



**J** Jeffries **d** dibbens

Valuing your home -  
valuing your custom

For your peace of mind



# Welcome to Jeffries & Dibbens

We are successful market leaders in residential property sales and rentals, with branches covering Portsmouth, Southampton and South East Hampshire.

Our staff are an experienced and dedicated team of career professionals, who go above and beyond to ensure our vendors enjoy a smooth selling and moving process. We're proud of our excellent reputation and track record and always aim to delight our clients.

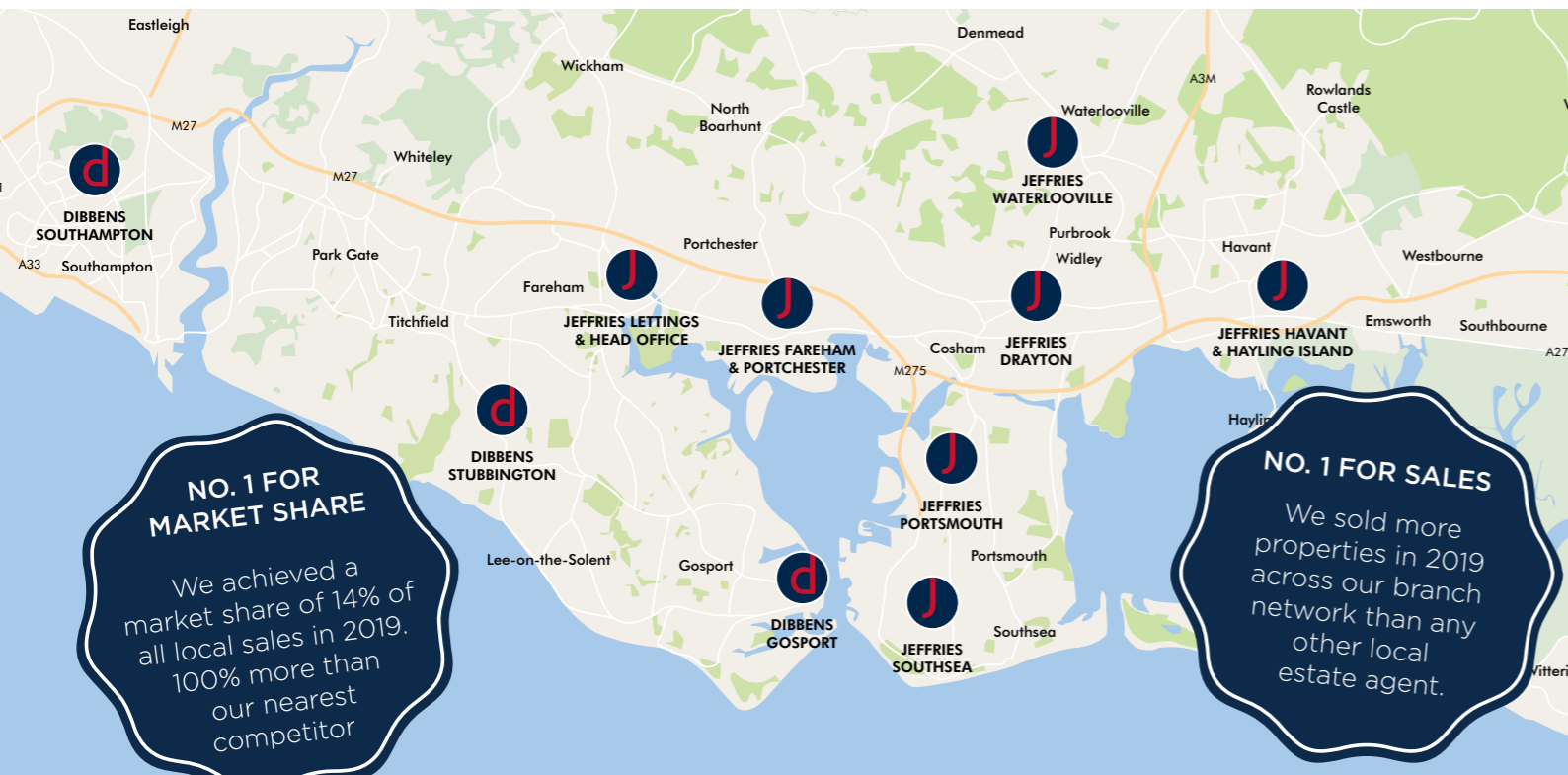
We recognise that moving home is one of the most important events in your life and we assure you that you will receive the very best care and attention with Jeffries & Dibbens.



