

# Your selling journey, a step-by-step guide

At Switch, we believe in keeping things simple and giving clear, straightforward legal advice that's easy to understand and jargon-free. Whether you're selling for the first time, or have previous experience, our step-by-step guide explains the conveyancing process. We've also included answers to some common questions when selling, but if you need help understanding the process, or what happens next, just get in touch.



## Step One: Instruct Switch

The first step in the Conveyancing process is to instruct Switch to act on your behalf, by returning our initial forms, with your ID and payment.



## Step Two: Prepare draft contract

For us to draft the Contract, we download your title 'deeds' from the Land Registry and check your legal right to sell the property. We also check the deeds for any restrictions or other issues that could delay your sale. If the property is Leasehold, or there is a Management Company, we will contact them at this stage to obtain a sale information pack.



## Step Three: Buyer receives searches and mortgage

Upon receipt of the draft contract and other documents from us, the buyer's conveyancer will order searches, which usually arrive in 2 to 6 weeks. During this time, if your buyer is having a mortgage, a valuation will be arranged and the formal 'mortgage offer' will be sent to your buyer.



## Step Four: Enquiries raised

The buyer's conveyancer will check for any discrepancies in the legal title, property forms and search results. If there are queries, or additional information is required, they will raise these with us, known as 'enquiries'.



## Step Five: Replies to Enquiries

For us to reply to the enquiries raised, we may need you to answer some questions, based on your ownership of the property. Sometimes we also require legal information or documents from third parties, such as the Landlord, or Council.



## Step Six: Exchange Contracts

Exchange of contracts is an essential legal step in the conveyancing process. Exchange of contracts makes the sale legally binding, and failure to complete the sale after exchange will have serious legal consequences. Exchange of Contracts is also the stage that the Completion date (moving day) is set. Before exchange takes place, you and the buyer (plus any other buyers or sellers in the chain, if there is one) will need to be legally ready to exchange and the completion date should be agreed by all parties.



## Step Seven: Completion

Completion is when the conveyancing transaction is finalised, the money changes hands, keys are released, and legal ownership transferred. At completion, we will repay any mortgage, and arrange all necessary payments. You'll need to have the property fully cleared, and if you are moving, you should make arrangements to be out by lunchtime.

# Frequently Asked Questions

## How long does it take?

Every property transaction is as unique as you are, and no two take the same time to reach exchange of contracts and completion. On average, conveyancing takes 4-5 months, but the actual time will vary for different transactions. As a seller, acting promptly and being honest can help ensure everything goes smoothly. You can rely on us to keep you updated at every step, and you can track progress of your conveyancing 24/7 via our online portal.

## How will you contact me?

You can choose how you prefer us to communicate with you, but some legal documents will have to be sent in the post, and these may require a witness to watch you sign. On the day of exchange of contracts, we will need to contact you by phone, but other communications can be via email if you prefer. Please let us know if you have any accessibility requirements.

## What is a 'chain'?

If there is more than one property transaction linked to another, for example you are buying and selling together, then this is called a chain. Usually, all people involved in the chain need to exchange and complete at the same time, for example when you are moving out of the property you own, and into your new home on the same day. When you have a chain of properties, there are multiple buyers and sellers all at slightly different stages in the conveyancing process, and a delay somewhere else in the chain can delay your sale too. It's important when selling to be flexible, communicate well, and deal with any queries as soon as you can.

## Shall I send Switch my Deeds?

'Title Deeds' are documents which confirm ownership of the property. Most properties are now registered at HM Land Registry, and 'deeds' are no longer used or required, but if you do have any, please send them to us. Sometimes there is information in the deeds that may be useful for the Buyer. If you have any guarantees, planning documents, or other similar documents relating to the property, please do send these to us.

## When can I book removals?

We strongly recommend you wait until contracts are exchanged before booking removals, where possible, to avoid cancellation fees. The conveyancing process in England and Wales allows for Buyer or Seller to change their mind and withdraw for any reason until exchange of contracts takes place.

## Should I cancel my mortgage?

Only cancel your mortgage payments after completion of your sale. We will repay any mortgage you have on the property when completion takes place. It is important you keep up with regular mortgage payments, even after exchange.

## Will the Buyer pay a Deposit?

On exchange, it is usual for a Buyer to pay a deposit (5% or 10% is common), but this money is not released to you. If there is a chain, only one deposit is paid as your Buyer may have their money tied up in the sale of their own home.

## How do I verify your Bank Details?

Switch banks with Royal Bank of Scotland (RBS) and we have no plans to change our bank details. We recommend you call us to verify our bank details before you send any money to us. You can also pay by phone, using a credit/debit card, or online via our website. Please contact us if you need help in making a payment.

## How can I protect myself from fraud?

Taking some simple steps listed below can help prevent significant financial loss.

- Avoid discussing your sale on social media
- Keep your security software updated
- Never send bank details in the text/body of emails
- Always verify our bank details with us verbally, before sending any money
- Be wary of any communication that appears to be from us, advising of changes in bank details

## What service level can I expect?

Our goal is to provide you with a tailored, reliable, and efficient service, and our experienced friendly staff are here to support you every step of the way. However, if we have fallen short of our usual excellent service, please refer to our Terms and Conditions for details of action you can take.