



TESTIMONIAL



allambie heights 27 WANDELLA STREET
Steve & Pauline Lydiate | SOLD \$1,570,000

“Hugo and Lu were warm, caring and inviting. They took their time and made us feel heard.”

Making the decision to sell our family home was not something we took lightly, or proactively for that matter. We'd been talking about it for some time but Pauline and I never really had the confidence to know how or when to take the plunge.

As part of the exploration we thought it might be helpful to attend some open houses and get our head around what was on offer and what we could buy should we sell. This is where we met Hugo and Lu, a husband and wife team, at Etch Real Estate.

Upon entry to their Open Home we knew right away they weren't the typical agency. Hugo and Lu were warm, caring and inviting. They took their time and made us feel heard. The home they were offering we later understood was their first ever listing, and was in fact their family home.

The presentation of the listing was nothing short of meticulous, and the marketing collateral came across so sleek and professional that you never would have guessed they were new to the industry.

Etch Real Estate left such a lasting impression with us that we decided to invite them to appraise our home in Allambie Heights. This was a trying time as Pauline had been unwell for some time and her energy was wavering throughout this period. Looking back, I think Hugo and Lu brought a sense of empathy and care that nurtured myself and Pauline, and a sense of energy that we were lacking at the time.



Pauline has since passed but I can say that Hugo and Lu cared for her all through the process. She recounted our time with Hugo and Lu fondly and to this day I get together with my daughters and Hugo and Lu to catch up over a meal.

If you're looking for a caring approach, a proactive approach, and an approach which leaves nothing on the table, then Hugo and Lu of Etch Real Estate are the right agents. After settlement they stayed by our side and even helped with the purchase of our next home in Collaroy. I have no hesitation in recommending their services and have done so wherever I can.



“From day one of the launch there was a line outside the door, and just as Hugo had described.”

They were proactive with their approach and very definite with what needed to be done. The market was starting to turn at that time, with Newspapers reporting doom and gloom. They gave us very clear instructions on how and what to declutter, they also styled the home without over capitalising on that task, and created a very accurately targeted marketing campaign.

From day one of the launch there was a line outside the door, and just as Hugo had described, the marketing had attracted the target audience that best suited our home. Within weeks they were bringing in offers and had the home sold over and above our expectations.



“Pauline recounted our time with Hugo and Lu fondly.” - STEVE LYDIATE

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