Peter Keylock  
Managing Director

Stuart Whiting  
Managing Director

We have a network of offices in prime locations throughout the South East.



# Your valuation...

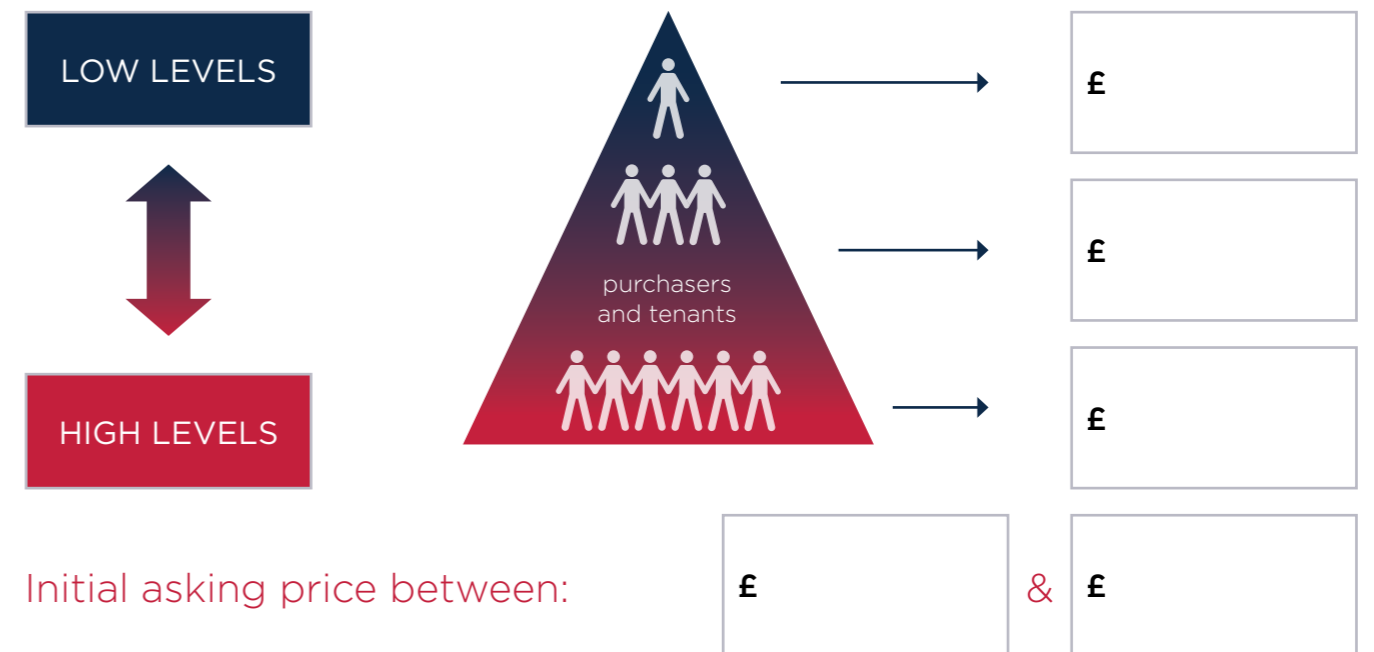
We are renowned for providing honest and accurate price advice. Our expert valuers carry out hundreds of appraisals every month, giving us intimate and unparalleled knowledge of property values in your area.

We collect and research data from our extensive archives, Land Registry, Hometrack, Rightmove, Zoopla and other relevant sources. This information can certainly assist us in the formulation of a sensible market value for your home. However, we also recognise the importance of considering immediate supply and demand conditions, the repair and presentation of your home, and also your own individual circumstances.



Address:

 Land registry sold data	 For sale or rent	 Currently let or sale agreed	 Official sold and rental price data
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Dear Adam, I wanted to write to thank you and the Jeffries team who were extremely professional, friendly & proactive when selling our house in Portsmouth. **Sara, Portsmouth**



# Traditional marketing...



## Prime office locations

High Street branches for face to face help and support.

