

Independent move management service tailored around you.



Your move. Our support. Every step of the way.



Warm, personal support
from the first conversation
to moving day.



Moving home later in life can feel overwhelming, especially when there are estate agents, solicitors, appointments and important decisions to manage.

A2B Assured Move is a family-run move management company with over 40 years' combined experience. We coordinate the sale of your property, manage communication with everyone involved and keep everything moving forward, giving you one familiar point of contact and personal support every step of the way.

**Independent,
family run and
supporting
clients since 2013**

We manage the move, so you don't have to.

We are not an estate agent, solicitor or removals company. We are your move management team.

We arrange valuations, select a suitable local estate agent, coordinate communication and keep you updated throughout.

We work solely in your best interests

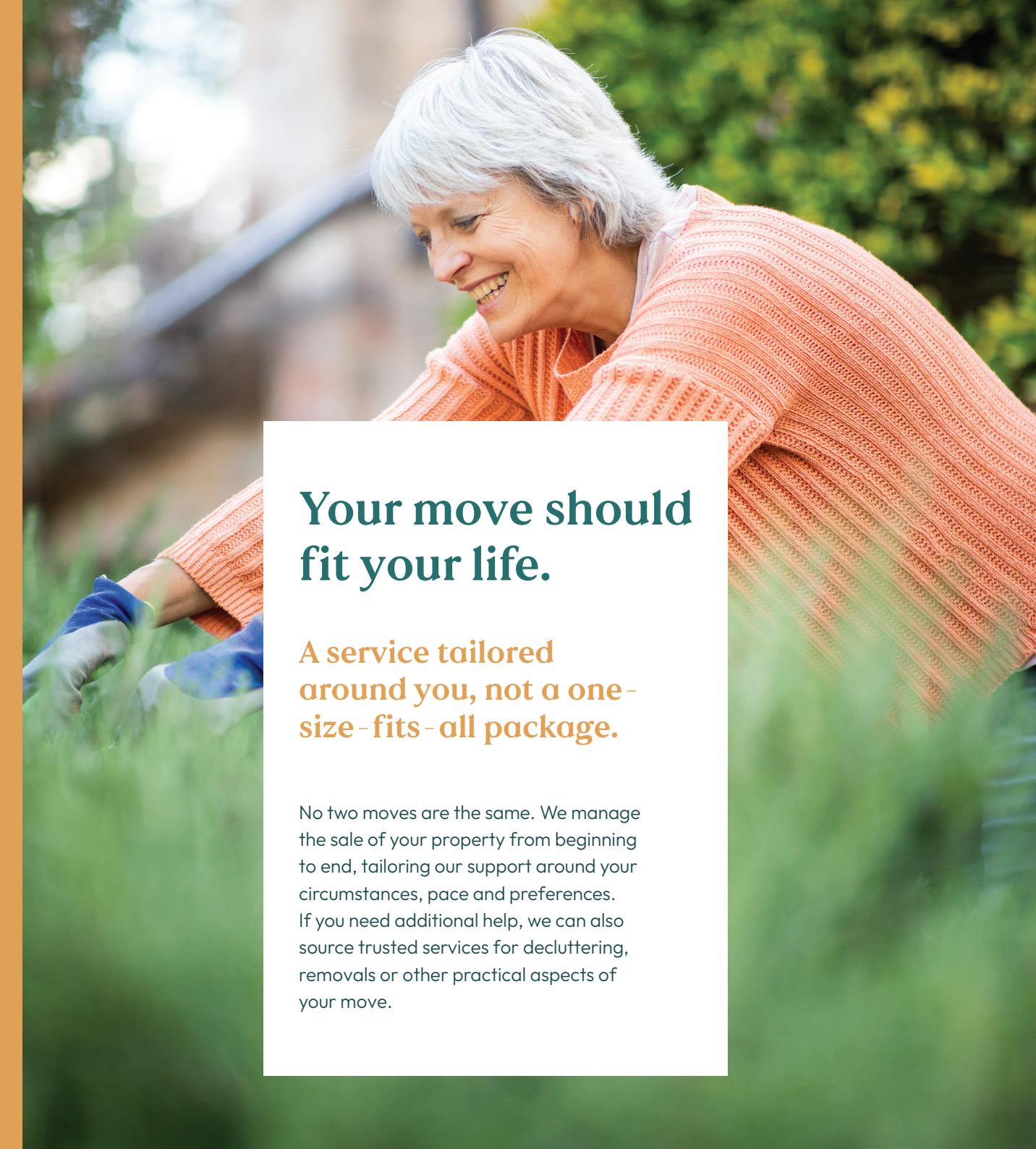
- ✓ One dedicated point of contact
- ✓ Weekly updates
- ✓ No upfront fees



WHY CLIENTS CHOOSE US

We combine professional coordination with a genuinely personal approach.

