



JPP Buyer Advocates

# Property Report

a detailed analysis of your property



## Private and Confidential

This property report has been prepared exclusively for  
**Mr and Mrs Property Buyer**

## Prepared By

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Licensed Buyer Advocates

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## Disclaimer

This report is intended solely for the addressee, and is not a sworn valuation, building or legal opinion. Information is checked for authenticity where possible, but any data can be inaccurate for a variety of reasons - any one piece of information should not be relied upon in isolation.

**SAMPLE ONLY – All information in this document is fictitious and should therefore not be used in any decision making process.**



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## 9 Clarinda Street Caulfield South

Italianate House, Hawthorn Brick, 3 Bed, 2 Bath, 4 OSP



### Auction Details:

Agency:

Agent:

Agent's Mobile:

Quote Price

### Private Sale

Biggin and Scott - Elsternwick

Mr Real Estate Agent

0402 232 399

\$750,000 - \$820,000

### First Impressions

	Positives
✓	Excellent floor plan
✓	Tree lined street
✓	Close to shops

	Negatives
✗	Too close to train line
✗	No Garage
✗	Small rear garden



## Purpose of Report and How It Works

The purpose of this report is to provide you with all the relevant information relating to the property, in order for you to be able to make good decisions. The report also contains our opinions. Opinions that lack your emotional attachment to the property and are given in conjunction to what we understand your needs to be.

The report is set out in a logical and simple to digest manner and covers the main components of property selection including Area, Position, Land and Building. We assess these components against your needs and overall good buying and give three ratings (poor, caution and good).

We then represent what we believe the property is worth in the Price section by examining all of the information in the Area/Position/Land/Building sections, the relevant sales data together with current market conditions and we provide you with an Estimated Buying Range. Please understand that while this range is our professional opinion, the vendor's asking price does not have to correspond to any logical market forces, meaning they can ask for whatever price they like. It does not have to be market value!

Equally, another buyer may have a far higher opinion than we do of the value of the property (e.g. development or emotional reasons) and may be prepared to pay a lot more than most others would consider reasonable.

Our opinions and recommendations are backed up with the appropriate due diligence. However you still make the final decision and carry whatever risk is associated with that decision.

After reading this report we need to discuss how you wish to move forward. This, in essence, will be our negotiation discussion. We need to set the framework for securing the property.

We also need to make sure we have discussed the following:

1. Do we want a pest inspection
2. Do we want a building inspection
3. Do we have 10% deposit available
4. Do we know what settlement the vendor wants
5. Do we know what settlement we prefer
6. Do we have any idea how much the vendor wants
7. How much are we comfortable in paying.

These questions and many others will lead us into a plan for securing the property.





## AREA

### Analysis

	Poor	Average	Good
Distance to CBD			●
Historical Growth 25 Years			●
Changing Growth 10 Years			●

### Comments on Area and Suburb

#### Know Your Area

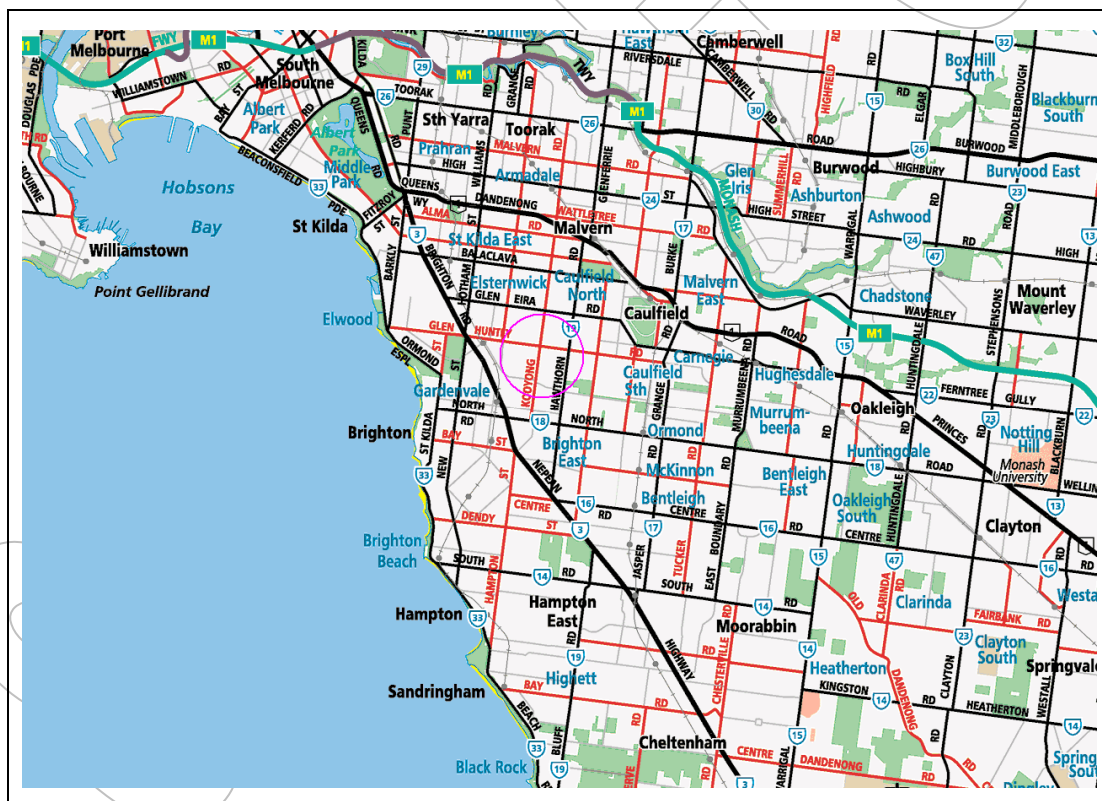
##### Glen Eira



Glen Eira is a densely populated residential area in the south-east region of Melbourne. It is home to Caulfield Racecourse and the Caulfield Campus of Monash University. It is also home to the largest Jewish population in Melbourne.

<http://www.gleneira.vic.gov.au/>

Source: State Government of Victoria, Department of Sustainability and Environment.



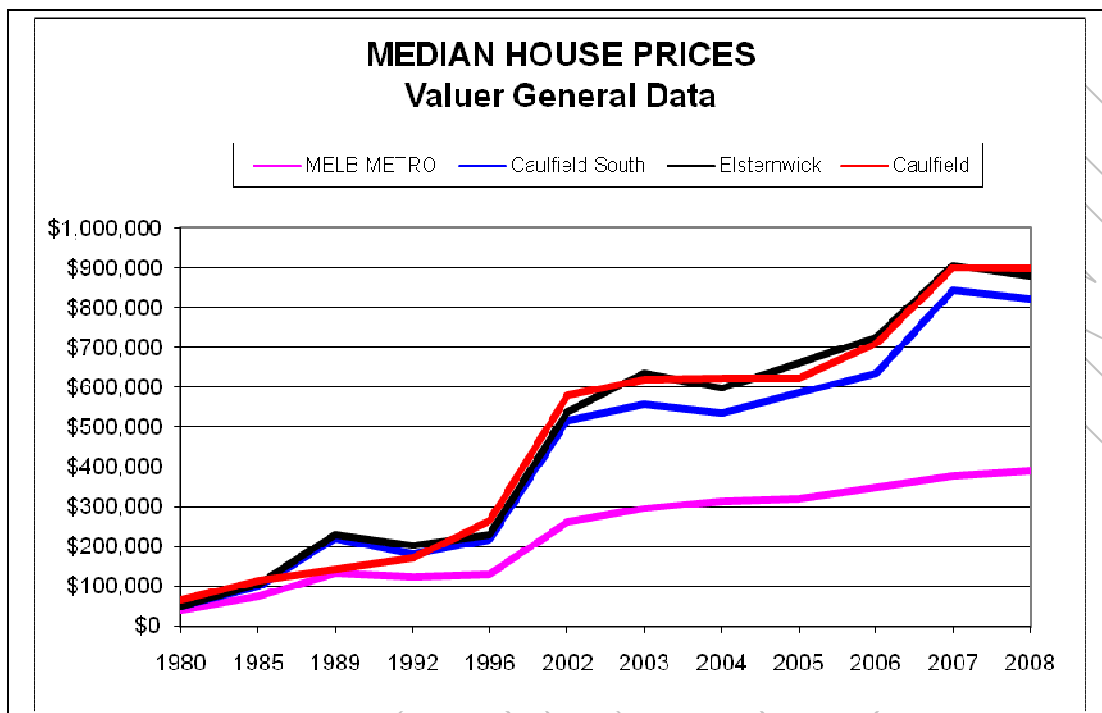


## Median Prices

Lower Quartile	Median Quartile	Upper Quartile
<b>\$685,000</b>	<b>\$850,000</b>	<b>\$1,165,000</b>
<i>Source: REIV Property Update, December 2009 Quarter</i>		