- Portsmouth
- Waterlooville
- Drayton
- Dibbens Gosport
- Havant & Hayling Island
- Southsea
- Portchester & Fareham
- Dibbens Stubbington



## Opening hours

Offices open Mon - Fri 9am-6pm, Sat 9-4pm

Phone lines open Mon - Fri 9am-8pm, Sat - 9am-4pm, Sun - 10am-2pm

We respond to email and website enquiries and are available on every day until 10pm.



## Telesales

Pro-active telesales to registered applicants.



## LED window displays

Showcasing your property in our High Street offices.



## Eye-catching boards

Advertising the sale of your home 24 hours a day.



## Post

Colour brochures sent first class by Royal Mail.

# ...complimented by the latest technology...



## Tablet and mobile phone

Your property is circulated within minutes of coming to market.



## TV adverts

Highly targeted promotions on Sky TV.



## Email

Providing instant alerts and updates.

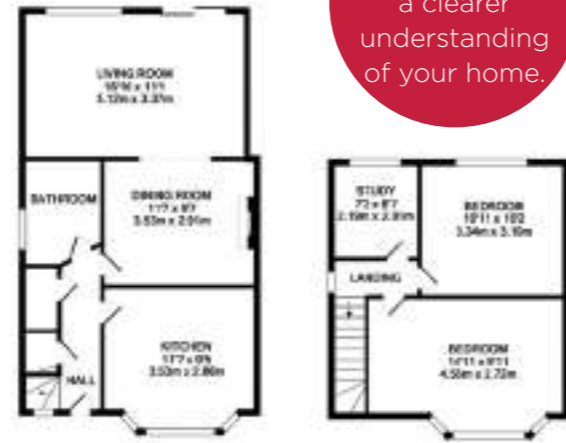
Rightmove and Zoopla alerts



Jeffries & Dibbens instant alerts

# Media...

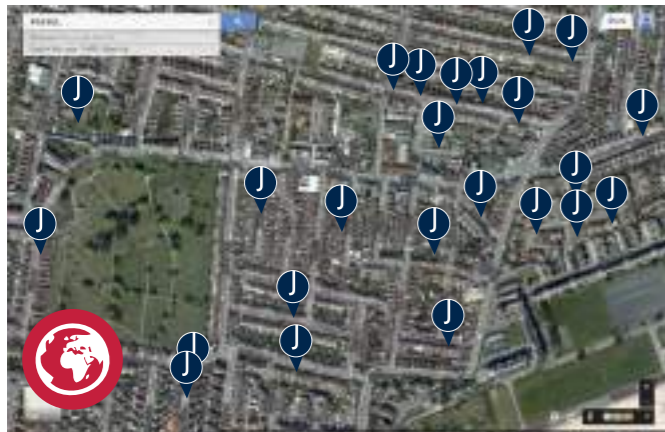
Showcase your property with our professional brochures and online media.



Floor plans give buyers a clearer understanding of your home.



EPCs



Google maps to pinpoint your property location.

