

## Here's what our customers say about our buyers agency service:

**Priscilla Campbell-Wilson, an East Coast investor into Perth property market:** Using Zana's Perth buyer's agent services was a five star experience. Living in Sydney, I needed someone on the ground in Perth who was trustworthy and practical and I found Zana to be both these things and more. Zana is highly ethical, professional, organised and astute and has an excellent knowledge of Perth's property market and values. She also understands the other side of the coin - the sellers and seller's agents which is invaluable in negotiations.

The non-tangible savings I experienced such as in stress, leg work and in the handling of the administration before and after my offer was accepted, as well as the monetary savings gained by securing the right price for the property, made her services worth every penny and more. Without Zana I know I wouldn't have found the right property at the right price in such a short timeframe. Thank you Zana!

**Carolus and Satina Arjoko, Perth first home buyers:** We bought our first home after we were in Perth for around 2.5 years. We were lucky to have Zana van de Graaf, our buyer's agent which made buying property not so difficult. Buying property in Perth is not so simple either. We were both working when we were doing the house hunting, and it became worse as I have to fly in fly out to my work place which brought much limited time for us to attend the house viewing.

Zana introduced herself as property buyer's agent and honestly this was not familiar for us as this is uncommon in Asia, especially Jakarta, the city which we both originated from.

After Zana patiently briefed us the duties and responsibilities of her position, we came to the decision to engage her as our buyer's agent. Attending a limited house viewing after a week of the first meeting with Zana, we found our dream house which closely met to all of our expectations. We gave Zana the instruction to follow up the house which we liked and she acted quickly, sent her responses and views about the house and future growth of the area before she then contacted the selling agent to arrange the next viewing together with us.

You would not end with regrets for sure to use her property buyers services, even lucky and happy feeling will rise at the end of the house hunting journey. Every emails, phone calls, even phone text messages will be responded quickly. None of the details being missed out from pre settlement until post settlement. From bidding and pricing, all third party inspections (building, termites and pool), final house inspections, finalizing the contract, engage buyers settlement agent, until final settlement and pick up the house key to your hand, Zana still with us and never left us alone.

We have promised her to use her property buyers service again in the future for our investment property because we trust her and had a very good experience with the first one. Thank you Zana, for giving your full dedication for our achievement.

**Craig and Astrid Cooper, Perth property investors:** When my wife and I started looking for our first investment property in Perth we realised that we would be facing Perth buyers and agents who simply knew much more than we did. We didn't want to be at a disadvantage so decided that we needed someone "in our corner".

As professionals with two young children we also simply didn't have time to research the market, attend home opens and conduct negotiations. We were very lucky to chance upon Zana, Perth buyers agent, who took the time to get to know us and what we were after, scoured the Perth property market on our behalf, presented us with opportunities, attended home opens, researched strata and council information, advised us on which properties were over-priced, advised us on negotiating strategies and negotiated and presented offers on our behalf.

During this time we were very impressed with her work ethic, honesty and simple enthusiasm for her job.

She eventually found an investment property in Perth, a fantastic apartment for us, which she secured at a very realistic price.

We have no hesitation in saying that she was worth every penny of her fee, and can heartily recommend her to other Perth property investors.

***Lori Lach, Perth first-time buyer:*** We recently bought our first home. Although we were already in Perth, we opted to hire a buyer's agent because otherwise you really need to know what you are doing or be willing to believe everything the seller's agent tells you. With Zana's market research we steered clear of three houses that had poor sales histories—we would've never known otherwise. When we did find the house we wanted, she gave us peace of mind that it was good value for our money. We were only too happy to have Zana van de Graaf as our Perth buyers agent negotiate on our behalf with the very aggressive seller's agent. Zana was always available to answer our questions throughout the entire process.

***Andy and Mayumi Park, relocating to Perth from overseas:*** Buying a house is stressful enough, but when you have to go through the whole process from a different continent, you need somebody on the ground to rely on. Zana van de Graaf, our Perth buyers agent, was on the ball from day one and we always felt she was looking out for us and our interests, even after the Perth house purchase was settled. More than anything, she kept us constantly informed about what was going on, even to the extent that we received an email update on Christmas Day.

We managed to find and buy a house in Perth that ticked all the boxes on our wish list, and at a price we could afford. This was undoubtedly due to Zana's support and her buyers agent experience.

***Dylan & Driana Rayner, relocating from Europe to Perth:*** My wife and I are living in the UK and are moving back to Perth at the end of 2009. We wanted to purchase a property in Perth before we moved back and the prospect was daunting. Should we fly back and spend a hectic two weeks running between estate agents with no guarantee we would find a property.