Source: Real Estate Institute of Victoria

## Median Price Growth



Source: Valuer General

## Price Point Analysis

	Poor	Average	Good
Suburb Median			●
Melbourne Median			●

Note: The higher the price compared to the median, the higher the volatility of investment.

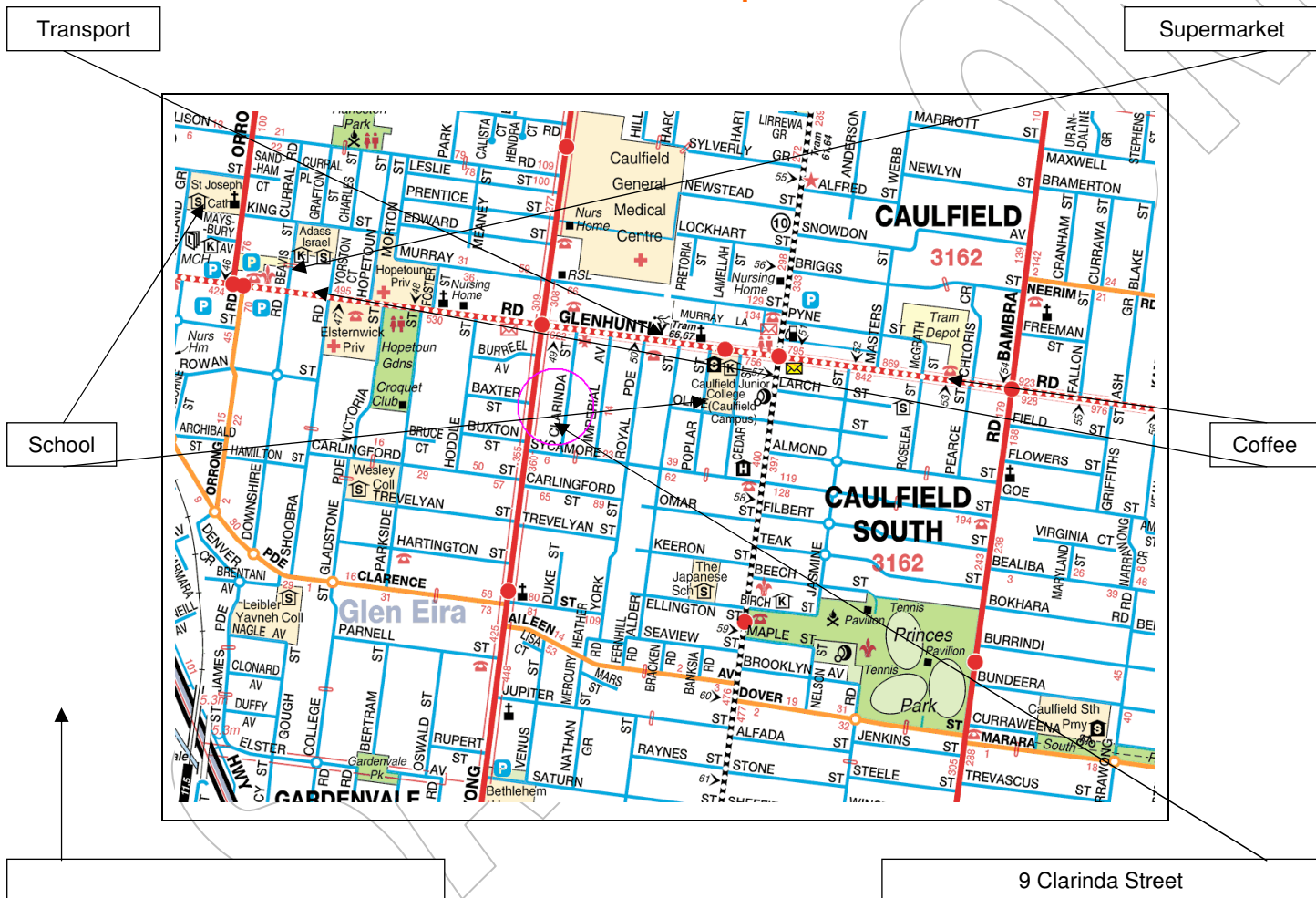


## POSITION

### Analysis

	Poor	Average	Good
CBD Road Access			●
Rail Transport			●
Major Supermarket			●
Shops			●
Open space and Parks			●
Views			●
Streetscape			●
Traffic and Parking			●
Neighbours			●

### Location Map





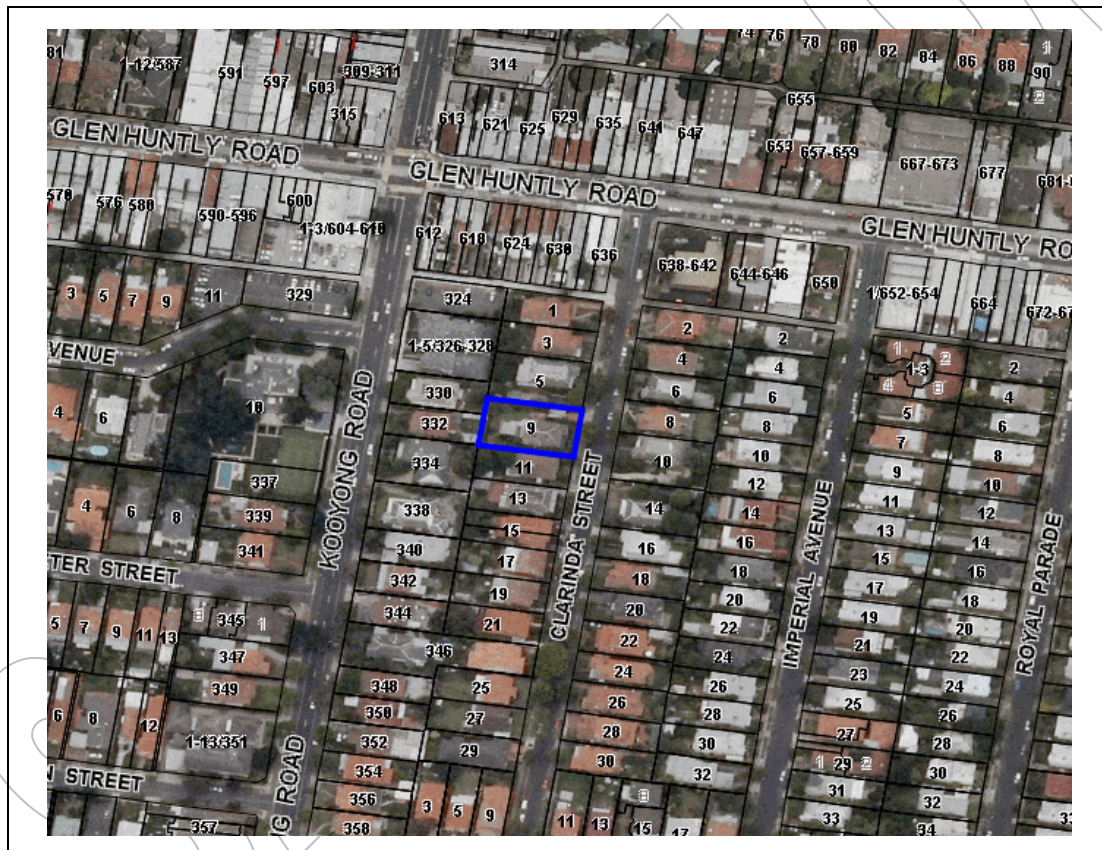


## LAND

### Analysis

	Poor	Average	Good
Land Size relative to Area and Type			●
Rear Outdoor Size relative to Area and Type			●
Building to Land Ratio			●
Privacy			●
Car Access			●
Slope, Drainage and Hill Position			●
Shape of Block			●
Orientation of Rear		●	
Mature Trees and Gardens			●
Fencing			●

