



**Reference Checks - Questions to ask past clients of buyers' agents.**

Are you an owner/occupier or an investor?

Do you mind me asking what sort of price range you were looking in?

If you are an owner/occupier, how did the BA go about determining your brief?

Do you think they took the time to fully understand your needs and what was important to you in your next home?

Did your brief evolve or did you buy exactly what you thought you would?

If you are an investor, what sort of advice was given to help you determine what makes a good property investment?

*Note – be wary of an answer that is too formulaic – property investment is not an exact science and you can't be too prescriptive.*

How long did it take for you to purchase a property after engaging the BA?

Were you happy with that timeframe?

If no, did you think it was: \_\_\_ too long, or \_\_\_ too rushed?

How many properties seriously considered over this period (excluding purchase)?: \_\_\_\_\_

Were there any limits to their service (eg: number of postcodes, timelimit)?

How comfortable are you with the property you purchased?

1 2 3 4 5  
Not Neutral Very

How comfortable are you with the price you paid?

1 2 3 4 5  
Not Neutral Very

How comfortable are you with the analysis and due diligence that was done on that property?

1 2 3 4 5  
Not Neutral Very

Were you provided with custom-made price research?

1 2 3 4 5  
Not Neutral Very