



Falcon

Who we are
and what we do...



"A straight forward no nonsense approach"... that's what our clients say! With over 28 years of helping families in Plymouth to buy, sell, let or rent we know how important it is to 'get it right!' 'People and property' is what we are all about!

Whatever the circumstances we are there to help you to make sure everything goes like clockwork.



All you need to know about Sales
Meet our friendly team
Interesting facts
Expert knowledge for buyers and sellers

Find out more

Visit our website
falconproperty.com

It can be difficult to decide on which estate agent to use to help you sell or let your home and as our industry has always been plagued by a bad reputation, fuelled by some of the more unscrupulous companies and sensationalist media, it's easy to see why!

Recommendations from friends and family are a great place to start, our reputation is of the utmost importance to us and we are committed to delivering an excellent, reliable and proactive service of which we can be proud.

It's important to know what you should expect when you choose us, what commitment we make to you. What service will you receive? What process will we undertake and what goes on behind the scenes to make your move as simple and effective as possible?

We want to show that we mean what we say, and we do that by offering some extraordinary guarantees that back up our words with action; we are committed to regularly surveying our clients which allows us to constantly monitor our service, continuing to do what is working well, and react to any situation that needs our attention.

In what is becoming an increasingly complex process, our qualified and experienced team have the sound legislative knowledge and practical experience to ensure that we are the best estate agents to choose.

Mark Blanks

Property Consultant
mb@falconproperty.com



Claudia Marshall

Sales Consultant
claudia@falconproperty.com



If there was ever a cheeky chappy then this must be Mark who originally started with Falcon in 2007. His main role is to advise potential sellers when they are considering moving and will go to meet clients when we are invited to provide valuations and marketing advice. He has a keen eye for details which shows in his eye-catching property photography. He loves to showcase our vendors properties with his camera skills and certainly this helps them jump out from the competition.

Mark is also our Peverell specialist offering years of experience and knowledge in dealing with this fantastic residential area.

Claudia is one of our main sales consultants, she joined Falcon back in March 2018 and since then has been delighting vendors and buyers with enthusiastic attitude, she has added real value to Falcon with her high level of customer service. Always keen to help buyers, we often say if there is a viewing gap in the diary, Claudia will fill it.

Jennifer Bennett

Sales Consultant
jen@falconproperty.com



**Many clients
have said
that Falcon
exceeded their
expectations**



Meet Jennifer, the newest addition to the sales team with a wealth of knowledge working with both corporate and independent agents in the City and Saltash it is fantastic to have her as part of our team. Her willingness to help buyers and sellers has already gone down extremely well and she will be a fantastic assist to Falcon delivering outstanding customer service. Jennifer will be working with Mel and Claudia to achieve the our clients the results they desire.



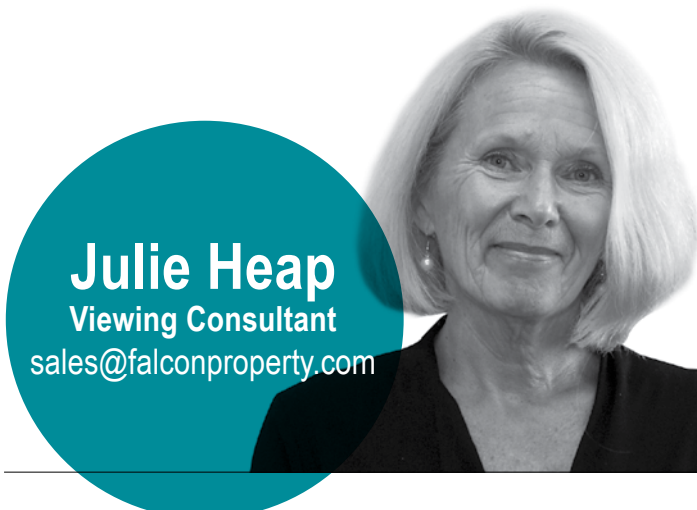
Hilary Meredith
Viewing Consultant
sales@falconproperty.com



Hilary joined us in 2008 as one of our highly valued Saturday viewing ladies. Hilary has now been developing this position for over 10 years, there are very few viewing situations that she has not encountered in that time. She believes the secret to carrying out a 'good viewing' is to let the property do the speaking. She feels she is there to simply guide the prospective buyers around and be ready to answer any question that they may have.

The rest of the team look forward to her, often witty, written feedback from the weekend that we go through in our Monday morning sales meeting over a coffee.

"a remarkable
experience for
all our clients"



Julie Heap
Viewing Consultant
sales@falconproperty.com

Have you met the lovely Julie yet? If not, then when you are out viewing with us you most likely will. We receive so many positive feedbacks about her it's a joy to have her as part of our team. Her main role is as one of our viewing consultants during the week and on Saturday's as well. She is already encountering many different viewing situations and is fast building up some great stories to tell. Her bright and cheerful manor shines through so well and her professionalism is unquestionable.



