

Checkaprofessional Report

House Buy Fast



8 August 2017

House Buy Fast



At House Buy Fast, we believe that everyone should be able choose when and how to sell house fast.

We offer an alternative to the traditional Estate Agency methods and are proud to be one of the UK's largest property buying companies.

We have been in the property business for over 25 years buying property throughout England and Wales fast and for cash. We have been through hundreds if not thousands of sales and are experts at proceeding quickly and resolving any issues that can crop up.

We are Members of the Property Ombudsman Service and Founders of The National Association of Property Buyers to give sellers complete peace of mind.

There are NO FEES whatsoever to pay when you sell, and we can buy any house, anywhere in the United Kingdom. We may be able to help you even if you're facing repossession.

Useful Contact Information

| | |
|------------------|--|
| Name | Mr Jonathan Rolande |
| Address | Worthing, West Sussex, BN11 1TA |
| Telephone | 01903 331588 |
| Mobile | |
| Email | jonathan@housebuyfast.co.uk |
| Web | https://housebuyfast.co.uk/ |



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House Buy Fast are members of Checkprofessional.com, which is a **FREE** consumer information service.

Our members are rated by their clients and customers. Their scores and feedback are listed on our website for all to see. Search for a business and you will find verified feedback straight away, allowing you to select the company with the best track record.

This is not a random group of companies who have just paid to be listed. Checkprofessional businesses must pass our stringent vetting process to join – and then be willing to be monitored by their clients and customers. House Buy Fast are aware of how important it is to show their clients they are approachable, professional, trustworthy and transparent. House Buy Fast has agreed to be vetted and continuously monitored by an independent third party. We enable our members to print this report to provide their clients with a more detailed report about their business.

Please be assured that the member cannot change details which we have verified in this report, however should you wish to confirm any of the information in this report, please call us on Freephone: 0800 808 9033 and we will be happy to help.

This report contains 25 most recent feedback reports for this member. More information can be found at:

www.checkprofessional.com/HouseBuyFast

Let us know how you get on

Once you have used a service listed on Checkprofessional.com please submit your own feedback about how it went. This will help other consumers to find the best and most reliable professional service the next time they need one.

Your feedback counts!



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Feedback Summary



What do these Scores Mean?

The chart shows House Buy Fast average scores out of 10 in 5 key areas. The numbers are the average of all client scores given to this member.

The overall rating is the average of all of these scores added together. The positive feedback rating shows the percentage of past customers who would recommend this company.

Specific client scores and comments are printed further on this report

More about the Member

Profile

Membership Number: **7235**
Member Since: **8 September 2014**
Total Feedback: **110**

ü **Recommended**

ü **Vetted**

ü **Monitored**

Vetting

Limited Company: **Registration no. 06767167**
VAT Registered: **No. 943813905**
Public Liability Insurance: Current - Verified on 23 June 2017, Policy Number: RSHC0010358, Insured by: RSA, Coverage Amount: £2,000,000
Professional Indemnity Insurance: Current - Verified on 22 August 2016, Policy Number: PI6G757598, Insured by: Lloyds Syndicates, Coverage Amount: £500,000

Accreditations

ARLA - Association of Residential Letting Agents ,
ICBA - Institution of Commercial and Business Agents ,
NAEA - National Association of Estate Agents ,
NAPB - National Association of Property Buyers, The Property Ombudsman





References

Received as part of the vetting process upon application for Checkap^{professional} membership.

Service

I would be happy to recommend this company. They were really good and quick.

[Client in Thornton Heath, 8 September 2014](#)

Professional

We know of them as being a reputable company. They are reliable, efficient and very professional.

[Professional in Worthing, 4 September 2014](#)

Service

FPRS Ltd were very professional and respectful to our requests and needs from the start to the finish whilst they were dealing with us.

[Client in Taunton, 3 September 2014](#)

Professional

We know of them as being a reputable company.

