



TESTIMONIAL



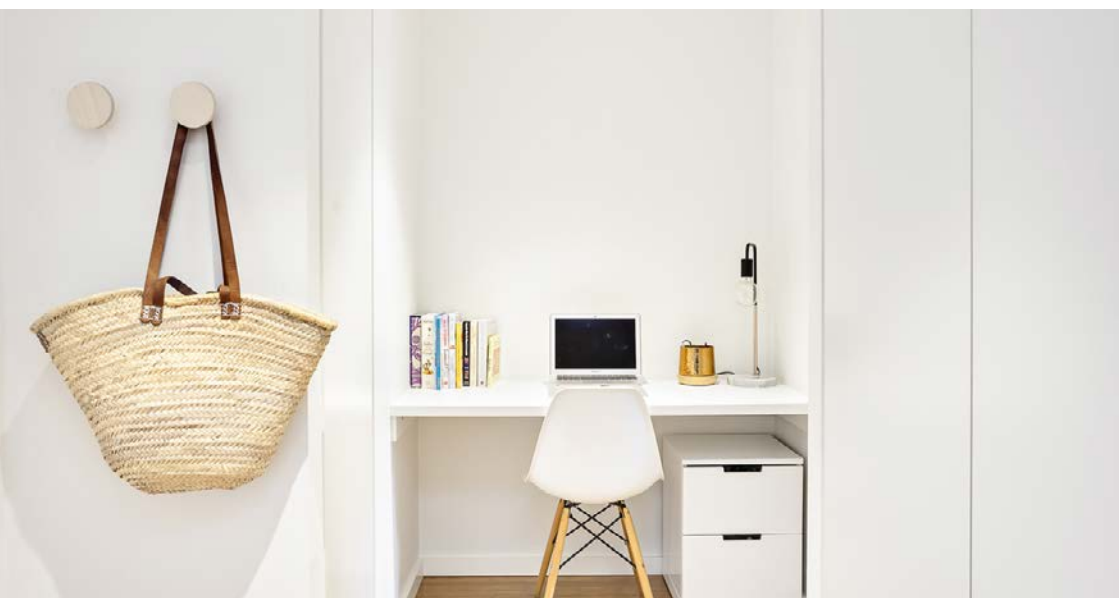
**Balgowlah** 4/374 Sydney Road  
Stacey and Blair Lockton | SOLD \$795,000

**“They outlined exactly how to approach the tenant, approach the sale and even offered to work with us off market with buyers from the neighbouring listing.”**

My husband Blair and I recently moved to Newcastle with the intention of raising our new family and Blair pursuing better options with his career in the mines. We had enjoyed our time in Sydney and left behind our apartment as our first investment property in the care of Belle Real Estate.

Over the months we were fairly pleased with the management experience but became a little dismayed with the quality of service, given it has depreciated over time during several change of hands of our property through internal staff. It was not until 2020 started to take a turn, firstly with the bushfires, that we started to rethink our strategy regarding our investment property and whether or not it made sense to hold onto it any longer.

As chance would have it, we spotted the apartment right next door our apartment come on the market with Etch Real Estate. We had not heard of their agency before but were extremely impressed with their marketing and the way they presented that apartment for sale. In exploring our options, we had thought about selling but were hugely concerned with upsetting our tenant, especially as she was super reliable, super pleasant and had never given us any cause for concern. We reached out to our managing agent and opened a discussion with them, but the conversation seemed a little lacklustre to say the least. They seemed confident that it would sell well but did not really provide any clarity on how they would handle the sale or our tenant.



In speaking to Hugo and Luljeta from Etch Real Estate we got completely the opposite feeling and approach. They outlined exactly how to approach the tenant, approach the sale and even offered to work with us off market with buyers from the neighbouring listing next door.

In the first few weeks they did their best to work with Belle but the managing agent quickly broke rapport with the tenant and things started to go from bad to worse. Not only were they interrupting the sales process that Etch Real Estate were implementing, but they'd managed to put the tenant offside and she in turn decided to vacate. We were now also facing a loss in income and potentially a tenant too.



**“ Hugo and Luljeta also smashed the building record by almost 10% - against a sale that had occurred well before Covid-19 times. ”**

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To make things worse, 2020 just seemed to get uglier with the onset of Covid-19. Hugo and Luljeta never lost faith and kept showing the home. We assigned Etch the Property Management in the process and Hugo managed to win back our tenant and even signed a lease extension. He presented our apartment to buyers over and over and without any cost to us or expense.

I still remember the day he phoned to state that he had sold our apartment. He was emotional himself, as he knew how much it meant to us. Not only had he managed to save our tenant, and market and sell our apartment during Covid-19, but he and Luljeta also smashed the building record by almost 10% - against a sale that had occurred well before Covid-19 times.



**“If you are looking for an agent to sell your home, Blair and I confidently suggest that Etch is the best!”**

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Along the way we definitively felt a connection with Hugo as a mate, an honest bloke and a kind person. He and the team at Etch Real Estate always had our best interest at heart and we are so delighted we reached out to Etch for support. They made us feel comfortable with the entire process and we honestly believe that their business background added value to the real estate process and helped them talk to buyers, lawyers, bank valuers and everyone else needed to get our investment property sold.

If you are looking for an agent to sell your home on the Northern Beaches, Blair and I would have every confidence in suggesting that Etch is the best! We can say with complete confidence that in the care of the team at Etch Real Estate you will see nothing but an outstanding result!

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