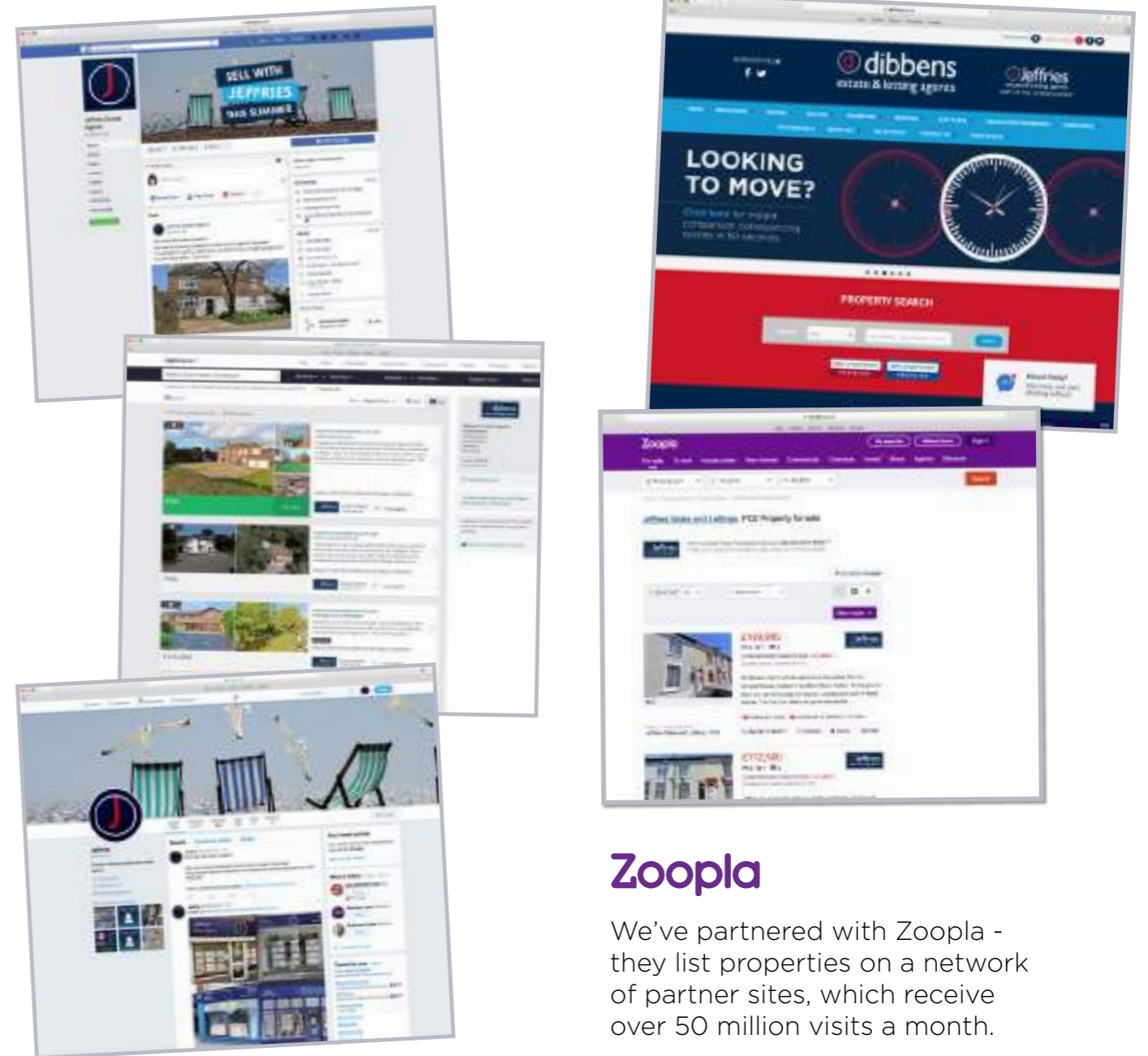


Digital photography used throughout our colour descriptions and premium marketing brochures.

# Advertising...

Local, national and international advertising on the top property portals in the UK.

Our own website attracts thousands of visits every week with interactive facilities to book viewings and request further details.



## Zoopla

We've partnered with Zoopla - they list properties on a network of partner sites, which receive over 50 million visits a month.

# Whatever other agents do, **Jeffries & Dibbens can do better!**

We are privately owned and local, so we have the ability to offer a bespoke service to each and every customer.

## We can offer all of the following if required:

- Floor plans
- Open days
- Sale by tender
- Professional photography
- Upfront fee option
- Financial services
- Online marketing
- Traditional marketing