- Independent and family-run
- Established in 2013
- One dedicated contact
- Weekly communication
- Nationwide support
- No upfront fees
- Flexible, personal service
- Member of The Property Ombudsman



Your move should fit your life.

A service tailored around you, not a one-size-fits-all package.

No two moves are the same. We manage the sale of your property from beginning to end, tailoring our support around your circumstances, pace and preferences. If you need additional help, we can also source trusted services for decluttering, removals or other practical aspects of your move.

Who we support.

We can work directly with you, or alongside family members you choose to involve.

- ✓ Later life movers
- ✓ Downsizers
- ✓ People moving alone
- ✓ Couples
- ✓ Adult children helping parents
- ✓ Families supporting a loved one
- ✓ Probate and executor sales
- ✓ Park home buyers

Choose the support you need and change it as your move develops.

WHAT MAKES US DIFFERENT

Supporting a loved one move.

Supporting a parent or loved one with a move can feel overwhelming, particularly when you're balancing work, family life or living further away.

A2B manages the practical details, keeps everyone informed and provides one independent point of contact, while ensuring your loved one remains involved and in control.



We can help by...

- ✓ Arranging valuations and selecting a suitable local estate agent
- ✓ Managing calls, updates, feedback and offers
- ✓ Liaising with estate agents and solicitors
- ✓ Providing clear weekly updates
- ✓ Coordinating the sale through to completion
- ✓ Tailoring our support around your family's needs





Your Assisted Move, step by step.

You stay in control of every important decision. We organise the detail and keep the whole journey joined up.

- 01 Understand your plans
- 02 Arrange two local valuations
- 03 Agree the price and strategy
- 04 Prepare and launch the property
- 05 Manage viewings, feedback and offers
- 06 Progress the sale
- 07 Coordinate exchange and completion

1 Understand your plans

We start by listening

Our first conversation is about you.

Why you are moving, your ideal timescale, what feels difficult and how involved you would like to be.

We then explain the options clearly and agree the right level of support. Family members can be included with your permission.

We create a clear plan, shaped around what matters to you.

2 Local valuations

We arrange two local valuations

A confident starting price based on local evidence.

We arrange valuations with experienced local estate agents and review comparable sold evidence. For unusual or individual homes, we take extra care to understand the property and its market.

We discuss both valuations with you before agreeing a strategy.

3 Price and strategy

The right agent for your property

Local expertise, independently coordinated.

We select the most suitable local agent for your home, considering experience, service, marketing quality and local knowledge.

You are not tied into an unsuitable agency arrangements and we can recommend a change if needed.

A2B remains your consistent point of contact.

4 Prepare & launch

Preparing your home for the market

Everything ready for a strong, organised launch.

We coordinate the photography, floorplan, brochure, property description, online listing, EPC where required and For Sale board.

Before your property is launched, we review the marketing details with you to ensure your home is presented clearly, accurately and professionally.

If your EPC is out of date, we arrange and cover the cost.

Simple ways to prepare your home.

We offer sensible guidance without expecting your home to look like a show home.

- ✓ Give each room a good clean.
- ✓ Clear away clutter and personal items. Keep worktops and surfaces clear.
- ✓ Touch up tired walls with a fresh lick of paint.
- ✓ Complete any small repairs.
- ✓ Let in plenty of natural light.
- ✓ Tidy the garden and cut the grass.
- ✓ Make the entrance look welcoming. Clean the windows.
- ✓ Add a few simple finishing touches, such as fresh flowers.

While your home is on the market.

One point of contact throughout. No repeated chasing. No confusion about who to call.

We manage communication with the estate agent, monitor activity, collect viewing feedback and keep you updated every week.

If the market response suggests a change, we explain the options and agree the next step with you.

5 Manage viewings

Keeping viewings simple

Viewings arranged directly, feedback managed by us.

The chosen estate agent will contact you directly to arrange and confirm access for each viewing. This allows them to let you know quickly if an appointment changes or is cancelled.

Following the viewing, all feedback will come through A2B. We will speak with the estate agent, keep you fully updated and remain your consistent point of contact throughout.



NEGOTIATION

Offers handled with care.

Clear advice, careful negotiation and your approval.

All offers are discussed with you. We liaise with the agent, ask the right questions about the buyer's position and negotiate on your behalf. We look beyond the figure to understand the strength of the offer. The final decision is always yours.



6 Progress the sale

Keeping the sale moving

The chasing and coordinating is handled for you.

