



TESTIMONIAL



## **balgowlah heights**

BEN & KELLY GOODWIN | BOUGHT \$ UNDISCLOSED

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As a family we had been eyeing the Northern beaches for some time. Having spent the first years of parenthood on the Eastern Suburbs it would be a chance visit to the Northern Beaches which opened our eyes to the wonderful greenery, beaches, and open spaces. I even remember telling my brother and taking him on excursions to pitch the move to him and get his feedback.

My brother, who happens to be my business partner, ended up finding a property in our favourite suburb of Balgowlah Heights and told me he was officially making the move to the Northern Beaches. Not only was he raving about the house he found but also about Etch Real Estate, a local agency which had gone above and beyond to help my little brother find their dream home.

We quickly engaged Hugo and Luljeta from Etch Real Estate and they began the task of finding us a home. From the get-go they asked us to focus on the “on market” properties and said that they would focus on the “off market” ones. They literally went door knocking and letterbox dropping.

They supplied us with suburbs reports and street-by-street accounts of houses that they had identified as potential homes that would meet our brief and could potentially be bought.

As the weeks progressed with Etch, we realised just how monumental the task was that we had assigned to the them. Not only was the legwork they were doing thorough, but they left no stone unturned in their quest to secure a home for us. What I liked most about the team at Etch was that everyone



was on the same page. They treated us like royalty and ensured our best interests were always at the forefront. Hugo and Luljeta even attended an auction with me and guided me on how to register as a bidder, when to bid and when to walk away. True to their predictions that home was passed-in at auction and, with that, we were able to further understand the shifting market and continuously calibrate our thinking.



Etch eventually identified, opened the door and negotiated the purchase of our dream home. It wasn't without complication as the home was also being contested by a third-party looking to purchase it directly from the homeowner. Hugo and Luljeta shielded us from all the chaos and always gave us concise and hugely effective instructions. At each step Etch empowered us with the data that would eventually allow us to pull the trigger on the purchase of our dream home in Lewis Street Balgowlah Heights, off market and within budget.

When it comes to a real estate agency that go above and beyond, I cannot imagine anyone better than Etch Real Estate. Their knowledge of the local area and their expertise is unlike anything we have experienced previously.

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