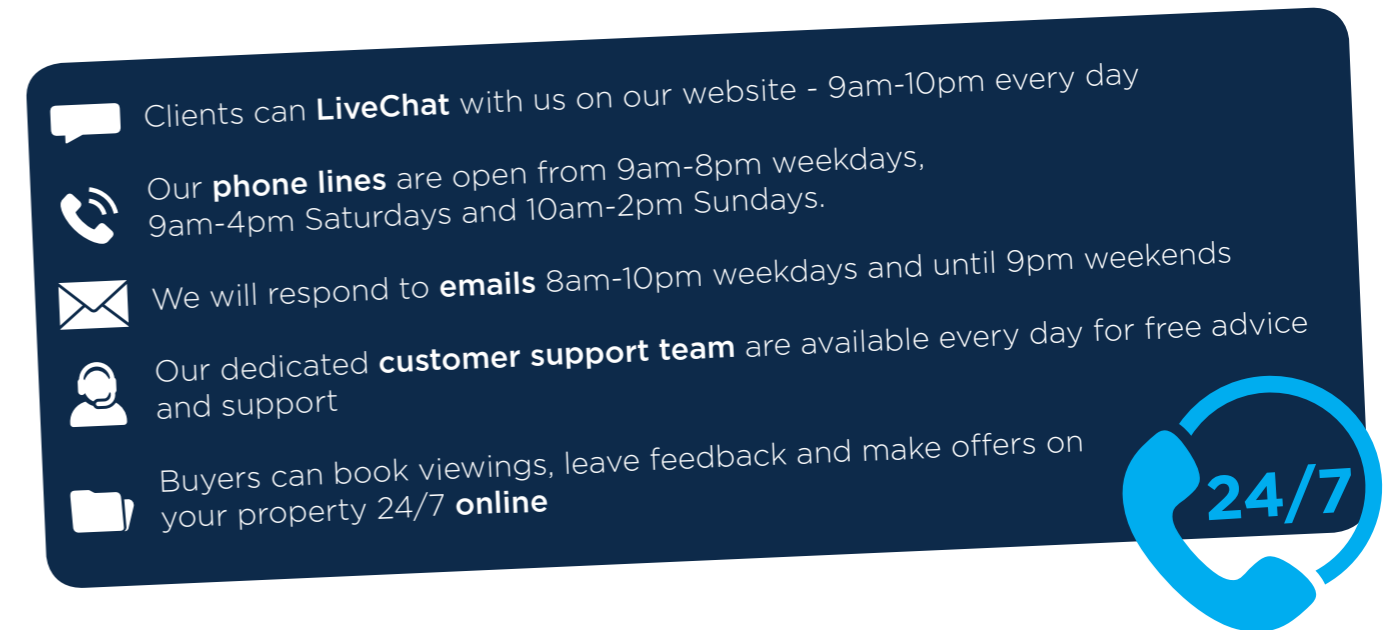
We're proud to offer these unique services:

 <p><b>MOVE MANAGERS</b> Specialist move manager department</p>	 <p>TV adverts with Sky</p>
 <p>Viewing hour</p>	 <p>PropertyFile online</p>

**We're online and local.**  
Our standard agreement is 'no sale, no fee'.

# Our customers are connected **to Jeffries & Dibbens 24/7**

If you instruct us to sell your property, you will enjoy comprehensive online services in addition to our traditional services from your local branch.



- Clients can **LiveChat** with us on our website - 9am-10pm every day
- Our **phone lines** are open from 9am-8pm weekdays, 9am-4pm Saturdays and 10am-2pm Sundays.
- We will respond to **emails** 8am-10pm weekdays and until 9pm weekends
- Our dedicated **customer support team** are available every day for free advice and support
- Buyers can book viewings, leave feedback and make offers on your property **24/7 online**



## Connect with us on social media

-  @JeffriesUK
-  @JeffriesUK
-  @TheJeffriesGroup

# Does your property need a **lick of paint** or a radical renovation?

Our maintenance and property solutions department has more than 20 years' experience in property improvements, refurbishment and installation works.

We undertake all types of jobs, from fixing snagging items and decorating, to complete property renovations and structural work.

We have a dedicated project manager who co-ordinates our tried, trusted and tested property services contractors and is the single point of contact for all our free of charge, itemised quotations.

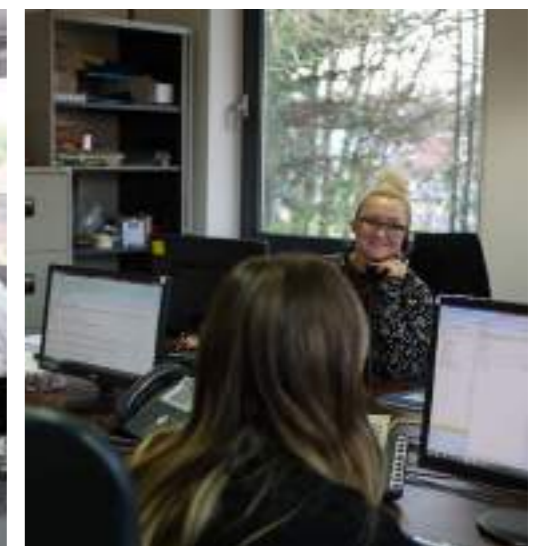
If your property is in need of a little TLC, or you'd like to totally transform it, call **023 9234 4024** or email **maintenance@jeffries.co.uk**

# Customer support... Take advantage of our **FREE** move manager service

We will strive to sell or let your property to the best possible buyer or tenant. In addition to this, our separate team of move managers will help to guide you through the moving process.