### Aerial Photo





## Land Data

### Property Report

**Address:** 9 CLARINDA STREET CAULFIELD SOUTH 3162

**Lot / Plan:** Lot 1 TP372957

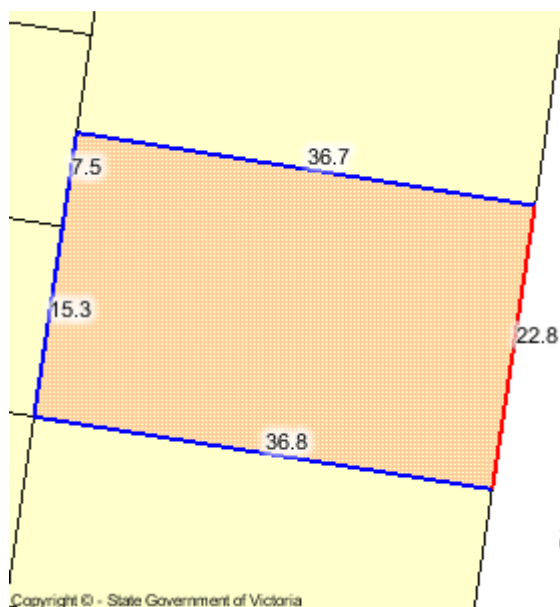
**SPI (Standard Parcel Identifier):** 1\TP372957

**Local Government (Council):** GLEN EIRA **Council Property Number:** 35339

**Directory Reference:** Melway 67 K4

### Site Dimensions

All dimensions are approximate



**Area:** 824 sq. m

**Perimeter:** 119 m

For this property:

— Site boundaries

— Road frontages

Dimensions for individual parcels require separate search, but dimensions for individual units are generally not available.

3 dimensions shorter than 1m not displayed

For more accurate dimensions get copy of plan at [Title and Property Certificates](#)

### Parcel Details

Lot/Plan or Crown Description	SPI
Lot 1 TP372957	1\TP372957

**Note:** All measurements need to be confirmed by title – information is from brochure or government website only and have not been confirmed by a surveyor.



## Land Data (Continued)

### State Electorates

**Legislative Council:** SOUTHERN METROPOLITAN (2005)

**Legislative Assembly:** CAULFIELD (2001)

### Utilities

**Metro Water Business:** South East Water Limited

**Rural Water Business:** Southern Rural Water

**Melbourne Water:** inside drainage boundary

**Power Distributor:** UNITED ENERGY DISTRIBUTION (Information about [choosing an electricity retailer](#))

### Planning Zone Summary

**Planning Zone:** [RESIDENTIAL 1 ZONE \(R1Z\)](#)

[SCHEDULE TO THE RESIDENTIAL 1 ZONE](#)

**Planning Overlay:** [DEVELOPMENT CONTRIBUTIONS PLAN OVERLAY \(DCPO\)](#)

[DEVELOPMENT CONTRIBUTIONS PLAN OVERLAY - SCHEDULE 1 \(DCPO1\)](#)

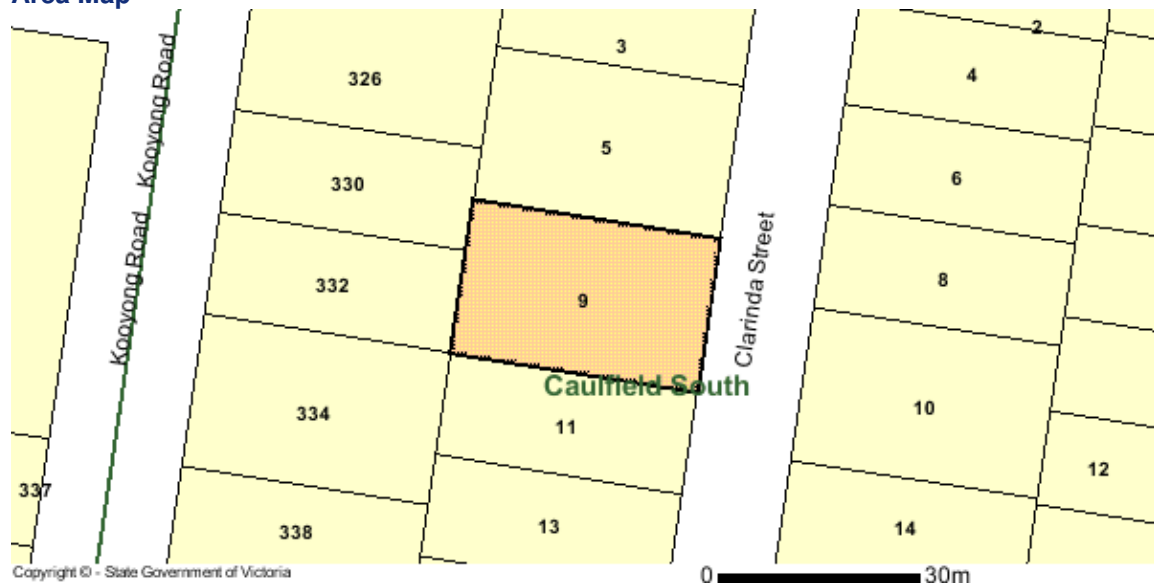
Planning scheme data last updated on 20 December 2007.

This report is not a substitute for a Planning Certificate.

For a **Planning Certificate** go to [Titles and Property Certificates](#)

For complete **Planning Scheme Provisions** go to [Planning Schemes Online](#)

