enquiries, searches, exchange and completion.

7.5 A lender's valuation is for lending purposes and is not necessarily a survey for the buyer. Surveys and specialist reports are instructed separately. Access for them must be agreed; it does not mean WPG guarantees the property condition.

7.6 Release keys only after your conveyancer confirms completion and authorises release. Clear the property as agreed, provide keys/fobs/permits and meter readings, and comply with the sale contract concerning included items and vacant possession.

8. Identity, interests and personal data

8.1 We undertake legally required risk-based customer due diligence on sellers, buyers, beneficial owners and authorised representatives, including source-of-funds enquiries where needed, PEP and sanctions assessment and ongoing monitoring. Seller checks normally precede the business relationship; buyer checks must be completed before the sale becomes binding. A solicitor's checks do not automatically replace ours.

8.2 Supply requested evidence securely. We may pause or refuse work if legal duties cannot be met, and make reports where required. We cannot always explain a restriction or report because legal disclosure restrictions may apply. Our AML guide explains what you may be asked to supply.

8.3 Disclose any personal interest involving WPG, its staff or associates. Where section 21 of the Estate Agents Act 1979 applies, WPG discloses the nature and extent before negotiations and complies with deposit restrictions. Referral arrangements are identified separately and do not replace that disclosure.

8.4 We use personal data under UK GDPR and the Data Protection Act 2018, as amended, under the relevant contractual, legal or other lawful basis in our separate privacy notice. AML records are generally retained five years after the relationship ends then deleted unless lawful retention applies. Marketing consent is separate and optional; service messages do not depend on it.

CONSUMER RIGHTS AND ENDING

Cancellation, notice & complaints

Read this before asking us to start work immediately.

9. Your consumer cancellation rights

9.1 If you contract as a consumer at a distance or off our premises, you normally have 14 days from the day after the contract is made to cancel without giving a reason. Send any clear cancellation statement to info@wpg-properties.co.uk or our address in section 1. The model form in the instruction is optional; other clear notices are accepted.

9.2 We start during that period only after your express request, recorded on a durable medium where required. If you then cancel, only a legally recoverable proportion of services actually supplied is payable, provided the required cancellation/payment information and request were given. This proportion is based on the agreed service price and is capped at £300 including any VAT; no ordinary withdrawal charge is added.

9.3 The right is lost on full performance only following an express early-start request and acknowledgement of that consequence. Finding a buyer or accepting an offer alone does not fully perform the sales service. Refunds due are made within 14 days of cancellation notice using the original payment method unless otherwise agreed without cost.

10. Ending the agency appointment

10.1 After the initial six-week period, either party may end the appointment on 14 days' written notice, or earlier by agreement. Notice can be given during the initial period to expire at its end. We may suspend or end work promptly where proceeding would breach law or there is a serious unremedied breach, explaining the reason where legally permitted.

10.2 Termination stops future work and we remove marketing and return keys as arranged. Fees remain governed by sections 3-5 and statutory cancellation rights. The post-termination commission claim requires qualifying introduction/negotiation during the agency, exchange within two months of termination, and subsequent completion. There is no indefinite fee tail.

11. Complaints, responsibility and governing law

11.1 Write to info@wpg-properties.co.uk. We acknowledge 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 rules and deadlines: www.propertyredress.co.uk/consumers.

11.2 We remain responsible for reasonable care and skill and our own negligence or breach. We do not exclude liability for fraud, death or personal injury caused by negligence, or any liability or statutory right that cannot be excluded. There is no blanket seller indemnity for WPG's own failings. Each party is responsible for foreseeable loss caused by its own breach.

11.3 English law applies, preserving mandatory consumer rights and rights to use the appropriate courts. Commercial changes require written agreement. If one provision is unenforceable, the remaining terms continue where lawful. The instruction must be completed and a copy supplied to all sellers.

Your agent & customer information

Your agent

Watson Property Group Ltd trading as WPG Sales & Lettings. Registered in England and Wales, company number 09641317.
Registered office and service address: Heddon Banks Farm, Heddon Banks, Heddon-on-the-Wall, Newcastle upon Tyne, NE15 0BU.
info@wpg-properties.co.uk | 0191 486 2414
www.wpg-properties.co.uk

Client money and redress

Client money protection: **Propertymark**. Our current certificate is available free of charge and must be displayed on our website and in public-facing offices as required. Client money protection is separate from tenancy deposit protection.

Independent agent redress: **Property Redress Scheme (Property Redress)**. Scheme information and complaints access: www.propertyredress.co.uk/consumers.

Complaints and notices

Write to the Managing Director at info@wpg-properties.co.uk or the service address above. We acknowledge complaints within three working days and aim to give a substantive response within 15 working days. We explain delays and the independent escalation route.

Follow our internal procedure and allow up to eight weeks for resolution. Property Redress decides admissibility under its current rules; contact it promptly, normally within 12 months of the last communication about the complaint. Its service is free to consumers. This does not restrict your legal rights.

Personal information

Our separate privacy notice explains purposes, lawful bases, recipients, retention and your rights. We supply it when collecting personal information. Optional marketing consent is separate from service communications. Request a copy using the contact above.

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.