

## Confirmation of Instructions

This Confirmation of Instructions must be read together with the associated Estate Agency Standard Terms and Conditions of Business. The terms set out on this page prevail over any of our Estate Agency Standard Terms and Conditions of Business.

This agreement is between: B&B Property Ladder Ltd, 98 Crostwick Lane Spixworth NR10 3NQ trading as Property Ladder and you, the Seller.

Seller Names: Mrs Megan Hensley, Mr Nathan Hensley

Address of Property: 32 Silver Road, Norwich, NR3 4TA

Contact address (if different from above): \_\_\_\_\_

Contact telephone number: \_\_\_\_\_

Price at which the property will be offered for sale: £ 210000

Type of Agency: Sole Agency ☐ Joint Agency ☒ Multiple Agency ☐

Minimum term of the Agreement: 12 weeks

Agreed Fee: 1% + VAT 1.2% Inc VAT

Where the agency fee is a percentage and the property sells at the agreed asking price our fee will be £ 2520 including VAT. Should the property realise a higher or lower figure the fee payable will increase or decrease accordingly. Percentage fees are subject to a minimum fee of £2400 including VAT.

Personal Interest (See clause 16): There is no personal interest ☒ There is a personal interest ☐

Date to begin marketing (see clauses 24 & 25): 21-10-2025

## Client declaration

- I/We confirm I/we have read, understood & agree to this Confirmation of Instructions and Estate Agency Terms and Conditions of Business.
- I/we agree that I/we will be personally liable to pay your fees under this agreement.
- I/we confirm that I am/we are the legal owner(s) of the property and/or that I am/we are authorised to sell the property.
- Where not signed by all the owners or trustees, etc of the property, I/we confirm that I/we are authorised to sign on their behalf.
- I/We confirm I/we have read & understood clause 21 of this agreement and the GDPR appendix and consent to my/our data being used and shared in this way.

Signed Megan Hensley Name Megan Hensley Date 01-11-2025  
For and behalf of seller (Please print)

Signed \_\_\_\_\_ Name \_\_\_\_\_ Date \_\_\_\_\_  
For and behalf of seller (Please print)

Signed Edward Brooks Name Edward Brooks Date 21-10-2025  
For and behalf of property ladder (Please print)

## CANCELLATION NOTICE

To: Mr J Brooks, Property Ladder, 98 Crostwick Lane Spixworth NR10 3NQ

I/We hereby give notice that I/we cancel the contract for the supply of estate agency services that was agreed on \_\_\_\_\_ in relation to my/our property at \_\_\_\_\_ (Enter the property address). I/We understand that I/we may be liable for the expenses/fees, as outlined within the agreement I/we signed.

Client/s name & address: \_\_\_\_\_

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_ Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