So now three months down the line we are about to settle on a lovely property that ticked all the right boxes.

This was only made possible by the services of Zana van de Graaf, Perth buyers agent from Property Buyers Services. She has provided an excellent service from start to finish, she is super quick at replying to queries and provides an invaluable insight to the local market. We trawled through hundreds of properties on the Internet and forwarded her our favourites, from her position of knowledge she was able to vet many of them, saving us time and money.

With a bit of patience we finally found the perfect house in Perth with all the boxes ticked off our wish list. Further more, as we were purchasing from abroad, Zana, our buyers agent was able to advise on every aspect of the purchase, from building surveys to settlement agencies this made the purchase relatively stress free.

I would definitely recommend Zana from Property Buyers Services as a buyers agent to anyone, especially if you are purchasing from abroad, or if you don't know the Perth or Australian property market. Thank you Zana for helping us find our dream home in Perth.

***Amit Patel, Perth first time buyer:*** I was a first home buyer in Perth and due to the current economic uncertainty I decided to hire Zana van de Graaf of Perth Property Buyers Services as my buyers agent in March 2009. Zana provided information on the current market trends which helped me decide if the property I was purchasing was fairly priced. Zana provided excellent professional advice on the process of purchasing a property in Perth.

In addition she negotiated hard on my behalf and obtained a fair price, well below the asking price of the property. Zana also drafted responses on my behalf and checked that I was happy with all the correspondence. She was very efficient in her communication to me and the selling agent.

Zana not only attended the final inspection, but she also inspected the property initially and found out that it was in a well located area and close to certain facilities such as transportation, schools and shops. She also provided me with contacts for the building and termite inspection to be done; this has saved me a lot of hassle and troubles. Zana also walked me through the settlement process, always there to answer any queries that I had.

***Jean and Robert Prije, overseas investors:*** As overseas investors into the Perth property market, we needed the insight and experience of someone who was knowledgeable on the current market and who could also do the viewings and negotiations on our behalf. We appointed Zana van de Graaf as our Perth buyers agent in January 2009, and we liked the fact that her fees are paid only on settlement.

Zana was very professional and very good in maintaining communication with us during all the stages, from the property search right up until settlement date. As first time buyers into the property scene, our inexperience could have potentially cost us a lot - both in terms of time and money - but Zana was there to guide us from the beginning. As overseas buyers, we hit a few bumps in the road, and we are certain that without Zana's help, we probably would still be without a property. Zana has definitely saved us time and travel expenses, and lots of tears of frustration..

***Rod Mathers and family:*** We appointed Zana van de Graaf from Perth Property Buyers Services as our buyers agent in Perth, Western Australia, while our family was still in Scotland. Zana supplied us with all the relevant information on all the market listings of the Northern Suburbs of Perth that we were interested in buying into. We were also informed in detail on the market trends and recent sales in our selected areas, which we wouldn't have been able to access, especially while we were overseas.

We did the first viewings during our initial visit to Perth. Zana was always one phone call away, but never influencing our shortlist of the properties based on our budget and our views. Once we decided which

property to purchase Zana acted on our behalf to place the offer and assisted us in the after-sale service, while we were in Europe. During the negotiation period she informed us on the seller's position, listing our manoeuvring options during the offer and the counter-offer phase. Most importantly, her pricing strategy has secured us a house in Perth at a very good price in a record time.

Zana's exactitude, confidence and a great understanding of numbers were all invaluable assets to us. E.g. as part of her ongoing after-sale service, Zana organized both termite and building inspection in a matter of only two days. Time was of essence to us, and Zana delivered timely and accurately.

***Mary Wennagel, investor:*** I would like to say how pleased I am with all the hard work and stress that Zana van de Graaf has saved me by using her Property Buyers Services. Living so far from Perth was going to be a big obstacle in finding a property in Perth. I have saved the big expense of time and travel, and the headaches of searching and inspecting unsuitable properties. I have been through it all before so I can say from experience.

It was great that after we saw a few properties on my shortlist; Zana understood exactly what I was looking for. She then found an off-the-market apartment in Perth; it was just what I was looking for. Zana arranged the first and second viewing; it was excellent, as I wouldn't have found it myself. Then Zana did all the research necessary and negotiated a price that resulted in a sale.

Zana helped every step of the way. Her efficiency, availability and personal interest were most helpful in securing the right property in a very short time. Having a friendly and experienced Perth buyers agent on my side made the whole process of buying an investment property in Perth so smooth and easy.