### Area Map



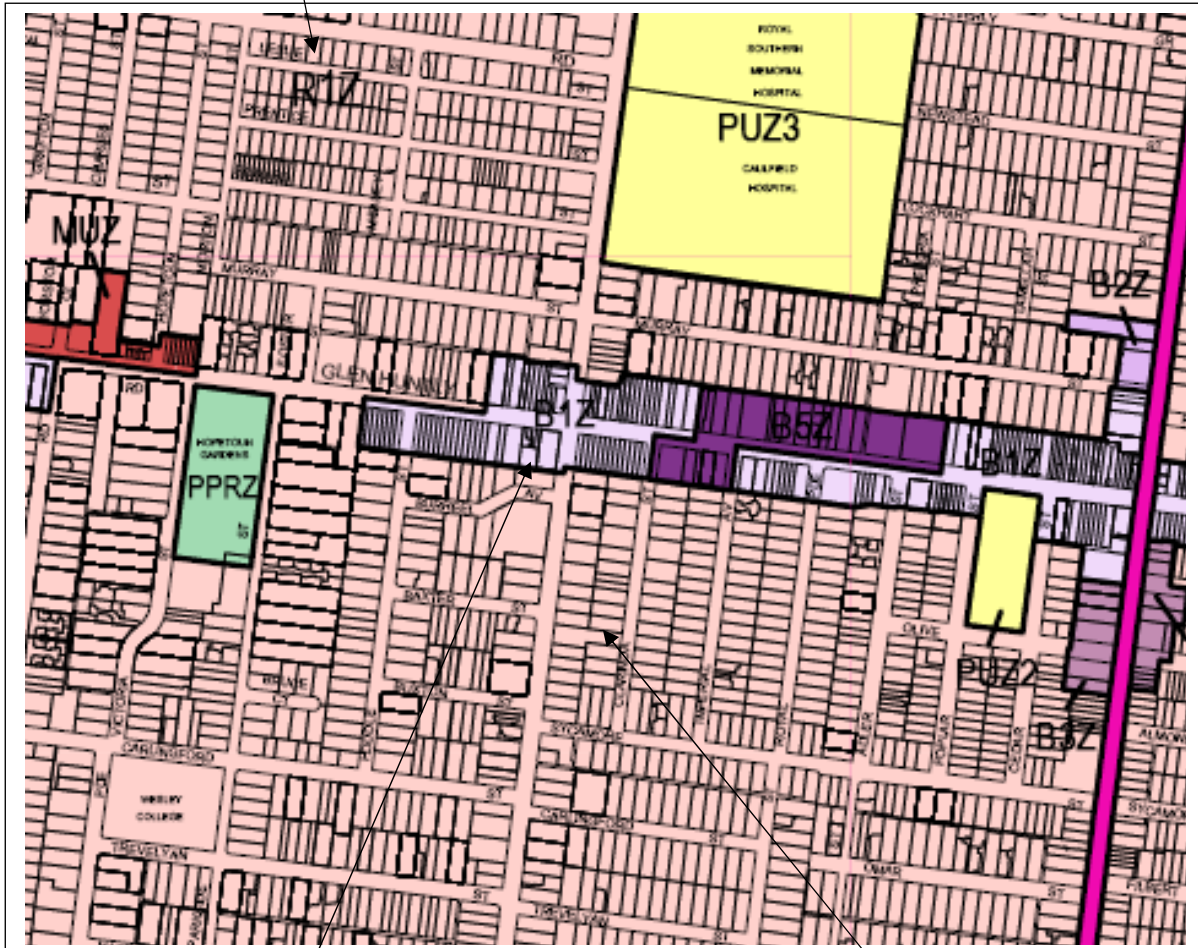
**Note:** All measurements need to be confirmed by title – information is from brochure or government website only and have not been confirmed by a surveyor.





## Zoning Map

Residential



Business

9 Clarinda Street

## Zoning Definitions

### **R1Z Residential 1 Zone**

To provide for residential development at a range of densities with a variety of dwellings to meet the housing needs of all households. To encourage residential development that respects the neighbourhood character. In appropriate locations, to allow educational, recreational, religious, community and a limited range of other non-residential uses to serve local community needs.

### **B1Z Business 1 Zone**

To encourage the intensive development of business centres for retailing and other complementary commercial, entertainment and community uses.

### **PPRZ Public Park and Recreation**

To recognise areas for public recreation and open space. To protect and conserve areas of significance where appropriate. To provide for commercial uses where appropriate.

**Note:** Most development options require council approval and a town planner should be consulted prior to any change of use or development.



## BUILDING

### Analysis

	Poor	Average	Good
Street Presence and Façade			●
High/Medium/Low Rise			●
Stand Alone			●
Position On Block			●
Number on Block			●
Noise		●	
Roof: Condition		●	
Roof: Shape			●
Cladding type <u>Brick</u> and Condition			●
Entrance			●
Outdoor Access and Flow			●
Ceiling Heights			●
Floor Plan			●
Floor Levels			●
Floor Quality			●
Kitchen			●
Bathroom			●
Laundry			●
Additional Rooms			●
Storage			●
Car Accommodation			●
Heating			●
Cooling			●

### Comments on Property Style

#### Italianate 1870-1890

##### Comment

Italianate is a style in the Victorian period which exhibits classical features that resemble the Grand Italian Villas. As with the Boom Style, the houses present a highly decorative street facade, with classically derived motifs abundant.

##### Key Features

Shallow hipped slate/corrugated galvanised iron roof. Render (stucco) to external walls. Cast iron lacework to verandah. Decorative window hoods. Double hung timber windows often with curved heads. Semi octagonal projecting front room. Timber eaves brackets with cornice moulding. Deep eaves corbelling. Asymmetrical composition.

Source: 'Identification of housing styles and faults' by Vines, Outhred & Leigh, RMIT, 1996.






## Kitchen Analysis

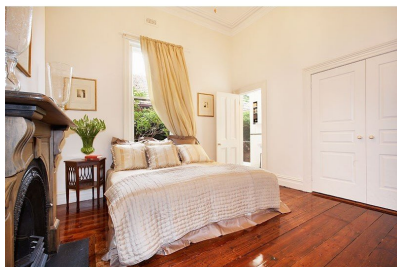
Compared to Area Type	Poor	Average	Good	
Size			●	
Position			●	
Quality			●	
Appliances			●	
Meals area			●	
Your Needs			●	

## Bathroom Analysis

Compared to Area Type	Poor	Average	Good	
Number			●	
Size			●	
Position			●	
Quality			●	
Ensuite			●	
Your Needs			●	

## Bedroom Analysis

Compared to Area Type	Poor	Average	Good
Number			●
Size			●
Shape			●
Robes			●
Your Needs			●





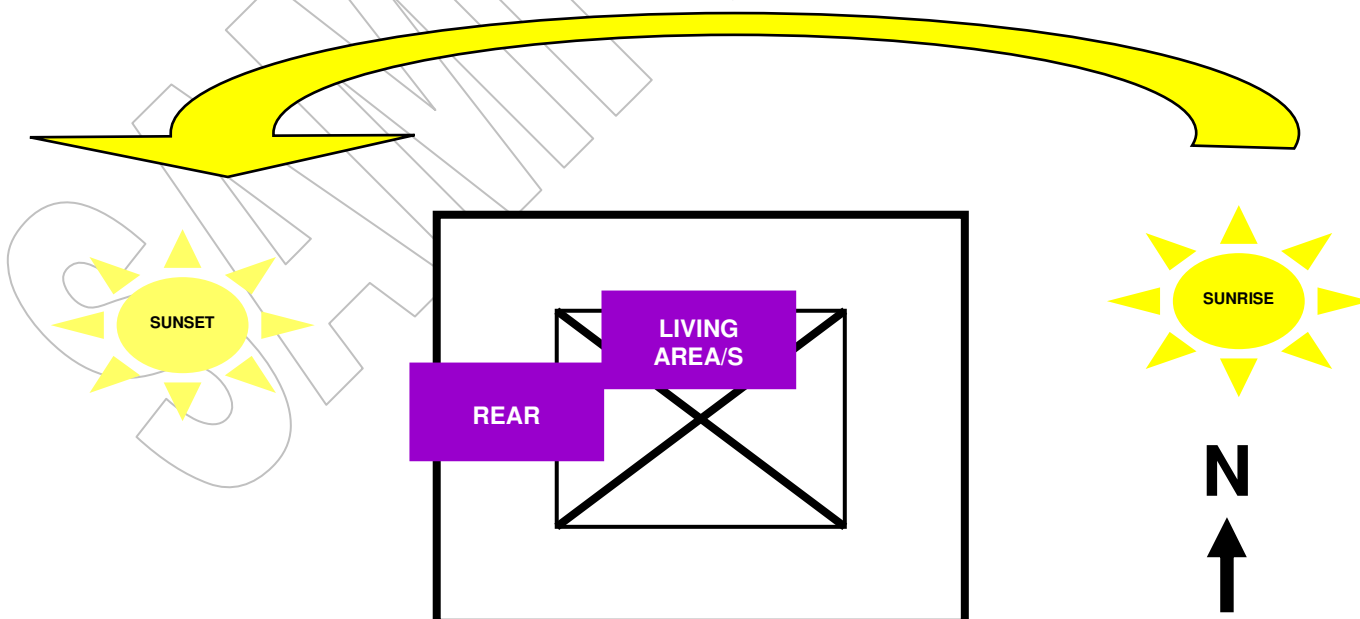
## Living, Dining and Entertaining Analysis