## PROPERTY LADDER TERMS & CONDITIONS OF BUSINESS

1. This is an estate agency agreement between the vendor/s named in the Confirmation of Instructions (You) and B&B Property Ladder Ltd, 98 Crostwick Lane Spixworth NR10 3NQ (Us, We) relating to the marketing for sale of the property named in the Confirmation of Instructions at the agreed asking price. (No survey of the property has been conducted and therefore the agreed asking price is not a valuation).
2. Where we act as **Sole Agent**, you will be liable to pay remuneration to us in addition to any other costs or charges agreed if at any time unconditional contracts for sale of the property is exchanged, with a purchaser introduced during the period of sole agency, or with whom we had negotiations about the Property during that period, or with a purchaser introduced by another agent during that period, or where you agree to part exchange the property during that period. If you instruct another agent during our sole agency period our rate of commission will default to our standard Multiple Agent fee of 3% of the sale price inclusive of VAT, payable to Property Ladder whichever agent sells the property.
3. Where we act as **Joint Agent**, you will be liable to pay remuneration to us in addition to any other costs or charges agreed if at any time unconditional contracts for sale of the property are exchanged, with a purchaser introduced by us or any other jointly appointed agent during the period of agency, or with whom we or any jointly appointed agent had negotiations about the Property during that period, or with a purchaser introduced by another agent during that period.
4. Where we act as **Multiple Agent**, you will be liable to pay remuneration to us in addition to any other costs or charges agreed if at any time unconditional contracts for sale of the property are exchanged with a purchaser introduced by us or a purchaser we had negotiations with during the period of agency. This will apply regardless of whether any other agent was appointed at the time of introduction or negotiation.
5. We will be deemed to have introduced the purchaser and have been the effective cause of the sale whether or not we entered into any pre-contract negotiations with the ultimate purchaser, providing the purchaser reacted to our advertisements, marketing material, displays or for sale boards, or we had any discussion with them regarding the property.
6. Our standard minimum period of agency is 20 weeks, unless varied within the Confirmation of Instructions. After the agreed minimum period the agreement will continue until the property is sold or until it is terminated. Termination can be effected by either party giving 28 days written notice, after the agreed minimum period. If the property is withdrawn from sale before the end of the agreed marketing period, we reserve the right to charge up to £2400 inclusive of VAT to cover marketing costs.
7. Once this agreement is terminated you will still have a liability to pay our fees, where a buyer that we introduced goes on to exchange contracts on the property through another estate agent within 6 months of the date of termination. If no other estate agent is involved this time limit extends to 2 years.
8. Our commission fee is outlined within the Confirmation of Instructions and the fee is based on the actual sale price. The sale price will be deemed to include any extra prices for fixtures, fittings, goods, chattels, carpets, curtains and other such related items. In the event that you decide to part exchange your Property, our commission fee remains payable and it will be calculated on the assumption that the property sold at the initial asking price.
9. Dual fee liability may occur where you have previously instructed another agent to sell the property, or where you instruct another agent to sell the property on sole agency or sole selling rights basis, during or after the termination of this agreement.
10. Our commission becomes due upon exchange of contracts and is payable upon completion of the sale, or 30 days after exchange should completion be delayed or not take place. Where there is no contract commission is due upon completion of sale.
11. You hereby authorise payment to be made by your solicitor once the commission becomes payable. (Subject to your statutory rights)
12. Where an account for justified commission, is not settled within 10 days of the due date, interest on the outstanding balance may be charged, at our discretion, on a daily basis, at the rate of 5% above The Bank of England annual base rate until payment is affected.
13. A valid Energy Performance Certificate (EPC) is required for all properties offered for sale. The EPC must at least be commissioned before marketing commences and should be in place within 7 days. If it is not in place within 28 days, the property will be withdrawn from sale until the EPC is available.
14. A variety of marketing methods will be adopted, in your best interests and no additional costs will apply, unless discussed and agreed with you in writing beforehand and we reserve the right to sub-instruct additional agents, where it is believed to be in your best interests, at no additional cost to you.
15. Unless specific instructions to the contrary are provided, you hereby give us specific authority to erect a for sale board within the curtilage of the property. We accept liability for any claim arising in connection with the board, unless the action arises as a result of a further board being erected by another agent. The For Sale board will remain at all times our property.
16. Where any potential personal interest occurs, we must disclose details to any prospective buyer. Personal interest means you have a business association, family relationship or other connection with this agency, or any employee. Please assist us by indicating any personal interest in the Confirmation of Instructions, if you are aware of any.
17. We are required by law to be able to categorically confirm the identity of each client. By entering into this agreement, you agree to provide us with the confirmation we require. We may either require sight of documentary proof of address, together with acceptable photographic ID, such as a passport or photo driving license, or we may use an electronic verification system. This system allows us to verify you from basic details using electronic data, however it is not a credit check of any kind so will have no effect on you or your credit history. Copies/records may be taken and held on file.
18. Prospective purchasers may be provided with a range of services including, estate agency or letting services, mortgage facilities, life insurance, property insurance, removal services, and conveyancing services by us or third parties, for which fees or commission may be received. We will not discriminate against any prospective buyer because that person will not be, or is unlikely to be accepting services that we may (directly or indirectly) provide.
19. We take no responsibility for maintenance, repairs or damage where the property is unoccupied, unless separately agreed, in writing.
20. A copy of the property details will be forwarded to you for approval. Under the Consumer Protection from Unfair Trading Regulations anything we say or publish about your property must be accurate. It is therefore very important that you read the details carefully and immediately inform us if there is anything that is inaccurate. In addition, we are obliged to pass on any material information that would impact on a potential buyers' transactional decision and so you must advise us of anything you feel is relevant to this.
21. The way we manage and handle your personal information is very important to both you and us. A full copy of our data protection policy can be viewed at [www.propertyladderonline.com/privacy](http://www.propertyladderonline.com/privacy).
22. A copy of our complaints procedure is available on request and we are a member of The Property Ombudsman Scheme for estate agents (TPOS) and follow the Code of Practice. By entering into this agreement, you agree that if the Ombudsman asks for information about any aspect of our dealings with you we can provide the information; whether that be in relation to a complaint, or their monitoring process. A copy of the TPOS Code of Practice and the Consumer Guide is available from [www.tpos.co.uk](http://www.tpos.co.uk)
23. Notice of Right to Cancel - If you are a consumer client and this contract was not agreed within one of our branches you have the right to cancel this contract within 14 days without giving any reason. The cancellation period will expire after 14 days from the day this contract was agreed. To exercise the right to cancel, you must inform us of your decision to cancel this contract by sending us a clear statement in writing to our local branch. You may use the attached cancellation form, but it is not obligatory. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.
24. Immediate Marketing - We are not legally permitted to market your property until the cancellation period has expired, unless you provide us with specific written permission to do so. Please indicate in the Confirmation of Instructions how you would like us to proceed.
25. If you do request that we begin immediate marketing of your property during the cancellation period and you do exercise your right to cancel, you will be required to pay us an amount which is in proportion to what has been performed until you communicated your cancellation of the contract. This will include the expenses incurred, plus any other reasonable costs. This charge will not exceed £300 including VAT, except where we introduce or have negotiations with the ultimate buyer of the property before you exercise your statutory right to cancel the contract. In such a case this contract will be deemed to have been fully performed and the agreed agency fee would be due, notwithstanding that cancellation took place.
26. This Agreement is governed by English law and is subject to the exclusive jurisdiction of the courts of England and Wales.

# CERTIFICATE *of* SIGNATURE

REF. NUMBER  
**SVEYG-VFNSF-HRKC7-DXVFB**

DOCUMENT COMPLETED BY ALL PARTIES ON  
**01 NOV 2025 10:54:01**  
UTC

## SIGNER

**EDWARD BROOKS**

EMAIL  
**EDWARD@PROPERTYLADDERONLINE.COM**

## TIMESTAMP

SENT  
**31 OCT 2025 09:43:52**

SIGNED  
**31 OCT 2025 09:43:52**

## SIGNATURE



IP ADDRESS  
**51.219.8.18**

LOCATION  
**OLDBURY, UNITED KINGDOM**


**MEGAN HENSLEY**

EMAIL  
**MEGANCOLLIER05@GMAIL.COM**

SENT  
**31 OCT 2025 09:43:52**

VIEWED  
**01 NOV 2025 10:52:54**

SIGNED  
**01 NOV 2025 10:54:01**



IP ADDRESS  
**86.28.161.3**

LOCATION  
**NORWICH, UNITED KINGDOM**

## RECIPIENT VERIFICATION

EMAIL VERIFIED  
**01 NOV 2025 10:52:54**