[Professional in Worthing, 3 September 2014](#)

The Checkap^{professional} Standard

Checkap^{professional} members agree to the following standards:

- § Keep all clients details confidential.
- § Where applicable provide Client Engagement Report.
- § Provide a list of fees.
- § Keep clients updated on a progression of work undertaken or immediately if significant change.
- § Keep clients notified of any new costs or expenses that alter from the original agreement.
- § Be honest.
- § Be realistic with reference to time required to complete work, start dates and duration.
- § Return all phone messages promptly.
- § Keep all appointments; if unable to do so, inform clients within an adequate timescale.
- § Inform enquiries if you are unable to accept them as clients and refer them back to Checkap^{professional}.com to assist in finding an alternative.
- § Be courteous and respectful





Customer Feedback

The **25** most recent feedback submissions from the public for **House Buy Fast**. Their entire feedback history can be read freely at www.checkaprofessional.com/HouseBuyFast.

| | Professionalism | Quality of Service | Quality of Advice | Communication | Overall Customer Service | Overall |
|---|-----------------|--------------------|-------------------|---------------|--------------------------|---------|
| <p>Explanation regarding cash purchase</p> <p>The information and advice given was clear. I was able to ask a lot of questions to clarify the service offered. Duncan was very professional throughout the discussion.</p> <p>Client in London , 4 August 2017</p> | 10 | 10 | 10 | 10 | 10 | 10 |
| <p>House price valuation</p> <p>Very informative and helpful.</p> <p>Client in Looe, 2 August 2017</p> | 9 | 10 | 10 | 10 | 10 | 9.8 |
| <p>....discussion on buying my property</p> <p>Perfect information given and followed up by email.</p> <p>Client in London, 28 July 2017</p> | 10 | 10 | 10 | 10 | 10 | 10 |
| <p>Initial discussion and house valuation</p> <p>Information given was useful</p> <p>Client in Dover, 19 July 2017</p> | 10 | 10 | 10 | 10 | 10 | 10 |
| <p>Quote</p> <p>Professional and helpful. Friendly too.</p> <p>Client in Preston, 8 July 2017</p> | 10 | 10 | 10 | 10 | 10 | 10 |
| <p>Initial advice about selling a house</p> | 10 | 10 | 10 | 10 | 10 | 10 |



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|---|----|----|----|----|----|----|
| Honest advice. Client in Romsey, 8 July 2017 | | | | | | |
| Intro to house buying Professional Introduction Client in Spilsby, 3 July 2017 | 10 | 10 | 10 | 10 | 10 | 10 |
| None This was a telephone conversation with house purchase. Buyer. Client in Chatteris, 30 June 2017 | 10 | 10 | 10 | 10 | 10 | 10 |
| Buying house Fast friendly and professional and Client in Portland, 28 June 2017 | 10 | 10 | 10 | 10 | 10 | 10 |
| Made contact for a chat about my needs Very professional Client in Hungerford , 18 June 2017 | 10 | 10 | 10 | 10 | 10 | 10 |
| House purchase Ok Client in Salisbury , 3 June 2017 | 10 | 10 | 10 | 10 | 10 | 10 |
| Discussed possible quick sale offer Honesty was great from Jon who clearly made clear how much I could be offered at best. He understood my position was no way pressurising and was polite. Good job Jon from the land of wales! Client in Barry, 2 June 2017 | 10 | 10 | 10 | 10 | 10 | 10 |
| Property Valuation for a potential Sale Duncan was very professional and answered all questions accurately. He was very honest. Client in Coulsdon, 30 May 2017 | 10 | 10 | 10 | 10 | 10 | 10 |