Compared to Area Type	Poor	Average	Good	
Number			●	
Size			●	
Shape			●	
Position			●	
Your Needs			●	

## Outdoor Analysis

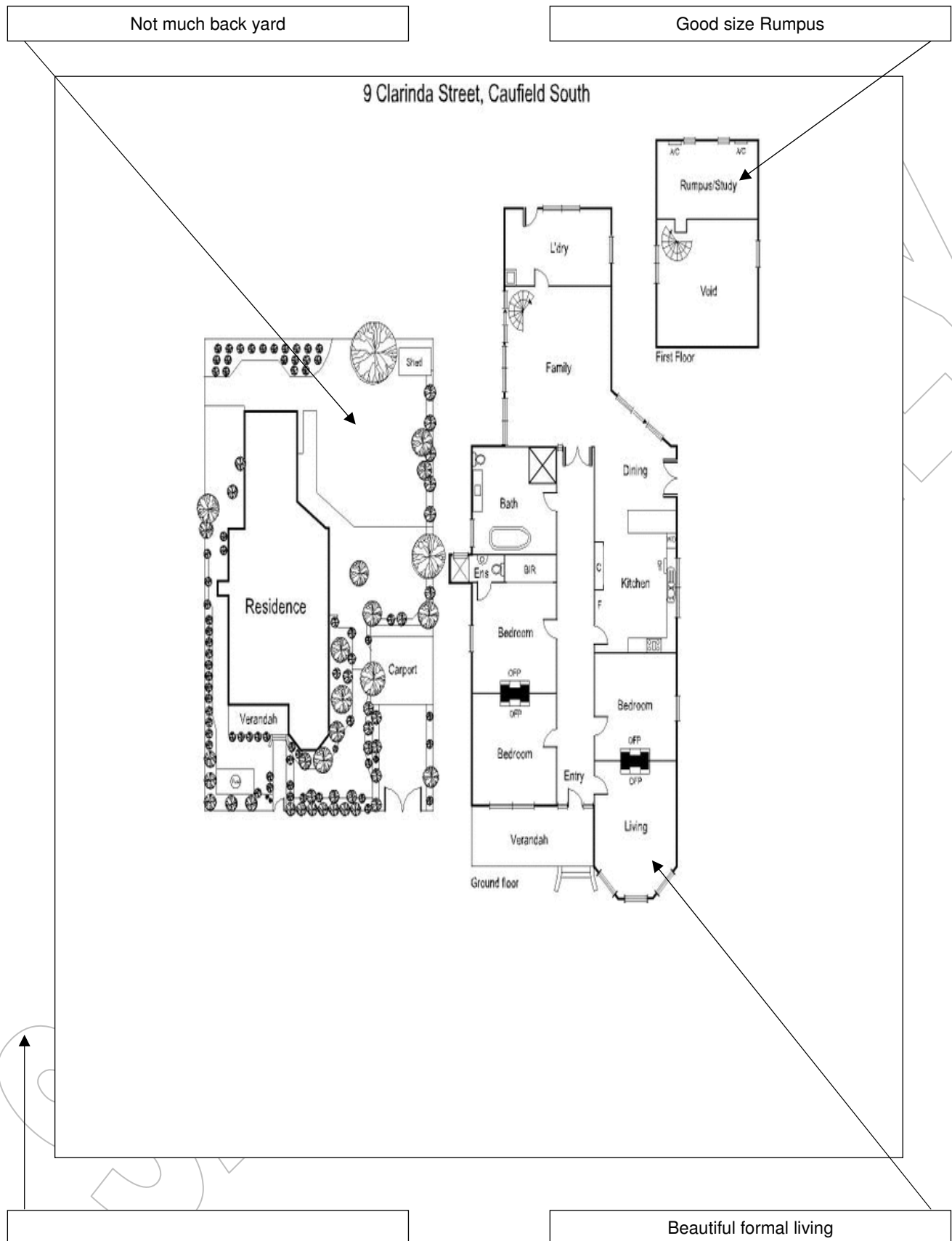
Compared to Area Type	Poor	Average	Good	
Access			●	
Size			●	
Shape			●	
Position			●	
Your Needs			●	

## Natural Light





## Floor Plan





## PRICE

### Comparables Sold

1



Source:	L J Hooker Elsternwick
Date:	9 <sup>th</sup> December
Address:	16 Gardenvale Road, Caulfield South
Price:	\$820,000
Comments:	Bigger modern house, on 679sqm. Going on land size Clarinda should sell for more than this.

16 Gardenvale Road, Caulfield South



2



Source:	Gary Peer and Associates
Date:	28 <sup>th</sup> September
Address:	9 Kean Street, South Caulfield
Price:	\$860,000
Comments:	On 716sqm, house has been well renovated though it has not got the period home charm

9 Kean Street CAULFIELD SOUTH



Note: These figures can be misleading due to agent error and the Privacy Act.





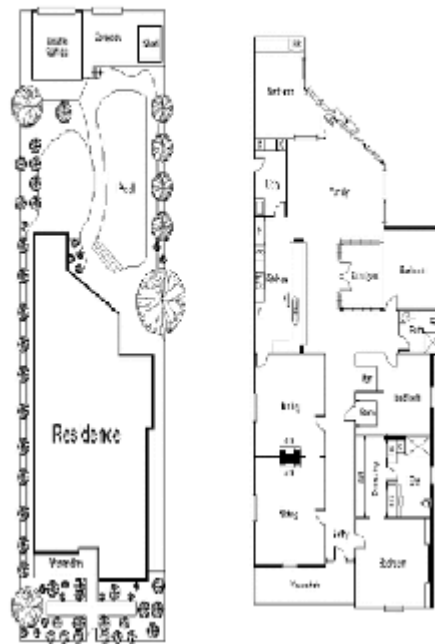
## Comparables Sold

3



Source:	Biggon and Scott – Elsternwick
Date:	26 <sup>th</sup> November
Address:	29 Orrong Road, Elsternwick
Price:	\$770,000
Comments:	On 776sqm – busier road but house of similar quality.

29 Orrong Road, Elsternwick

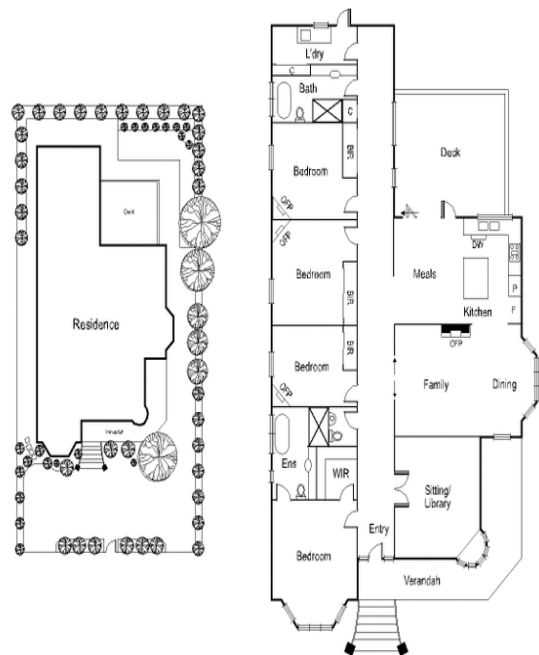


4



Source:	Biggon and Scott – Elsternwick
Date:	29 <sup>th</sup> October
Address:	22 Staniland Grove Elsternwick
Price:	\$900,000
Comments:	This property is on 681 sqm

22 Staniland Street, Elsternwick



Note: These figures can be misleading due to agent error and the Privacy Act.