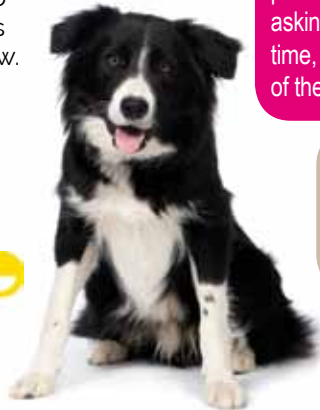
Mel Hooper
Sales Consultant
melanie@falconproperty.com

Mel works closely alongside Claudia and Jennifer; they are a great little team. She loves to build close relationships with both sellers and buyers alike and offer a remarkable experience for our clients. Having been an estate agent for a number of years Mel has developed fantastic knowledge of the industry and is also loves to help buyers and sellers with any issues they experience during the selling process. Her calm reassuring manner goes down well with our customers.



Don't take our word for it!

We know we are good at what we do and love doing it, however when someone else says it, it is somehow more believable. We have in 2017 joined the Feefo review site which invites people who have dealt with us to rate us out of 5 and to write a review. We are incredibly proud of what we do and to read the reviews helps to make it all worthwhile.



Well what can I say?... from start to finish Falcon have been there from start to finish! Boasting latest technology, great local knowledge and presence. We pitched the market perfectly and managed a number of offers with ease and offered advice at every step of the way. Always available either through messages or via phone. I would recommend Falcon to anyone! Claudia, Mark and Mel were great and always kept in contact.

From the very first meeting I was impressed with the professionalism and experience they have, but also how relaxed and at ease they made me feel. It is said that selling your house is a very stressful time but for me the whole process has been far from it. From going on the market to completion has taken 7 weeks 2 days which Falcon have helped me on every step. If I ever sell a property again without doubt I would use them again. Fantastic staff and service

Falcon have just sold a 3rd property for us. We're property developers. Mark takes excellent photographs. They have managed to get the full asking price for us. Took a bit longer to sell this time, but that was probably due to the uncertainty of the market and the layout of our property.

Superb level of service, literally the whole team are super helpful and have worked tirelessly to sell my property for the best possible price. Special mention to the fabulous Claudia who has been brilliant throughout. I've also used Falcon to let my property and again they have always gone above & beyond. Highly recommend for selling & letting, genuine 5 star service.

Falcon are specialists in Peverell, they know the area and are able to realistically price homes. They were professional at all times, answering questions in a timely manner and generally getting on with the job without having to be reminded! Thank you.

"our clients often get some cracking deals"



Mike Perkins
Independent Financial Advisor
mikeperkins@beagroup.co.uk



Chris Pascoe
Independent Financial Advisor
chrispascoe@beagroup.co.uk

Mike and Chris have access to all of the mortgage and insurance products available to the whole of the market. They are available at the end of the phone to produce quotes to compare to ones you've already had and are always happy to run through these with you either face to face or over the phone.

It always amazes us that they seem to find our clients some cracking deals.

We receive many comments back from clients that they have felt so happy and comfortable with the solid financial advice they have received.

Bedrooms



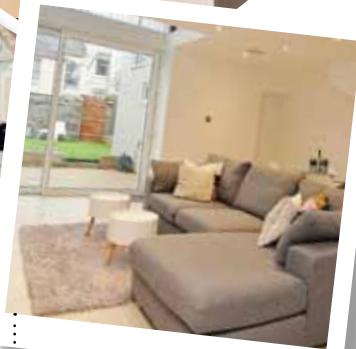
Dressing beds with colour co-ordinated throws, cushions and crisp white linen can make a room look fabulous.

A small child's bedroom can be imaginatively dressed with some good quality toys arranged on a rug.

For some great inspiration on internal presentation have a look at our Pinterest board which has some fabulous interior shots and ideas on 'staging your home', www.pinterest.com/falconplymouth



Kitchens & Dining



A well dressed dining table can look sensational and very inviting. The aim is to create a lifestyle as well as displaying your home for presentation.

Try to avoid bare tables as this will make your property look uninteresting. As a minimum have a centre piece to break up the slab effect. Placing some coffee cups, a coffee jug and milk on a breakfast table will perk up a breakfast room.

Gardens

Use sunlight to your advantage and arrange for garden shots to be taken in the Spring or Summer if you intend to sell in Autumn or Winter. If you have garden umbrellas, or tables and chairs, make sure they are dressed with some brightly coloured napkins, a jug of squash and a couple of glasses.



Exteriors

Keep all exterior areas free of leaves and debris. Present your home as clean as possible and make sure you take advantage of kerb appeal to attract buyers to your home.

The use of flowers and shrubs can really help brighten up the façade, even on the duller of days.



Showcase your home

By choosing Falcon you will be guaranteed to have your property showcased across a broad range of media.