We have teamed up with the online price comparison site, **moveit** to provide free quotes for all of the services you might need to facilitate your sale or let. Your move manager will introduce you to local and national providers at the relevant time.

For a quote, call us on **02392 315490** or email **csd@jeffries.co.uk**



# Move managers...

## Managing your move through every **step of the journey!**

Our separate team of move managers will ensure that your selling or letting experience is unrivalled.



## Customer testimonials...

We are proud of the positive testimonials that we constantly receive. Our commitment is to provide a quality, friendly service and a stress free customer experience.

Don't take our word for it!... visit [www.jeffries.uk.com/testimonials](http://www.jeffries.uk.com/testimonials).

"Many thanks to Rob, Pete, Nikki in the admin office & everyone else involved, you have all worked really hard for me & I really appreciate all of your efforts. Nikki did a brilliant job keeping me updated, even when she knew I wasn't going to be happy! Still, we all got there in the end! Well done & thanks again."

**Helen, Portsmouth**

"Hi Stuart, I just wanted to say a huge thank you for the speed at which you have picked up from my email. Jonathan had become really downhearted over the whole situation and I was pleased to have persuaded him he needed to instruct someone like you. Thanks again. Fingers crossed!"

**JBS**

"Hi Nikki, I just wanted to thank you for your assistance in the selling and purchasing of our homes. You have been very helpful and have supported us throughout this stressful time. Very professional, a real asset to Jeffries. Great job."

**James Massey**

"Many thanks for all your efforts in selling our home. We were very happy with the service provided by you and your team and we will have no hesitation in recommending Jeffries to others."

**John and Bev Vaughan**

"Hi Stuart, just a note to thank you for your firm's assistance in the sale of my property and in particular your professionalism in dealing with my various queries."

**Margaret, Waterlooville**

"My wife and I wanted to contact you to highlight our appreciation for the efforts from a member of your staff, Amy Ebden. Right from the start of the process at the negotiating stage Amy has been fantastic. There were some difficult times throughout the sale and they were managed professionally, with our best interests at heart. I have already thanked Amy as I was difficult on a number of occasions but she was able to get the sale through to completion a few moments ago. Could you please pass on our appreciation."

**Olly and Jen Johnson**

"Hi Rob, I'd like to say thank you to all the staff that took part in the selling and buying process, I was very impressed with the service I received and would definitely use your services again."

**Gary Underwood**

"Just to say a huge thanks to Rob, who is an absolute star, and without his help we probably would have given up and withdrawn our house for sale. Instead, we are sat in our new house drinking a glass of wine and looking out on the hills and sunset. We can not thank you enough Rob."

**Simon & Sally Doe**

# Jeffries & Dibbens in the community...

We are proud of our local heritage and have supported our local communities since we began trading in 1996. We engage in local charitable events, such as The Crimson Masquerade Ball in aid of Bloodwise, and support the fêtes and fairs of three local infant and junior schools.

We also participate in national and international charity fundraising opportunities. All staff take part in Save The Children UK's Christmas Jumper Day and The Jeffries Group support the Africa Trust, who build clean water wells, through our relationship with Aquaid.