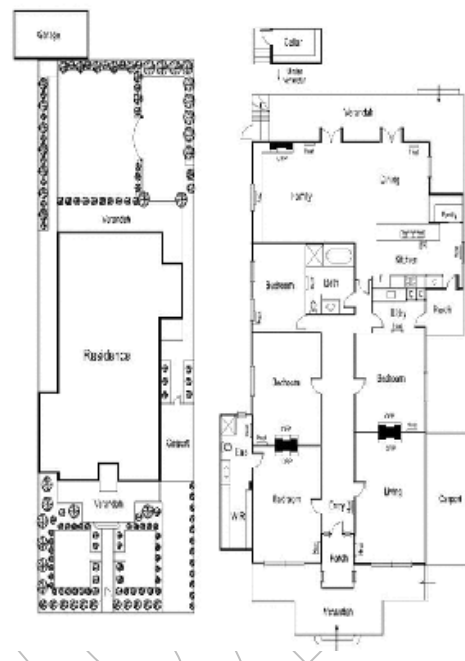
## Comparables Sold

5



Source:	Biggon and Scott
Date:	1 <sup>st</sup> September
Address:	43 Orrong Street Elsternwick
Price:	\$650,000
Comments:	On 776sqm – on a busy street – has Elsternwick address. Period home is immaculate

43 Orrong Road, Elsternwick



6



Source:	Gary Peer and Associates
Date:	27th July
Address:	14 Burrindi Road Caulfield South
Price:	\$815,000
Comments:	On 669sqm – not as much land, has a beautiful new house on the land

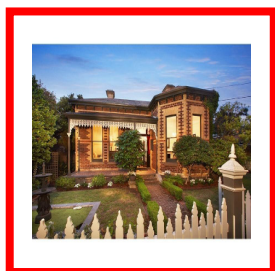
14 Burrindi Road CAULFIELD SOUTH



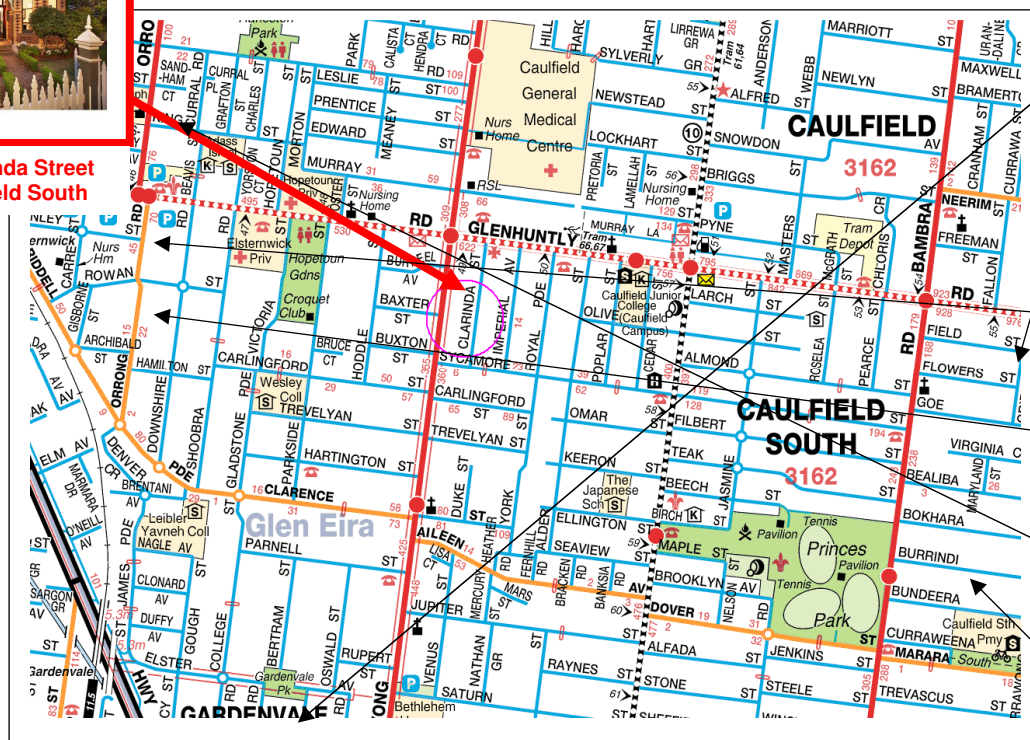
Note: These figures can be misleading due to agent error and the Privacy Act.



## Location of Comparables



9 Clarinda Street  
Caulfield South



- 1
- 2
- 3
- 4
- 5
- 6

## Valuer General Data

Date this property was last sold	14 <sup>th</sup> February 2008	Amount	\$1,740,000
----------------------------------	--------------------------------	--------	-------------

## Sales of Interest in the street

Address	Date	Amount
1. 1 Clarinda Street	18 <sup>th</sup> September 2006	\$718,000
2. 24 Clarinda Street	26 <sup>th</sup> August 2007	\$1,425,000
3.		\$
4.		\$



## REPORT SUMMARY

### Comparables Range

<b>\$820,000</b>	<b>to</b>	<b>\$860,000</b>
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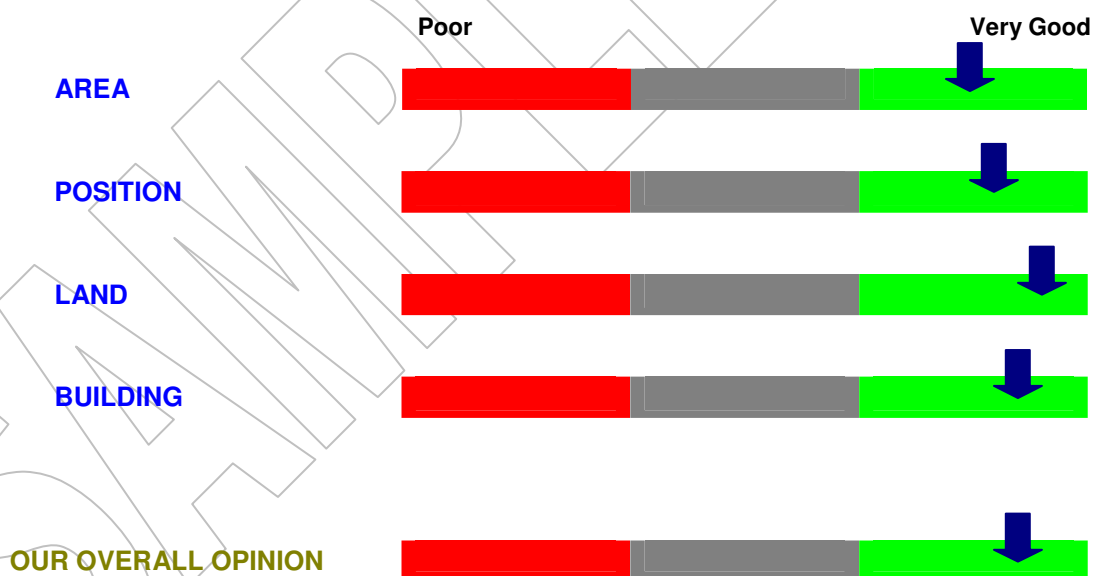
Note: As explained in our comments at the end of this report.

### Estimated Buying Range

<b>\$850,000</b>	<b>to</b>	<b>\$880,000</b>
------------------	-----------	------------------

Note: Competition from other buyers, vendor expectations and emotional reaction may take the selling price outside our range.

### Overview





## Comments

Gardenvale Road and Kean Street are probably the two prime comparatives, whilst the two in Orrong are on a road which does not represent as good value as Clarinda. The property in Staniland is substantially larger and, as such we should not be paying as much as this.

The true worth of this property is somewhere around the mid \$800's but as this property is beautifully presented in a premier tree lined street, you will probably have to pay a premium to purchase this property against substantial competition. This is why I think the buying range will be up into the high \$800's and may easily top \$900k.

Of all the properties we have seen this one seems to fit your needs, offer good value and long term potential for capital gain.