You will be featured on our web site, along with the main property portals, Rightmove, Zoopla and On the Market, we are one of the very few agents advertising on all the big main three sites! You will also appear on Prime Location, we will be connecting you with buyers globally. We will be showcasing your property with a Premium Listing display on line to maximise your exposure and your chance to be spotted. You will also be highlighted on our social media channels such as Facebook and Instagram.

On street presence is so important and one of our striking for sale boards will be put up to catch the eye of passing buyers. This will soon change to a 'sold' board



What photographs will be taken?

The exterior with its gardens, grounds and outbuildings will all be photographed. The main rooms such as the living rooms, kitchen, dining room, bedrooms and bathroom will normally be used for promotional purposes on the your property brochure and on the internet.

Sometimes, there may be opportunities for hallways, landings and small spaces – especially if they have character or have been well designed – to be used.

The more people that are attracted to your home, the more potential there is to achieve its optimal selling price. By making sure your property's photographs are the best they can be, you can be confident that it will get noticed for the right reasons.

Be There

Your 24 Hour Open House
The future is right here



Buying and Selling a home is getting more competitive and it's really important to get the best photography to help inspire people to view and then buy. Falcon has now taken the huge technological step forward by investing in a 3D virtual reality camera. So, with our online marketing, that includes the three big portals, this fresh approach enables us to show your property like no other agent. This produces a viewing experience that feels as real as actually being there!



Available, at **NO COST**, on selected family homes coming to the market. View realistic, interactive 3D and virtual reality experiences that feel as real as being there.
It's an immersive 3D Showcase.

NO COST

IMMERSIVE

360° INTERACTIVE

Simple ideas, powerful presentation

Let the photographer know your favourite view of the exterior or interior.

Any rugs or furniture that you are not certain about, simply remove it before the photography takes place.

Make sure that all light bulbs are working, especially for picture lights and down-lighters in kitchens – dead bulbs make the property look uncared for.

Keep all cleaning products with brand names out of sight. Hide toothbrushes, toothpaste and flannels. An exception to the rule are upmarket products that are colourful, for example, Molton Brown.

Tidy away all newspapers and magazines, however, quality magazines such as Devon Life, Homes and Gardens can create coffee table appeal.

Personal birthday cards and invitations ought to be removed from mantelpieces and shelves.

Bookshelves should be tidied with neatly arranged books and remove box files, if you have them.

If you have an open fireplace, nothing says 'home' more than a roaring fire. If you are unable to set a fire for the photographer, please leave some paper for the photographer to light, this will create a real flame to photograph.

Props are also a great way to create a homely mood. A kitchen/dining room can come alive with a cleverly placed quality bottle of wine with a couple of glasses, a bunch of flowers in a vase, a colourful set of display kitchen knives or a well-stocked colourful fruit bowl. Coloured glass bottles will also complement any contemporary or minimalist kitchen.

Plump cushions and straighten curtains.

Towels look luxurious when folded on shelves or other surfaces. If you hang them on towel rails, they will need to hang neatly. Towels should complement the decor, if they do not, it will be best to remove them.

Remove all magnets, postcards and children's artwork from fridges.

Move pet baskets and food bowls out of sight.

Dressing tables, sideboards and other surfaces should be neat and tidy and clutter-free. This will make the room feel more spacious.

If you happen to have a trouser press, it would be a good idea to hide it.

Keys to patio doors, french windows and conservatories should be made available to the photographer so that they can be opened if necessary.

Use colour tastefully.

De-clutter to create a tidy and comfortable lifestyle, if you remove too much the property could look cold and sterile.



"create a space,
a dream lifestyle,
that buyers desire
and want to live in"



David Vernon

FNAEA - Partner

david@falconproperty.com



David has been an estate agent for over 35 years. He is a Fellow of the National Association of Estate Agents and is one of the founding members of Falcon. David is mainly based in the office but he also carries out initial market appraisals for selling, digging deep into his wealth of local Plymouth knowledge and experience to give the best advice to our clients. When you come to the market it will be either David or Mark who will take the photographs which they love doing, so, brace yourself for some outstanding magazine style pictures of your property. Although there have been many changes within the property business over the years, one thing has remained true throughout - it's about people, not property.

Talk to David about presenting your home for viewing. Crisp, elegant photography is one of the essential elements in attracting a potential buyer to your property. Beautifully shot photographs help the buyer to imagine themselves in that space and generates positive interest to help gain the best possible price.

Excellent
Customer
Service, don't
just take our
word for it, visit
our website
to see our
reviews from
previous
clients.



feefo
4.9 ★★★★★

John Coulton
BSc (Hons) FNAEA MARLA
- Partner
john@falconproperty.com



John is a Fellow of the National Association of Estate Agents, a Member of ARLA and the other founding member of the business. John also has bags of relevant experience and became an estate agent over 34 years ago. John is always looking for the next great marketing idea along with imaginative ways to develop the business. He splits his time between the Sales and Lettings teams. His experience with Lettings is a great help for advising on investment and buy to let properties.

He loves the outdoors - walking on Dartmoor or out on the bike.



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