# The complete moving experience with an unrivalled and comprehensive selection of services...

- ✓ **Independent**, locally owned business celebrating **more than 24 years** of dominating the sale and rental of properties
- ✓ **Prime office locations** throughout Portsmouth and South East Hampshire
- ✓ **Extended office opening hours**, 6 days a week
- ✓ **Powerful** advertising and marketing
- ✓ **Unrivalled experienced career property professionals** in ALL branches
- ✓ **Honest and accurate price advice** with accompanying land registry data
- ✓ **Online estate and letting agency services**
- ✓ Vendor **PropertyFile** account - you can monitor your sale **24 hours a day**
- ✓ **Move managers** - unique managed move department
- ✓ **Traditional marketing** with telesales, post and hand delivered brochures
- ✓ **Latest technology** for emails, text alerts and e-marketing
- ✓ **Eye catching** For Sale and To Let boards
- ✓ **LED window displays** showcasing your home
- ✓ **Jeffries.co.uk** for interactive services 24/7
- ✓ **Professional photography**
- ✓ Properties featured on property portals **Zoopla and Rightmove.**
- ✓ Comprehensive property improvements and **refurbishment services**
- ✓ **Floor plans**
- ✓ **Energy Performance Certificates**
- ✓ **Vendor Check system** - regular updates on the sale of your property
- ✓ **Viewing feedback**
- ✓ **Viewing hour service** for chauffeur driven accompanied viewings
- ✓ **Mortgage advice** from our qualified financial advisers
- ✓ **Buy to let services** and advice
- ✓ Full **letting and property management service**
- ✓ **'Just Flats'** department for bespoke apartment and flat marketing
- ✓ **Lease Check** service available
- ✓ **Competitive selling fees**
- ✓ **Number one** for sales across our network



## ④ Stubbington Office

18 Stubbington Green  
Fareham  
Hampshire  
PO14 2JG  
Email: [stubbington@dibbensproperty.co.uk](mailto:stubbington@dibbensproperty.co.uk)  
Tel: 01329 668 511

## ④ Gosport Office

126 High Street  
Gosport  
Hampshire  
PO12 1DU  
Email: [gosport@dibbensproperty.co.uk](mailto:gosport@dibbensproperty.co.uk)  
Tel: 023 9260 2155

## ① Drayton Office

196 Havant Rd  
Drayton  
Hampshire  
PO6 2EH  
Email: [drayton@jeffries.co.uk](mailto:drayton@jeffries.co.uk)  
Tel: 023 9237 3341

## ① Waterloo Office

226 London Road  
Waterlooville  
Hampshire  
PO7 7HP  
Email: [waterlooville@jeffries.co.uk](mailto:waterlooville@jeffries.co.uk)  
Tel: 023 9223 1100

## ① Portsmouth Office

112/114 London Road  
Portsmouth  
Hampshire  
PO2 0LZ  
Email: [portsmouth@jeffries.co.uk](mailto:portsmouth@jeffries.co.uk)  
Tel: 023 9266 1662

## ① Southsea Office

1 Marmion Road  
Southsea  
Hampshire  
PO5 2DT  
Email: [southsea@jeffries.co.uk](mailto:southsea@jeffries.co.uk)  
Tel: 023 9236 1111

## ① Havant & Hayling Island Office

13 North Street  
Havant  
Hampshire  
PO9 1PW  
Email: [havant@jeffries.co.uk](mailto:havant@jeffries.co.uk)  
Tel: 023 9247 4737

## ① Portchester & Fareham Office

78 West Street  
Portchester  
Hampshire  
PO16 9UN  
Email: [fareham@jeffries.co.uk](mailto:fareham@jeffries.co.uk)  
Tel: 023 9277 6146

## ① Head Office

Orchard House  
Furzehall Farm  
Fareham  
Hampshire  
PO16 7JH  
Email: [mjcadman@jeffries.co.uk](mailto:mjcadman@jeffries.co.uk)  
Tel: 023 9223 7270

## ① Property Management

Orchard House  
Furzehall Farm  
Fareham  
Hampshire  
PO16 7JH  
Email: [lettings@jeffries.co.uk](mailto:lettings@jeffries.co.uk)  
Tel: 023 9264 7171

## ① Move Managers

Orchard House  
Furzehall Farm  
Fareham  
Hampshire  
PO16 7JH  
Email: [csd@jeffries.co.uk](mailto:csd@jeffries.co.uk)  
Tel: 023 9231 5490

## ① Ozone Energy Assessors

78 West Street  
Portchester  
Hampshire  
PO16 9UN  
Email: [belinda@ozoneenergy.co.uk](mailto:belinda@ozoneenergy.co.uk)  
Tel: 023 9277 6146

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 @TheJeffriesGroup

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