## Action Plan

After reading this report we need to discuss how you wish to move forward. This, in essence, will be our negotiation discussion. We need to set the framework for securing the property.

We also need to make sure we have discussed the following:

1. Do we want a pest inspection
2. Do we want a building inspection
3. Do we have 10% deposit available
4. Do we know what settlement the vendor wants
5. Do we know what settlement we prefer
6. Do we have any idea how much the vendor wants
7. How much are we comfortable in paying

These questions and many others will lead us into a plan for securing the property.








## Appendix: Demographic Data

### Glen Eira

#### PERSON CHARACTERISTICS (Place of usual residence)

PERSON CHARACTERISTICS 	Selected Region	% of total persons in Region	Australia 	% of total persons in Australia
Total persons (excluding overseas visitors)	124,083	-	19,855,288	-
Males	60,246	48.6%	9,799,252	49.4%
Females	63,837	51.4%	10,056,036	50.6%
Indigenous persons (comprises Aboriginal and Torres Strait Islander)	168	0.1%	455,031	2.3%

In the 2006 Census (held on 8th August 2006), there were 124,083 persons usually resident in Glen Eira (C) (Local Government Area): 48.6% were males and 51.4% were females. Of the total population in Glen Eira (C) (Local Government Area) 0.1% were Indigenous persons, compared with 2.3% Indigenous persons in Australia.

AGE 	Selected Region	% of total persons in Region	Australia	% of total persons in Australia
Age groups:				
0-4 years	7,774	6.3%	1,260,405	6.3%
5-14 years	13,928	11.2%	2,676,807	13.5%
15-24 years	15,500	12.5%	2,704,276	13.6%
25-54 years	54,961	44.3%	8,376,751	42.2%
55-64 years	12,205	9.8%	2,192,675	11.0%
65 years and over	19,716	15.9%	2,644,374	13.3%

Median age of persons 38 - 37

In the 2006 Census 17.5% of the population usually resident in Glen Eira (C) (Local Government Area) were children aged between 0-14 years, and 25.7% were persons aged 55 years and over. The median age of persons in Glen Eira (C) (Local Government Area) was 38 years, compared with 37 years for persons in Australia.

#### COUNTRY OF BIRTH MAIN RESPONSES IN SELECTED REGION

	Selected Region	% of total persons in Region	Australia	% of total persons in Australia
Australia	75,193	60.6%	14,072,944	70.9%
England	3,522	2.8%	856,939	4.3%
China	2,801	2.3%	206,591	1.0%
India	2,727	2.2%	147,106	0.7%
South Africa	2,554	2.1%	104,127	0.5%
Greece	2,382	1.9%	109,987	0.6%

In the 2006 Census, 60.6% of persons usually resident in Glen Eira (C) (Local Government Area) stated





they were born in Australia. Other common responses within Glen Eira (C) (Local Government Area) were: England 2.8%, China 2.3%, India 2.2%, South Africa 2.1% and Greece 1.9%.

## RELIGIOUS

### AFFILIATION

#### MAIN RESPONSES IN SELECTED REGION

	Selected Region	% of total persons in Region	Australia	% of total persons in Australia
Catholic	26,274	21.2%	5,126,882	25.8%
No Religion	23,203	18.7%	3,706,557	18.7%
Judaism	22,058	17.8%	88,831	0.4%
Anglican	12,043	9.7%	3,718,248	18.7%
Eastern Orthodox	8,309	6.7%	544,165	2.7%

In the 2006 Census, the most common responses for religious affiliation for persons usually resident in Glen Eira (C) (Local Government Area) were Catholic 21.2%, No Religion 18.7%, Judaism 17.8%, Anglican 9.7% and Eastern Orthodox 6.7%.

## LABOUR FORCE

### (Population aged 15 years and over)

	Selected Region	% of persons in the labour force in Region	Australia	% of persons in the labour force in Australia
Total labour force (includes employed and unemployed persons)	62,971	-	9,607,987	-
Employed full-time	38,160	60.6%	5,827,432	60.7%
Employed part-time	18,848	29.9%	2,685,193	27.9%
Employed away from work	1,957	3.1%	337,991	3.5%
Employed hours not stated	1,437	2.3%	253,567	2.6%
Unemployed	2,569	4.1%	503,804	5.2%
Not in the labour force	31,781	-	5,271,116	-

During the week prior to the 2006 Census, 62,971 people aged 15 years and over who were usually resident in Glen Eira (C) (Local Government Area) were in the labour force. Of these, 60.6% were employed full-time, 29.9% were employed part-time, 3.1% were employed but away from work, 2.3% were employed but did not state their hours worked and 4.1% were unemployed. There were 31,781 usual residents aged 15 years and over not in the labour force.

### OCCUPATION (Employed persons aged 15 years and over)

	Selected Region	% of employed persons aged 15 years and over in Region	Australia	% of employed persons aged 15 years and over in Australia
Professionals	19,204	31.8%	1,806,010	19.8%
Clerical and Administrative Workers	9,568	15.8%	1,365,805	15.0%
Managers	8,856	14.7%	1,202,267	13.2%
Sales Workers	6,267	10.4%	896,208	9.8%
Technicians and Trades Workers	6,071	10.1%	1,309,258	14.4%
Community and Personal Service Workers	4,477	7.4%	801,906	8.8%
Labourers	3,032	5.0%	952,520	10.5%
Machinery Operators And Drivers	1,840	3.0%	604,616	6.6%

In the 2006 Census, the most common responses for occupation for employed persons usually resident in



Glen Eira (C) (Local Government Area) were Professionals 31.8%, Clerical and Administrative Workers 15.8%, Managers 14.7%, Sales Workers 10.4% and Technicians and Trades Workers 10.1%.

<b>INCOME (Population aged 15 years and over)</b>	Selected Region		Australia	
<a href="#">Median individual income (\$/weekly)</a>	547	-	466	-
<a href="#">Median household income (\$/weekly)</a>	1,111	-	1,027	-
<a href="#">Median family income (\$/weekly)</a>	1,491	-	1,171	-

In Glen Eira (C) (Local Government Area), the median weekly individual income for persons aged 15 years and over who were usual residents was \$547, compared with \$466 in Australia. The median weekly household income was \$1,111, compared with \$1,027 in Australia. The median weekly family income was \$1,491, compared with \$1,171 in Australia.

## DWELLING CHARACTERISTICS

<b>DWELLING CHARACTERISTICS - PRIVATE DWELLINGS (Includes Visitor only and other not classifiable households)</b>	Selected Region	% of total occupied private dwellings in Region	Australia	% of total occupied private dwellings in Australia
Total private dwellings (includes unoccupied private dwellings)	54,370	-	8,426,559	-
Occupied private dwellings:	50,399	-	7,596,183	-
Separate house	29,317	58.2%	5,685,387	74.8%
Semi-detached, row or terrace house, townhouse etc	7,011	13.9%	702,550	9.2%
Flat, unit or apartment	13,755	27.3%	1,076,315	14.2%
Other dwellings	234	0.5%	127,337	1.7%
Not stated	82	0.2%	4,594	0.1%

In the 2006 Census there were 50,399 occupied private dwellings counted in Glen Eira (C) (Local Government Area): 58.2% were separate houses, 13.9% were semi-detached, row or terrace houses, townhouses etc, 27.3% were flats, units or apartments and 0.5% were other dwellings.

<b>HOUSEHOLD COMPOSITION - OCCUPIED PRIVATE DWELLINGS</b>	Selected Region	% of total occupied private dwellings in Region	Australia	% of total occupied private dwellings in Australia
Family household	31,154	61.8%	5,122,760	67.4%
Lone person household	14,148	28.1%	1,740,481	22.9%
Group household	2,341	4.6%	280,856	3.7%

In the 2006 Census in Glen Eira (C) (Local Government Area), 61.8% of occupied private dwellings were family households, 28.1% were lone person households and 4.6% were group households.