Once an offer is accepted, we coordinate with estate agents, solicitors and everyone else involved in the chain. We follow up regularly, explain progress and flag issues early.

Weekly updates continue through to exchange and completion.



7 Exchange & completion

Finalising your move

Supporting you right through to moving day.

As your sale reaches its final stages, the solicitors will agree a completion date that works for everyone.

We'll stay in contact with all parties, confirm the final arrangements and be on hand for any last-minute questions. Once the keys have been handed over, your sale is complete.

ALTERNATE ROUTES

Part exchange.

A straightforward option when certainty matters most.

Where suitable, we arrange two valuations and make the best possible Part Exchange offer. If accepted, we coordinate the survey and panel solicitor, with the aim of completing in around four to six weeks, sometimes sooner. The offer will be below market value in return for greater speed and certainty.



Moving to a park home.

Considering residential park living?

A different way of living, with familiar support beside you.

We can support you with the sale of your current property and keep your chosen park development updated on its progress.

We've worked with many park developments over the years and understand how the process works, while anything relating directly to your new park home will be handled by your chosen park operator.

Your questions, answered clearly.

Q. Is there an upfront fee?

No. There are no upfront costs – our fee is payable once your property sale has completed.

Q. What is included in your fee?

Our move management service, estate agent fees and solicitor fees for the sale of your property are all included.

Q. Are you an estate agent?

No. We are an independent move management company. We select and work with a suitable local estate agent while coordinating the entire sale for you.

Q. Do I choose the estate agent?

We research suitable local agents, discuss our recommendation with you and keep you involved in the decision.

Q. Will I still have control over my sale?

Absolutely. We offer advice and manage the process, but all important decisions remain yours.

Q. How often will I receive an update?

We provide clear, regular updates and are always available if you have any questions.

Q. Can my family be kept updated?

Yes. With your permission, we can keep a family member or trusted person informed throughout the move.

Q. What happens when an offer is received?

We discuss the offer with you, provide guidance and negotiate on your behalf. The final decision will always be yours.

Q. What if my property does not sell?

We review the marketing and sales strategy and, if appropriate, can change estate agents to give your property a fresh approach.

Q. Can you communicate with my solicitor?

Yes. We liaise with the estate agent, solicitor and everyone else involved to help keep your sale progressing.

Q. Can you help with other parts of my move?

Yes. Our support is tailored around you, and we can help source trusted services such as removals and decluttering if required.

Q. Where do you work?

We support later-life moves across the UK, working with experienced local professionals in your area, from Scotland to Cornwall.

Our fees.

Our fee is tailored to your individual property and the circumstances of your sale.

We'll discuss everything clearly with you before you decide to proceed, so you know exactly what is included. There are no upfront costs, our fee is only payable once your property has sold.

Your fee includes

- ✓ Estate agent fees
- ✓ Solicitor fees for the sale of your property
- ✓ A2B's move management service from start to finish

TAILORED EXTRAS

Extra help, when you need it



Your service can include help sourcing trusted removals, decluttering support, property searches and other practical services. We coordinate these around your timetable, while you choose what feels right.

You only receive the extra support that is useful to you.

Satisfaction Guarantee.

At A2B Assured Move, we believe in providing a first-class service, with customer care that is second to none.

Our membership of the Ombudsman for Estate Agents Scheme underlines our commitment to providing the highest standards of service to all our clients. However, if you feel that we have failed to provide you with the exceptional level of service we promise, we operate a clear redress procedure to ensure that your interests are fully safeguarded.

If you have a concern

If you believe we have not met the standards you expect from us, please raise your concern with Mrs Karen Burke in the first instance. We will listen to your concerns, investigate the matter thoroughly and work to resolve it as quickly and fairly as possible.

Making a formal complaint

If you wish to make a formal complaint in writing, or you are not satisfied with the verbal response from Mrs Karen Burke, please contact us by email using the details provided in this brochure or on our website.

Whichever way you choose to contact A2B Assured Move, your complaint will be acknowledged promptly and investigated thoroughly in accordance with our established in-house procedures. A written response will be sent to you within 14 working days of receiving your formal complaint.

If you remain dissatisfied

If you are not satisfied with the outcome of our investigation, you are entitled to have the matter referred to the Ombudsman for Estate Agents. Information on how to contact the Ombudsman will be provided by A2B Assured Move. You are also entitled to refer your complaint to the Ombudsman should we fail to deal with the matter expeditiously, or within three months from the date of your written notification to us.

Let's talk about your move.

**A friendly first
conversation is often the
easiest place to begin.**

Tell us what you are planning,
what support would help and
who you would like involved.



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Your move. Our support. Every step of the way.