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|--|----|----|----|----|----|-----|
| <p>Reviewing the valuation for my home and making a cash offer</p> <p>A valuation of my property was made, based on recent sales in my area. They were very professional but the amount offer was too low. However, I have been put in touch with someone who may be able to get me the amount I would like to sell the house for.</p> <p>Client in Stanford-le-Hope, 26 May 2017</p> | 10 | 9 | 9 | 10 | 10 | 9.6 |
| <p>Enquiry with regard to a property value</p> <p>Duncan had a good telephone manner and spoke clearly with regard to questions</p> <p>Client in Accrington, 10 May 2017</p> | 10 | 10 | 10 | 10 | 10 | 10 |
| <p>House Sale of Late Mum</p> <p>I would highly recommend this firm and Duncan No Problems at all... Sale Price £13000 better than most advertised company National Homebuyers on TV.... Thank You to them for a speedy result at a difficult time... Paul France</p> <p>Client in Redditch, 9 May 2017</p> | 9 | 9 | 9 | 9 | 9 | 9 |
| <p>Getting to talk to the right person for my needs</p> <p>Helpful very polite and knowledgeable</p> <p>Client in Maesteg, 4 May 2017</p> | 10 | 10 | 10 | 10 | 10 | 10 |
| <p>Your purchase of our property</p> <p>Robin was very helpful with this transaction and helped us through the process in a friendly and professional way</p> <p>Client in Penryn, 10 April 2017</p> | 10 | 10 | 10 | 10 | 10 | 10 |
| <p>Advice re house sale</p> <p>Very clear explanation.</p> <p>Client in Oldham, 31 March 2017</p> | 10 | | 10 | 10 | | 10 |



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|--|----|----|----|----|----|----|
| <p>Quick Sale to prevent Re-Possession and avoid Court action</p> <p>Robin showed considerable empathy and understanding during this difficult time for us in making the process as fair and simplistic as these things can be</p> <p>Client in Stockport, 30 March 2017</p> | 10 | 10 | 10 | 10 | 10 | 10 |
| <p>Purchase of inherited house</p> <p>Always responds to my queries on the same day. Mr Bracken has been open and transparent about the company's offer.</p> <p>Client in Halesowen, 28 March 2017</p> | 10 | 10 | 10 | 10 | 10 | 10 |
| <p>Arranging the quick sale of my property</p> <p>I needed a quick sale of my flat, due to my buyer pulling out and to stop our own purchase falling through, so I contacted House Buy Fast. So far, the service has been excellent and transparent, and I feel that I have been treated in a very professional manner by all that I have spoken to at the company, especially Duncan who is speeding the process along for me. Very happy</p> <p>Client in Folkestone, 14 March 2017</p> | 10 | 10 | 10 | 10 | 10 | 10 |
| <p>Phone Call</p> <p>Good Response Good Conditions Thank you</p> <p>Client in London, 13 March 2017</p> | 10 | 10 | 10 | 10 | 10 | 10 |
| <p>Potential property sale</p> <p>"Housebuyfast" have a very professional approach, in the process of selling my property and have been dealing with Duncan and his team who have kept me up-to-date and have helped me understand the process at every stage. Its a refreshing change when people actually ring you back when they say they are going to. Very happy with the service so far, hopefully this will continue and the sale will proceed to completion in the next week or so. Would definitely recommend if your looking to sell your house fast, the whole</p> | 10 | 10 | 10 | 10 | 10 | 10 |



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service is quick and hassle free.

Client in Barnsley, 20 February 2017

Just a quick chat

No issues at all

Client in Borehamwood, 14 February 2017

10 10 10 10 10 10

Date joined Checkprofessional

8 September 2014

Total amount of client feedback

110

Date of last feedback

4 August 2017

Number in the last 6 months

26 feedback averaging 9.9

Average Score

9.8

Customer Checklist

- ü **Read** through this Report carefully
- ü **Call** our consumer enquiry line on: **0333 0146 190** or visit our web site at **www.checkprofessional.com** if you wish to confirm the information in this report.
- ü If you engage our members services, please request a reputation report to give your feedback or alternatively you can leave feedback online at **www.checkprofessional.com/HouseBuyFast**.



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