Source: Australian Bureau of Statistics, 2006 Census QuickStats data at [www.abs.gov.au](http://www.abs.gov.au)



JPP buyer advocates

case studies



JPP Buyer Advocates

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## Case Studies



### JPP Buyer Advocates

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E [enquiry@jpp.com.au](mailto:enquiry@jpp.com.au) W [www.jpp.com.au](http://www.jpp.com.au)





We would have no hesitation in referring our friends and family to JPP. Courtney and Ian both assisted in reducing stress levels associated with finding and buying a new home. It was fantastic not having to deal directly with real estate agents and not having to negotiate our final purchase price. If the opportunity arises, we'll certainly use JPP again.

Kate & Nick

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This is the first time we have used a buyers advocate and it made buying our first investment property not as 'scary'. Catherine was very professional and a great help. We wouldn't hesitate to use them again.

Michelle & Stephen

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After a couple of frustrating experiences trying to purchase a property ourselves, we employed JPP Buyer Advocates. It was the best decision. Having a buyer advocate removed the worry, anxiety and stress of the entire purchasing process. In our opinion they definitely saved us money.

Peter & Lyn

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After a long and frustrating experience with another buyers agent we found JPP to be fantastic. They provided lots of information and advice and were great to deal with. Within about a month, we had purchased a property.

Peter & Helen

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Dear Courtney,

I can't thank you enough for all of your help while searching for and buying my house! I'm certain that I wouldn't have been able to buy the property, and at the price I paid, if I hadn't been able to call on your professional knowledge and skills,

I really appreciate all of your insight and advice – you really know your stuff!! You made the process so much easier and knowing that I could always call or email you really took a huge weight off my shoulders.

**Lucinda**





## JPP Buyer Advocates are champions!

We are truly impressed with the service we received and continue to receive during the purchase of our property.

Ian and the team at JPP are knowledgeable, professional, efficient and communicative – precisely what you need when taking steps to purchase a new home or investment property.

As first home buyers, the process was intimidating (at best) and Ian was excellent at explaining the steps involved. Ian's obvious talent and experience in real estate meant we were confident we were in great hands – we walked out feeling exhilarated and hopeful, armed with lots of information.

In our situation, we saw a house we liked – went to see Ian that weekend – and had our offer accepted less than a week later! He truly went above and beyond our expectations, negotiating on our behalf and keeping us well informed along the way.

As a well-intentioned buyer, unavoidably, you can be on the 'back foot' with regard to the selling agents – they serve the vendor and may not be quick to return your calls or keep you updated.

In our case, Ian was cool, calm and in control at all times – using his experience in real estate to secure our property. We were lucky to have someone on "our side" and I do believe we would not have the home we love without Ian's hard work and strategy.

After reading the testimonials on the website (like you are doing now) and thinking "JPP sound wonderful" (they are), we are extremely grateful we made the call.

Having an experienced representative to guide you and work on your behalf makes all the difference.

We would **thoroughly and whole-heartedly** recommend JPP Buyer Advocates.

The value of their input far exceeds saving money (which we did!), we were so grateful to have someone to give us clear and quick answers and fantastic support. Thank you Ian, Courtney and the team at JPP!

**Katharine and Tristan**



Hi Catherine

As soon as I engaged JPP I felt much relieved. Trying to buy a new home in Melbourne, while still living in New Zealand, was proving hugely stressful, not to mention difficult, but Ian quickly reassured me as to how they could take this angst away from me.

When I visited, Catherine was terrific and showed me round several properties. I found the advice from both Ian (investment) and Catherine (home) to be hugely helpful in my decision making but in the end they listened to what I wanted and really delivered.

I even felt comfortable buying my new home without having physically seen the place - the photos and discussions with both Ian and Catherine really reassured me that this was the right place for me. When I did visit, my initial thoughts were reinforced. I would recommend JPP to anyone buying a home - I absolutely believe they made the entire process so much easier and provided great value. The negotiation process was painless for me as Ian handled this and I am convinced I could never have bought so well if I had continued to do this on my own.

**Robyn**

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I have used JPP Buyers Advocates twice and I would not hesitate to use them again. On both occasions I was extremely happy with the job Ian did. He discussed various strategies he was going to use and explained why. He provided immediate updates throughout the negotiations.

I always felt comfortable that we were in control and were going to get the best result.

The level of customer service was excellent. They are very friendly people.

I've recommended them to my friends and would gladly recommend them to anyone else who was buying property.

Sincerely

**Brian**

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After a couple of frustrating experiences trying to purchase a property ourselves, we employed JPP Buyer Advocates. It was the best decision. Having a buyer advocate removed the worry, anxiety and stress of the entire purchasing process. In our opinion they definitely saved us money.

**Peter & Lyn**

---

After a long and frustrating experience with another buyers agent we found JPP to be fantastic. They provided lots of information and advice and were great to deal with. Within about a month, we had purchased a property.

**Peter & Helen**



Dear Ian, Courtney, Samantha and staff at JPP,

Well, we have *finally* unpacked our last box and now we can sit back and enjoy the fabulous, gorgeous home you found for us... and write a few words to thank you all for your tireless efforts, help and support during what we thought would be a very stressful process!!!

First and foremost, we must say that the home we purchased with your help is bigger, better and more beautiful than we expected to find for our budget – especially given all the restrictions and requirements we placed on your searches. Found and purchased within a small number of weeks of our first meeting with Ian. Congratulations on such fast and efficient service.

**Ian:**

You are a wealth of knowledge. Dealing with you was a truly educational experience for a first home buyer. We can't thank you enough for imparting your knowledge. We appreciated the way you gathered factual information, the way you looked at all the pros and cons, at the factors we could and couldn't control, in order to support our decision-making process. Such an objective approach combined with the education and direction you provided meant that we were totally in control and making our own decisions without feeling pressured or unsure of our decisions and the outcomes.

We are also impressed with your commitment to educating your staff and ensuring a consistent, friendly service across the board. Your persistence is a real strength. Who else could successfully put the hard word on an insurance company??? Glad to hear the boat is heading back into the water!

**Courtney:**

Heart-felt thanks *must* go to you for all your exceptional hard work, help and support. With Rhett's long working hours and weekend interstate travel, and with

Lorraine's studies and knee surgery, there is no way known that we could have done this without you. Neither of us would have even been able to attend the inspections and we would have definitely given up within the first week.

We appreciated the way you were able to quickly gain an understanding of our likes and dislikes. If we couldn't make a visit to a property with you, you promptly sent us pictures via email that you had taken yourself. Your verbal input and the photos gave us a great feel for whether or not the property suited our needs and wants. Your flexibility meant we were extremely comfortable with you and so we appreciated your support whenever we were in doubt or simply changed our minds. Good luck with your further real estate studies – we have no doubt about your capabilities!

**Sam:**

Thanks for the background work in finalising the remaining administrative jobs like the contract and for liaising with the vendor's agent, etc. It was a pleasure working with you. Thanks for the flowers – they were gorgeous.

What an adventure... we certainly learned a huge amount about real estate in the process.

We'll just put our feet up for a little while before we start thinking about purchasing an investment property. We'll definitely be back to see you about that soon.

Kind regards,

**Lorraine and Rhett**



Just to let you know that we are all moved in. Everything went very smoothly, although that doesn't stop you getting stressed about it, and of course now we have the piles of boxes to sort out. But the house is great, and starting to look really good with all our stuff in it. I have been very pleased with how it has all worked out, I think we are going to be really happy here. The boys seem to love it too, and they cycled down to the beach yesterday which was fantastic.

Thank you so much for all your help and support. We really appreciate it.

**Caroline, Alastair, Gregory and Jonathan -**

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Although our search for a new home was frustrating at times, both Ian & Paul were our rock & kept us focused & calm.

We appreciate the time & effort given to us from the beginning of our journey to the end.

Thank You

**Mark and Jodie**